

INDIAN SCHOOL MUSCAT
CLASS: 11
HALF YEARLY EXAMINATION
BUSINESS ADMINISTRATION (833)
SET – A

QP.NO.	VALUE POINTS	SPLIT UP MARKS
1.	Secondary Industries	1
2.	Employment	1
3.	Dynamic nature	1
4.	Social environment	1
5.	Discount consumers	1
6.	Profession or Business, employment and profession (any of these)	1
7.	Retailer	1
8.	Economic environment or Legal environment	1
9.	Functional organization	1
10.	Committee organization	1
11.	Line and staff organization	1
12.	Insurance	1
13.	Synchronization of activities	1
14.	Tangible	1
15.	Organization	1
16.	Service	1
17.	Specialization	1
18.	Analytical – Separates different elements from the same material. Synthetical – Combines various ingredients into a new product. or Processing – Involves successive stages for manufacturing finished goods. Assembly – Assembles different component parts to make an new product.	1+1 1+1
19.	Specific environment General environment (Explain briefly with examples)	1 + 1
20.	Raw material Capital items or Unsought goods – Meaning with examples	1 + 1 2
21.	Under line or staff organization two additional staffs are appointed to the vertical line of authority. The two staffs added are industrial and research staff.	2
22.	Non-durable, Durable goods and services or Convenience goods, shopping goods and unsought goods. (Explain with examples)	1 + 1+1 1 + 1+1

23.	<p>Draw the chart of line and staff organization: It should cover the following departments under general manager including the additional staffs.</p> <p>General Manager Industrial and research staff Production manager Sales manager Finance manager</p>	3
23.	<p>Types of business operations</p> <ol style="list-style-type: none"> Service Merchantile business Manufacturing business <p>or</p> <p>Ways to generate income for the business</p> <ol style="list-style-type: none"> Generate recurring income Increase the value of assets Maintain the value and recurring income of business 	<p>1 + 1+1</p> <p>1 + 1+1</p>
24.	<p>Business operations</p> <p>Operations management</p> <p>(Meaning)</p>	2+2
25.	<p>Importance of business environment</p> <ol style="list-style-type: none"> Identify business opportunities Identify threats Helps in tapping useful resources Copying with rapid changes Helps in planning Improving performance (Any four with explanation) 	1+1 + 1+1
26.	<ol style="list-style-type: none"> External forces Specific and general forces Interrelatedness Dynamic nature Uncertainty Complexity Relativity (Any four with explanation) 	1+1 + 1+1
27.	<p>Bases of differences between product and services</p> <ol style="list-style-type: none"> Ownership Value derived Tangibility Seperability Variability Perishability User participation (Any four) <p>or</p> <p>Characteristics of services</p> <ol style="list-style-type: none"> Lack of ownership Intangibility Inseperability Variability Perishability User participation (Any four with explanation) 	<p>1+1 + 1+1</p> <p>1+1 + 1+1</p>

28.	Chart of Functional organization Planning in charge – Four divisions Production in charge – Four divisions or Types of consumers a. Loyal consumers b. Discount consumers c. Impulsive consumers d. Need based consumers (Points with explanation)	2 + 2 1+1 + 1+1
29.	Types of business environment a. Economic b. Social c. Legal d. Political e. Technological (Any four points with explanation)	1+1 + 1+1
30.	Characteristics of business a. Economic activity b. Production / Purchase of goods and services c. Sale or exchange of goods and services d. Regularity e. Earn profit f. Uncertainty of return g. Risk (Any six points with explanation) or Auxiliaries to trade – Meaning a. Banking b. Warehousing c. Insurance d. Advertising e. Transportation (Explanation required)	1+1+1+1+1+1 1+1+1+1+1+1
31.	Importance of organization a. Specialization b. Role clarity c. Clarity in working relationship d. Optimum utilization of resources e. Coordination f. Adoption to change g. Development of personnel h. Expansion (Any six points with explanation) or Meaning of organization Characteristic of organization a. Division of work b. Coordination c. Common objectives d. Cooperative relationship e. Well defined authority and responsibility relationship (Explanation required)	1+1+1+1+1+1 1+1+1+1+1+1