



# INDIAN SCHOOL MUSCAT SECOND PERIODIC ASSESSMENT

## BUSINESS ADMINISTRATION

CLASS: 12

Sub.Code: 833

TimeAllotted:50mts.

12.05.2019

Max .Marks: 20

### VALUE POINTS

**Answer any 06 from the given 08 questions**

1.	Planning	1
2.	Functions of management	1
3.	Leadership	1
4.	(a) Measuring results against corporate objectives	1
5.	Directing	1
6.	Leading	1
7.	Directing and Controlling	1
8.	Organizing	1
<b>Answer any 02 out of the given 03 questions</b>		
9.	<ul style="list-style-type: none"> <li>The function of control consists of those activities that are undertaken to ensure that the events do not deviate from the per-arranged plans.</li> <li>The activities consist of establishing standards for work performance,</li> <li>measuring performance and</li> <li>comparing it to these set standards and taking corrective actions as and when needed, to correct any deviations.</li> </ul>	3
10.	a) Identify the function of management involved in the above case.- Planning b) Enumerate the steps which have been followed by Rahul that are related to the process of one of the functions of management. – a) identifying the alternative course of action, b) evaluating	3
11.	<ul style="list-style-type: none"> <li>is considered to be more an important managerial essence than a separate</li> </ul>	3

	<p>management function.</p> <ul style="list-style-type: none"> <li>• Poor coordination is attributed to failure in performance of all the above-listed management functions.</li> <li>• Coordination deals with harmonizing work relations and efforts at all levels for achieving some common purpose.</li> <li>• The whole idea of coordination is to adjust, reconcile, and synchronize individual efforts so that group efforts become more effective and help to achieve some common objectives.</li> </ul>	
	<b>Answer any 02 out of the given 03 questions</b>	
12.	<p>a) controlling</p> <p>b) Analyzing deviation and taking corrective actions</p>	4
13.	<ul style="list-style-type: none"> <li>• It is the function of manning the organization structure and keeping it manned. Staffing has assumed greater importance in the recent years due to advancement of technology, increase in size of business, complexity of human behavior etc. The main purpose of staffing is to put right man on right .</li> <li>• Staffing involves: <ul style="list-style-type: none"> <li>➤ Manpower Planning (estimating man power in terms of searching, choose the person and giving the right place).</li> <li>➤ Recruitment, Selection &amp; Placement.</li> <li>➤ Training &amp; Development.</li> <li>➤ Remuneration.</li> <li>➤ Performance Appraisal.</li> <li>➤ Promotions &amp; Transfer.</li> </ul> </li> </ul>	4
14.	<ul style="list-style-type: none"> <li>• Step 1. Restaurant manager should determine the specific area that the restaurant requires to improve e.g. to reduce the waiting time of customers.</li> <li>• Step 2 <ul style="list-style-type: none"> <li>• To designate the jobs to be done within the restaurant such as defining that serving customers includes taking orders, clearing tables and cooking food.</li> </ul> </li> <li>• Step 3 <ul style="list-style-type: none"> <li>• To assign work to specific employees and provide resources required: To determine who will take orders, who will clear the tables, who will cook the food.</li> </ul> </li> <li>• Step 4 <ul style="list-style-type: none"> <li>• To coordinate the work of different groups and employees: To determine</li> </ul> </li> </ul>	4

	<p>the details of the relationship between the individual employees. i.e. how they work with each other.</p> <ul style="list-style-type: none"><li>• Step 5<ul style="list-style-type: none"><li>• To evaluate the results of implemented organising strategy by gathering the feedback from customers and see if the restaurant has attained its goals. If not, corrective action should be taken.</li></ul></li></ul>	
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