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**INDIAN SCHOOL MUSCAT
FINAL EXAMINATION 2023
BUSINESS ADMINISTRATION (833)**



CLASS : XI

TIME ALLOTTED : 3 HRS.

DATE: 16-02-2023

MAXIMUM MARKS: 60

GENERAL INSTRUCTIONS:

1. Please read the instructions carefully.
2. This Question Paper consists of **24 questions** in two sections – Section A & Section B.
3. Section A has Objective type questions whereas Section B contains Subjective type questions.
4. Out of the given (6 + 18 =) 24 questions, a candidate has to answer (6 + 11 =) 17 questions in the allotted (maximum) time of 3 hours.
5. All questions of a particular section must be attempted in the correct order.

SECTION A - OBJECTIVE TYPE QUESTIONS (30 MARKS):

- i. This section has 06 questions.
- ii. There is no negative marking.
- iii. Do as per the instructions given.
- iv. Marks allotted are mentioned against each question/part.

SECTION B – SUBJECTIVE TYPE QUESTIONS (30 MARKS):

- i. This section contains 18 questions.
- ii. A candidate has to do 11 questions.
- iii. Do as per the instructions given.
- iv. Marks allotted are mentioned against each question/part.

SECTION A: OBJECTIVE TYPE QUESTIONS

Q. 1 Answer any 4 out of the given 6 questions on Employability Skills (1 x 4 = 4 marks)

- i. Which menu option has the commands Save, Print and Close? 1
 - (a) Insert
 - (b) Tools
 - (c) File
 - (d) Format
- ii. You have been standing in a queue for a long time to buy tickets for a movie. A man 1 suddenly comes and stands in front of you, out of turn. What should you do?
 - (a) Scream at the person so that he never repeats the mistake
 - (b) Inform him politely that there is a queue and everyone is waiting for their turn
 - (c) Stay quiet and let the person go ahead
 - (d) Not say anything directly but complain about him to other people

- iii. Ravi works hard to get the best student award at the end of the year. What type of motivation is this? 1
- (a) External
 - (b) Internal
 - (c) Both internal and external
 - (d) Not any specific type of motivation
- iv. The full form of (NAPCC) is 1
- (a) Nation Action Plan on Climate Change
 - (b) Net Action Plan on Climate Change
 - (c) Notional Action Plan on Climate Change
 - (d) National Action Plan on Climate Change
- v. Entrepreneurship is a process of developing to meet customer needs and to make a profit. 1
- (a) A business plan, launching and running a business using innovation
 - (b) A business idea, running a business organisation
 - (c) A business plan, implementing sales using creativity
 - (d) A business idea, launching and developing marketing activities using innovation
- vi. Radha wants to grow her hair and she applies a lot of hair oil. She does not wash her hair for days and sometimes it smells bad too. What would be your suggestion to her? 1
- (a) She can leave the oil in her hair, after all it helps her hair to grow
 - (b) She should not apply oil at all
 - (c) She can apply the oil and pour a little water on her hair before leaving home to reduce the smell
 - (d) She can leave it on at night and wash her hair every day before leaving home

Q. 2 Answer any 5 out of the given 7 questions (1 x 5 = 5 marks)

- i. It is a voluntary association of persons for mutual benefit and its aims are accomplished through self-help and collective effort'. Identify the type of organization mentioned in the above statement. 1
- (a) Sole Proprietorship
 - (b) Company
 - (c) Co-operative society
 - (d) Partnership
- ii. Trade refers to the import of goods for the purpose of export. 1
- (a) Import
 - (b) Export
 - (c) Entrepot
 - (d) Entreport

- iii. In 1960's a team of researchers developed a new method to analyze corporate strategy. This method is known as..... 1
- (a) SWOT Analysis
 - (b) INTERNAL Analysis
 - (c) EXTERNAL Analysis
 - (d) ENVIRONMENT Analysis
- iv. consumers are likely to comprise a small segment of your consumer base. 1
- (a) Discount
 - (b) Loyal
 - (c) Wandering
 - (d) Need-based
- v. letter is written by customers who are not satisfied by the levels of consumer services provided. 1
- (a) Complaint
 - (b) Goodwill
 - (c) Sales
 - (d) Information
- vi. Define primary group. 1
- vii.is a systematic study of behaviour of people in an organisation and how it affects the performance. 1
- Q. 3 Answer any 6 out of the given 7 questions (1 x 6 = 6 marks)**
- i. Name the smallest unit in which capital of a company is divided. 1
- (a) Share
 - (b) Share Capital
 - (c) Capital
 - (d) Investment
- ii. is that branch of commerce which is concerned with the sale, transfer or exchange of goods & services. 1
- (a) Trade
 - (b) Commerce
 - (c) Auxiliaries to trade
 - (d) Internal Trade
- iii. Specific brands and types of fanny foods, cars, stereo components, photographic equipment and suits are the examples of 1
- (a) Specialty Goods
 - (b) Shopping Goods
 - (c) Impulse goods
 - (d) Emergency goods

- iv. What is business memorandum? 1
- v.is the task of assessing or rating individual performance and abilities of the workers. This helps in identifying the potential in employees for their further development. 1
- vi. A study of the culture and practices in different societies is called..... 1
 - (a) Personality
 - (b) Anthropology
 - (c) Perception
 - (d) Attitudes
- vii. means removal of restriction on the entry and growth of private sector firms. 1
 - (a) Privatisation
 - (b) Globalisation
 - (c) Legalisation
 - (d) Liberalisation

Q. 4 Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)

- i. A partner who does not take part in the day to day activities of the business but contribute capital is known as: 1
 - (a) Secret Partner
 - (b) Sleeping Partner
 - (c) Nominal Partner
 - (d) Partner by holding out
- ii. Micro Organizational behavior is done at level 1
 - (a) Group Level
 - (b) Individual Level
 - (c) Organizational Level
 - (d) All level
- iii. Define customer satisfaction. 1
- iv. Informal communication is also called..... 1
 - (a) Grapevine
 - (b) Downward communication
 - (c) Feedback
 - (d) Decoding
- v. Auxiliaries to trade play a role for trade and industry. 1
 - (a) Non-essential
 - (b) Supportive
 - (c) Unsupportive
 - (d) Negative

- vi.helps management to predict future development & take corrective actions to implement their plans. 1

Q. 5 Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)

- i. A company is an artificial person. Which of the following is not true about an artificial person? 1
- (a) It is created by law
 - (b) It exists independent of its members
 - (c) It cannot own property
 - (d) Is can sue and be sued
- ii. 'Every partner is both an agent and a principal'. Identify the feature of partnership being referred here: 1
- (a) Risk bearing
 - (b) Membership
 - (c) Mutual agency
 - (d) Formation
- iii. Identify, which one of the following is not the function of management: 1
- (a) Staffing
 - (b) Organising
 - (c) Planning
 - (d) Motivation
- iv. Which of the following laws governs partnership form of business organisation? 1
- (a) Indian Partnership Act, 1930
 - (b) Indian Partnership Act, 1932
 - (c) Indian Partnership Act, 1956
 - (d) Indian Partnership Act, 1912
- v. Why is branding not very important for heterogeneous shopping products? 1
- vi. Due to legal element of environment, many multinational food chains such as KFC, Domino's etc. have altered their menu according to Indian taste and culture. Do you agree with this statement? Give reason. 1

Q. 6 Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)

- i. Registration of cooperative society is..... 1
- (a) Optional
 - (b) Advisable
 - (c) Preferable
 - (d) Compulsory

- ii. refers to those economic activities which are connected with production, purchase, sale or distribution of goods or services with the motive of earning profit. 1
- (a) Profession
- (b) Employment
- (c) Services
- (d) Business
- iii. estimates the current and future manpower requirements of the business. 1
- (a) Market Planning
- (b) Human Resource Planning
- (c) Budgeting
- (d) Financial Analysis
- iv.is not one of the 7 C's of communication. 1
- (a) Clarity
- (b) Conciseness
- (c) Correctness
- (d) Character
- v. goods are tangible goods that are normally consumed in one or few uses. 1
- (a) Durable
- (b) Non-durable
- (c) Semi-durable
- (d) Perishable
- vi. Business environment does not includes Forces. 1
- (a) Specific
- (b) General
- (c) Both (a) and (b)
- (d) Relative

SECTION B: SUBJECTIVE TYPE QUESTIONS (Answer each question in 20 – 30 words.)

Answer any 3 out of the given 5 questions on Employability Skills (2 x 3 = 6 marks)

- Q.7 What are the two advantages of assertive communication? 2
- Q.8 What is a business idea? Give one of the principles of idea creation. 2
- Q.9 Differentiate between Interests and Abilities. 2
- Q.10 Explain the Jawaharlal Nehru National Solar Mission. 2
- Q.11 Explain any two advantages of using a Word Processor. 2

Answer any 3 out of the given 5 questions in 20 – 30 words each (2 x 3 = 6 marks)

- Q.12 Explain any two features of business environment. 2
- Q.13 Distinguish between private company and public company on the basis of : 2
(a) Transfer of share
(b) Invitation
- Q.14 Explain the following terms: 2
(a) Formal Communication
(b) Written Communication
- Q.15 Explain any two distinct features of services. 2
- Q.16 Explain the types of business correspondence. 2

Answer any 2 out of the given 3 questions in 30– 50 words each (3 x 2 = 6 marks)

- Q.17 Write a short note on Limited Liability Partnership (LLP). 3
- Q.18 “It is a legal document prepared during the formation and registration process of a company to define its relationship with shareholders and it specifies the objectives for which the company has been formed.” 3
(a) Identify ‘It’.
(b) Explain any two contents of it.
- Q.19 “India’s craft heritage continues because of its customs and traditions. Crafts are used not only in the country by craftsmen in Rajasthan, Gujarat and Assam but are also exported to USA, Germany, UK and France. The volume of exports and imports give India an advantage in balance of payments and the much needed foreign exchange reserves. The Prime Minister desires that the handicraft industry should be expanded by linking it with technology. Focus should be on changing the manufacturing process, ensuring durability and adapting innovations. Quoting the lines from the above para, explain any three factors of external environment. 3

Answer any 3 out of the given 5 questions in 50– 80 words each (4 x 3 = 12 marks)

- Q.20 Define Financial Management. Explain any three objectives of the Financial Management. 4
- Q.21 Explain the models of organisational behaviour. 4
- Q.22 Ramesh is a successful businessman. He is a firm believer that strong human resources is a backbone of any business organization. A competent and dedicated team of employees help the enterprise to achieve its goals effectively and efficiently. Hence, he always adopts the best available strategy across industry to attract, develop, retain and utilize human resources. 4

- (a) Which activity of management of business operation has been highlighted in the above paragraph? Name and explain that activity
- (b) Explain any two other activities which are involved in management of business operation.

- Q.23 Identify the type of partner highlighted in the following statements and explain it. 4
- (a) He gives an impression of his being partner to others by his word or conduct.
 - (b) His Connection with the firm is not disclosed to the general public.
- Q.24 Sameera and Rakesh are the students of class XI. Their teacher, Mr. Singh, taught that there are different types of consumer goods. One category of consumer goods require minimum shopping effort as these goods are bought frequently but not in large quantity. While some goods are selected by the consumers based on suitability, style, quality, and price and closely compared from the available substitutes. He added there are certain goods that the consumer does not know about or know about but does not normally think of buying. 4
- (a) Identify the types of products, discussed by Mr. Singh by quoting relevant lines.
 - (b) There is one more type of consumer goods which Mr. Singh did not discuss. Name and explain that type too.

******END OF THE QUESTION PAPER******