

Roll Number

SET A



INDIAN SCHOOL MUSCAT  
SECOND PRE - BOARD EXAMINATION  
BUSINESS ADMINISTRATION (833)

CLASS: XII

TERM 2

Time Allotted: 2 Hrs.

23.02.2022

Max. Marks: 35

**General Instructions:**

1. Please read the instructions carefully
2. This Question Paper is divided into 03 sections, viz., Section A, Section B and Section C.
3. Section A is of 05 marks and has 06 questions on Employability Skills.
  - a) Questions numbers 1 to 4 are one mark questions. Attempt any three questions.
  - b) Questions numbers 05 and 06 are two marks questions. Attempt any one question.
4. Section B is of 22 marks and has 18 questions on Subject Specific Skills.
  - a) Questions numbers 7 to 13 are one mark questions. Attempt any five questions.
  - b) Questions numbers 14 to 19 are two marks questions. Attempt any four questions.
  - c) Questions numbers 20 to 24 are three marks questions. Attempt any three questions.
5. Section C is of 08 marks and has 03 competency-based questions.
  - a) Questions numbers 25 to 27 are four marks questions. Attempt any two questions.
6. Do as per the instructions given in the respective sections.
7. Marks allotted are mentioned against each section/question.

**SECTION A: EMPLOYABILITY SKILLS**

(3+2 = 5  
marks)

**Answer any 03 questions out of the given 04 questions**

**1 x 3 = 3**

- Q.1 I L O stands for ----- 1
- Q.2 \_\_\_\_\_ is the term used to denote proper management of a natural resource to prevent its exploitation, destruction or degradation. 1
- Q.3 The process of developing a business plan, launching and running a Business using innovation to meet customer needs and to make a profit is called 1
- Q.4 What are the principles of Business idea? Name any two. 1

**Answer any 01 question out of the given 02 questions**

**2 x 1=2**

- Q.5 What is Critical Thinking? 2
- Q.6 Explain the role of green jobs in the water conservation. 2

**SECTION B: SUBJECT SPECIFIC SKILLS****(5+8+9 =  
22 marks)****Answer any 05 questions out of the given 07 questions****1 x 5=5**

- Q.7 Explain the feature of effective communication – Concrete. 1
- Q.8 How a manager can support employees with a high need for affiliation? 1
- Q.9 How is motivation different from motivator? 1
- Q.10 Identify the Leadership which can be practiced when the subordinates are less skilled 1
- Q.11 Leaders who get their work done through rewards and punishments known as 1
- Q.12 Nestle has funded many projects in India to improve access to water, taken sustainability measures, steps to enhance the livelihood of street food vendors, fitness programmes amongst others. Identify the concept of social responsibility followed by Nestle company in India. 1
- Q.13 E-business is one of the minimum cost advertising mode. Prove this statement. 1

**Answer any 04 questions out of the given 06 questions****2 x 4=8**

- Q.14 Define verbal communication. What are the steps included in verbal communication? 2
- Q.15 Define leadership as an element of Directing? Enumerate any two styles of Leadership. 2
- Q.16 Ayasha Ltd. assured their employees that in spite of recession; no worker will be retrenched from the job and will get the salary on time. 2
- a) Name and explain the type of incentive offered to the employees.
- b) Name two more incentive of the same category.
- Q.17 'Business is essentially a social institution and not merely a profit making activity'. Explain. 2
- Q.18 Differentiate between Persuasive Leaders and Charismatic Leaders. 2
- Q.19 Explain the advantageous of information technology in business. 2

**Answer any 03 questions out of the given 05 questions****3 x 3=9**

- Q.20 Define CSR according to European Union commission. What are the potential business benefits of CSR? 3
- Q.21 An effective leader possesses certain qualities or traits which differentiates them amongst common persons. Explain any three qualities of an efficient leader. 3
- Q.22 Motivating the employees is the fundamental duty of the management as it helps in accomplishing the goals of the organisation. Explain the role of motivation in an organization. 3
- Q.23 Communication plays a key role in the directing function of management. Give any six features of effective communication. 3
- Q.24 Enumerate how IT increases the scope of Human Resource Management. 3

## SECTION C: (COMPETENCY BASED QUESTIONS)

(2 x 4 = 8  
marks)

Answer any 02 questions out of the given 03 questions

4 x 2=8

- Q.25 LMN Ltd. is filing its income tax returns on time. They are also updating their shareholders about their projects and providing for return to them. Towards which interest group are they fulfilling their responsibility? Mention different concepts of social responsibilities. 4
- Q.26 What is meant by 'Esteem needs' and 'Self-actualization needs' about the motivation of the employees? 4
- Q.27 Umang Gupta is the Managing Director of Denver Ltd. The company has built a reputation for excellence and success. It was known for the timely completion of orders. The Production Manager, Ms. Kanta was very careful with the order processing and had a team of fourteen employees working under him. Everything was going well. Unfortunately, she met with an accident. Umang knew that in the absence of Ms. Kanta, the company may not be able to meet the deadlines. He also knew that failure to meet deadlines could lead to customer dissatisfaction with the risk of losing business and interest. Therefore, he held a meeting with his staff at which an accurate and quick processing of orders was arranged. Everybody agreed to work as a team because the behavior of Umang Gupta was positive towards the employees of the organization. Hence everyone put in extra time and effort and the targets were met on time. Not only this, Umang visited Ms. Kanta advised her to take sufficient rest. 4

(a) Identify the leadership style of Umang Gupta.

(b) Explain the advantageous of the leadership style followed by Umang Gupta.

**End of the Question Paper**