

Roll Number

SET A



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

CLASS: XII

TERM 2

Time Allotted: 2 hrs

31.03.2022

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 (5 marks)

Answer any 03 questions out of the given 04 questions

1 x 3 = 3

- Q.1 The Indian Government has come up with various schemes to help small-scale entrepreneurs gain capital. Name any one. 1
- Q.2 Identify the type of Entrepreneur - An individual, who starts at the age of 50 years without any entrepreneurship background 1
- Q.3 Define 'Environmental quality' 1
- Q.4 What is IGBC? 1

Answer any 01 question out of the given 02 questions

2 x 1 = 2

- Q.5 Match the situations to the type of attitude that an entrepreneur is showing. 2

Situation	Attitude
(a) Aamir has been an entrepreneur for 15 years. His business has a culture, where people working with him are free to give feedback on his work and share new ideas for the business.	(i) Interpersonal skills

(b) Shanaya wants to start a sweet shop. After speaking to some people in her area, she finds out that nobody sells healthy sweets. She decides to make non-fried sweets.	(ii) Perseverance
(c) Malvika has a book selling business. One day, a shipment of her books gets lost. This creates a lot of problems for her customers. She apologises to them and works hard for two days to get a new shipment by the next day.	(iii) Taking initiative
(d) Archana wants to start a 24×7 medical shop in her village. However, she does not know anything about medicines and has doubts about her selling skills. After talking to some people, she realises how important it is. Finally, she works with a pharmacist to set up a medical store.	(iv) Decisiveness

Q.6 Explain how green jobs reduce the emission of greenhouse gases. 2

SECTION B (22 marks)

1 x 5=5

Answer any 05 questions out of the given 07 questions

Q.7 Ram a junior employee may not be able to access the company CEO because no measures have been put in place to allow for that. Identify the hurdle experienced by Ram. 1

Q.8 The workers always try to show their inability when any new work is given to them. They are always unwilling to take up any kind of work. Due to sudden rise in demand a firm wants to meet excess orders. The supervisor is finding it difficult to cope up with the situation. State the element of directing that can help the supervisor in handling the problem. 1

Q.9 Identify the method of motivation by ABC Ltd. 1
An agent processes 20 claims a day, and the company decides to increase output to 40 claims a day.

Q.10 The ability to step outside the culture to start evolutionary change processes that are more adaptive is called? 1

Q.11 Who introduced the concept of transformational leadership? 1

Q.12 Name any two social responsibility followed by the business in any society. 1

Q.13 Define Customer-relationship management. 1

Answer any 04 questions out of the given 06 questions

2 x 4=8

Q.14 Explain Coherent and Concise features of communication? 2

Q.15 People with a high need for affiliation prefer cooperative situations to competitive ones. Do you agree? Justify your answer. 2

- Q.16 Identify hygiene factors and motivators from the following workplace situations: 2
- (a) Achievement
 - (b) Recognition
 - (c) Relationship with peers
 - (d) Physical workspace

Q.17 Explain social responsibility of business from Suppliers point of view. 2

Q.18 How Human Relations Attitude becomes an important quality of a good leader? 2

Q.19 Differentiate between B2B and B2C business. 2

Answer any 03 questions out of the given 05 questions

3 x 3=9

Q.20 There are some barriers in communication which are concerned with encoding and decoding of message. State any three such barriers. 3

Q.21 Explain different financial and non-financial incentives used to motivate employees of a company? 3

Q.22 Motivation is the complex set of forces starting and keeping a person at work in an organization. Explain the characteristics of motivation. 3

Q.23 A communication hurdles is anything that comes in the way of receiving and understanding messages that one sends to another to convey his ideas, thoughts, or any other kind of information. Discuss any three communication hurdles 3

Q.24 Explain the merits and demerits of E-business 3

SECTION C (8 marks)

COMPETENCY BASED QUESTIONS

Answer any 02 questions out of the given 03 questions

4 x 2=8

Q.25 The government banned the running of any industry near the famous monument – Taj Mahal. But Bindals Ltd. Doesn't go by the order of government and continue operating there. Is the business showing socially desirable behavior? Identify and explain the type of social responsibility missing here. 4

Q.26 Rahim was working in an enterprise on daily wages basis. It was difficult for him to fulfill the basic needs of his family. His daughter fell ill. He had no money for his daughter's treatment. To meet the expenses of her treatment, he participated in a cycle race and won the prize money. The cycle company offered him a permanent pensionable job which he happily accepted. 4

(a) By quoting the lines from the above para identify the needs of Rahim that are satisfied by the offer of Cycle Company.

(b) Also explain two other needs of Rahim followed by the above that are still to be satisfied.

Q.27 Pramod was s supervisor at 'Annapurna Aata' factory. The factory was producing 200 quintals of aata every day. His job was to make sure that the work goes on smoothly and there was no interruption in production. He was a good leader who would give orders only after consulting his subordinates and work out the policies with acceptance of the group. 4

(a) Identify and describe the leadership style being adopted by Pramod.

(b) Explain how democratic leadership style helps the management

End of the Question Paper