

ROLL
NUMBER

--	--	--	--	--

SET	A
-----	---



**INDIAN SCHOOL MUSCAT
COMMON PRE BOARD EXAMINATION 2023
BUSINESS ADMINISTRATION(CODE NO. 833)**



CLASS : XII
DATE: 04-02-2023

TIME ALLOTTED : 3 HRS.
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.
6. **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.
7. **SECTION B-SUBJECTIVE TYPE QUESTIONS (30 MARKS):-**
 - i. This section contains 19 questions.
 - ii. A candidate has to do 12 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 (1X4=4marks)	
i.	<p>One of the following dimensions is not included in 'Big Five Factors'.</p> <ul style="list-style-type: none"> a) Openness b) Consciousness c) Antagonism d) (d) Extraversion 	1
ii.	<p>Ravi has feelings of emptiness, abandonment and suicide. What type of personality disorder is this?</p> <ul style="list-style-type: none"> a) Borderline b) Dependent c) Avoidant d) Obsessive 	1
iii.	<p>Which of the following is characterized by an extreme feeling of self-importance?</p> <ul style="list-style-type: none"> a) Narcissistic personality disorder b) Borderline personality disorder c) Dependent personality disorder d) None of the above 	1
iv.	<p>What is a workbook?</p>	1
v.	<p>The correct order of steps for entering data in a spreadsheet is:</p> <ul style="list-style-type: none"> a) Type the data, click the cell and press Enter. b) Click the cell, type the data and press Enter. c) Press Enter, click the cell and type the data. d) (d) Click the cell, press Enter and type the data. 	1
vi.	<p>What is the shortcut key to underline text in a spreadsheet?</p> <ul style="list-style-type: none"> a) Ctrl+b b) Ctrl+i c) Ctrl+l d) Ctrl+u 	1

Q2.	Answer any 5 out of the given 7 questions (1X5=5marks)	
i.	<p>Management as an activity consist of following activities. Which of the following is irrelevant in this aspect?</p> <ul style="list-style-type: none"> a) Interpersonal Activities b) Divisional Activities c) Informative Activities d) Intrapersonal Activities 	1
ii.	<p>Study of movement of an operator on machine involved in particular task, the purpose is to eliminate & determine the best way of doing the job. Which technique of scientific management is involved in this?</p> <ul style="list-style-type: none"> a) Time Study b) Motion Study c) Method Study d) Fatigue Study 	1
iii.	<p>_____ is to lay down sequence of operations and see that work should travel smoothly.</p> <ul style="list-style-type: none"> a) Instruction card clerk b) Route Clerk c) Time and cost clerk d) Shop Disciplinarian 	1
iv.	<p>Which one of the following is an importance of organising?</p> <ul style="list-style-type: none"> a) Developing leadership b) Facilitates coordination and communication c) Assignment of duties d) Reduces Uncertainty 	1
v.	<p>The process of staffing begins with?</p> <ul style="list-style-type: none"> a) Selection b) Training c) Promotion d) Estimating manpower requirement 	1
vi.	<p>Use of language to transfer information with help of sign language or speaking is known as _____</p>	1

vii.	The term motivation is derived from Latin word _____. a) Move b) Movere c) Movare d) Moovare	1
Q3.	Answer any 6 out of the given 7 questions (1X6=6marks)	
i.	Who said, 'Management is the process by which co-operative group directs actions towards common goals.'?	1
ii.	Fayol's Principle of Emphasized of replacing 'I' with 'We'. a) Esprit De Corps b) Unity of command c) Division of work d) Unity of Direction	1
iii.	_____ is suitable for the organisation where operations require high degree of Specialization a) Informal Structure b) Formal Structure c) Functional Structure d) Divisional Structure	1
iv.	_____ is a continuous process of give and take, teach and learn, it is an opportunity to express views.	1
v.	Maslow's hierarchy of needs includes all EXCEPT which of the following? a) Cognition b) Physiological c) Safety d) d) Belongingness	1
vi.	_____ is defined as the process of influencing the activities of an organized group towards goal achievement.	1
vii.	_____ Responsibilities are not only liable to the individuals in the society but also to the businesses in the society. As business is an entity itself, it must also follow laws and rules.	1
Q4.	Answer any 5 out of the given 6 questions (1X5=5marks)	

i.	<p>Identify importance of management.</p> <ul style="list-style-type: none"> a) Determination of objectives b) Efficient use of resources c) Dynamic & Multidimensional d) Encourages innovation <p>Out of the above which is correct?</p> <ul style="list-style-type: none"> a) i, ii and iv b) Only i and ii c) Only ii and iv d) i, ii, iii and iv 	1
ii.	<p>_____ Prevents overlapping of Activities</p> <ul style="list-style-type: none"> a) Division of work b) Unity of Direction c) Order d) Equity 	1
iii.	Which function of management deals with the human elements of management?	1
iv.	<p>'Presentation of information should be well planned, logical and sequential.'</p> <p>Which feature of communication is highlighted in the above sentence?</p>	1
v.	_____ is attributed with the development of the Two-Factor theory of motivation.	1
vi.	<p>Leadership which can be practiced when the subordinates are less skilled.</p> <ul style="list-style-type: none"> a) Participative leadership b) Autocratic Leadership c) Free-rein leadership d) Creative leadership 	1
Q5.	Answer any 5 out of the given 6 questions (1X5=5marks)	
i.	<p>'Whether it is an educational organization or a petrol pump, management is required everywhere.'</p> <p>Which feature of management is highlighted in the above sentence?</p> <ul style="list-style-type: none"> a) Management is universal b) Management is intangible c) Management is pervasive d) Management is continuous 	1

ii.	Neo- classical approach is also referred as _____?	1
iii.	_____ is an important element of directing. It also implies overseeing the work of subordinates in order to guide and regulate their efforts.	1
iv.	Who introduced the concept of 'transformational leadership'?	1
v.	Define social responsibility from customer's point of view.	1
vi.	This particular information may be useful for one person while it may not be useful to another person. Information should be useful enough so that managers can draw decisions out of it. Which characteristics of information is highlighted in the above sentence?	1
Q6.	Answer any 5 out of the given 6 questions (1X5=5marks)	
i.	Why Unity of Command is important in an organisation?	1
ii.	Workers become cautions while performing their duties as they know they are being observed by their supervisors. Which point of importance of Controlling is highlighted by this statement? a) Facilities decision making b) Facilities coordination c) Facilities discipline and order d) Facilities motivation	1
iii.	_____ Leaders are dynamic and high-risk takers. It has been proved in research that it leads to high performance and satisfaction among his followers, they can be relied during crisis.	1
iv.	What are the four types of corporate social responsibility?	1
v.	Which is not the aspect of information technology a) Communication b) Applications c) Motivation d) Software design	1
vi.	What are four main types of communication technology that have contributed to the ease of sending messages?	1

SECTION B: SUBJECTIVE TYPE QUESTIONS

	Answer any 3 out of the given 5 questions on Employability Skills in 20-30 word each	
Q.7	Explain 'Schizotypal' and 'Schizoid' personality disorder.	2
Q.8	Define any two parameters that describe an individual's personality.	2
Q.9	Sequence the steps of adding slide to a presentation.	2
Q.10	Mention steps in protecting spreadsheet with password.	2
Q.11	Sequence the steps of inserting a picture in a presentation	2
	Answer any 3 out of the given 5 questions in 20-30 words each (2X3=6marks)	
Q.12	Briefly explain the features of management as science.	2
Q.13	Explain any two importance of Directing.	2
Q.14	Define Ouchi's Theory Z.	2
Q.15	Explain any two disadvantages of Laissez-Faire leadership style.	2
Q.16	Discuss significance of leadership.	2
	Answer any 2 out of the given 3 questions in 30-50 words each (3X2=6marks)	
Q.17	Explain the following principles of Management :- 1. Remuneration of Employees 2. Centralization and Decentralization 3. Scalar Chain	3
Q.18	Explain any three features of Effective communication.	3
Q.19	Write a short note on Alderfer's theory of motivation.	3
	Answer any 3 out of the given 5 questions in 50-80 words each(4X3=12marks)	
Q.20	Name and explain with a suitable example the technique of Scientific Management given by Taylor, with the objective of determining the number of workers to be employed for a task.	4
Q.21	Having transformed 2500 Kirana stores across eight cities in to virtual super markets, the startup Quick Bizz further decided in advance, to collaborate with 15000-20,000 store owners in top 30 cities of the country by the end of this year. The company has set its eye on digitizing over 1,00,000 kirana stores over next 18-24 months. A. Identify and explain the step in the process of one of the functions of management discussed above. B. Also explain the last step to be performed by Quick Bizz as part of the process.	4
Q.22	Umang Gupta is the Managing Director of Denver Ltd. The company had established a good name for itself and had been doing well. It was known for timely completion of orders. The Production Manager, Ms. Kanta was efficiently handling the processing of order and had a team of fourteen motivated employees working under her. Everything was	4

	<p>going on 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 not meeting the deadlines may lead to customer dissatisfaction with the risk of loss of business and goodwill. So, he had a meeting with his employees in which accurate the speedy processing of orders was planned. Everybody agreed to work as team because the behaviour of Umang Gupta was positive towards the employees of the organisation. Hence everyone put in extra time and efforts and the targets were met on time.</p> <p>Not only this, Umang visited Ms. Kanta and advised her to take sufficient rest.</p> <ol style="list-style-type: none"> 1. Identify and explain the leadership style of Umang Gupta. 2. State any two advantages of the leadership style mentioned above. 	
Q.23	Explain business benefits of CSR.	4
Q.24	What are the advantages of Information Technology in business ?	4

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