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SET	A
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**INDIAN SCHOOL MUSCAT  
FINAL EXAMINATION 2022  
BUSINESS ADMINISTRATION(CODE NO. 833)**



CLASS : XII  
DATE: 23-11-2022

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.

**SECTION A-OBJECTIVE TYPE QUESTIONS (30MARKS): -**

- (a) This section has 06 questions.
- (b) There is no negative marking.
- (c) Do as per the instructions given.
- (d) Marks allotted are mentioned against each question/part.

**SECTION B-SUBJECTIVE TYPE QUESTIONS (30MARKS):-**

- (a) This section contains 18 questions.
- (b) A candidate has to do 11 questions.
- (c) Do as per the instructions given.
- (d) Marks allotted are mentioned against each question/par

**SECTION - A: OBJECTIVE TYPE QUESTIONS**

**Q.1 Answer any 4 out of the given 6 questions on Employability Skills (1X4=4marks)**

- i. Mona is helping her sister to overcome a personality disorder. What should she do? 1
  - (a) Talk to her sister
  - (b) Engage her in hobbies
  - (c) Help her build confidence
  - (d) All of the above
- ii. Ravi has feelings of emptiness, abandonment and suicide. What type of personality disorder is this? 1
  - (a) Borderline
  - (b) Dependent
  - (c) Avoidant
  - (d) Obsessive

- iii. One of the following dimensions is not included in 'Big Five Factors'. 1
- (a) Openness
  - (b) Consciousness
  - (c) Antagonism
  - (d) Extraversion
- iv. What is a workbook? 1
- v. A \_\_\_\_\_ is an electronic document used to store data in a systematic way and perform calculations just like an expense sheet. 1
- (a) Spreadsheet
  - (b) Worksheet
  - (c) Workbook
  - (d) Name box
- vi. A \_\_\_\_\_ is an arrangement of cells in a horizontal manner. 1
- (a) Column
  - (b) Row
  - (c) Cell
  - (d) Worksheet
- Q2. Answer any 5 out of the given 7 questions (1X5=5marks)**
- i. Management as an activity consist of following activities. Which of the following is irrelevant in this aspect? 1
- a) Interpersonal Activities
  - b) Divisional Activities
  - c) Informative Activities
  - d) Intrapersonal Activities
- ii. Which Principle of scientific management emphasizes that proper training and selection of employees should be done? 1
- a)Harmony, not Discord
  - b) Development of each person towards greatest efficiency
  - c) Cooperation, not individualism
  - d) Unity of Command
- iii. 'For maximum efficiency, the work must be logically divided in to simple routine & repetitive task.' Which approach of management is being discussed in the statement? 1
- a) Classical Approach
  - b) Human Relation Approach
  - c) Neo Classical Approach
  - d) Contemporary Approach
- iv. Directing can be categorized into 4 different elements .Name them. 1
- v. The process of Organization begins with: 1
- a) Identification and grouping of activities
  - b) Determination of objectives
  - c) Establishing relationship among individuals and group
  - d) Assignment of duties

- vi. Use of language to transfer information with help of sign language or speaking is known as \_\_\_\_\_ 1
- vii. In Maslow's hierarchy of needs, food, water and sleep are considered \_\_\_\_\_ motives. 1
- Safety
  - Self-actualization
  - Physiological
  - Social

**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'. 1
- Esprit De Corps
  - Unity of command
  - Division of work
  - Unity of Direction
- iii. "\_\_\_\_\_ involves manning the organization structure through proper and effective selection appraisal and development of personal to fill the roles designed into the structure." 1
- iv. Open door policy is an advantage of which type of communication? 1
- v. Maslow's hierarchy of needs includes all EXCEPT which of the following? 1
- Cognition
  - Physiological
  - Safety
  - Belongingness
- vi. \_\_\_\_\_ is defined as the process of influencing the activities of an organized group towards goal achievement. 1
- vii. Define Corporate Social Responsibility. 1

**Q4. Answer any 5 out of the given 6 questions (1X5=5marks)**

- i. Identify importance of management. 1
- Determination of objectives
  - Efficient use of resources
  - Dynamic & Multidimensional
  - Encourages innovation
- Out of the above which is correct?
- i, ii and iv
  - Only i and ii
  - Only ii and iv
  - i, ii, iii and iv

- ii. Riya works in a factory and she always keeps machines, tools, materials etc ready for operations by the concerned workers. According to functional foremanship technique, Riya is acting as \_\_\_\_\_. 1
- a) Instruction Card Clerk
  - b) Repair Boss
  - c) Gang Boss
  - d) Route Clerk
- iii. The process of sharing ideas, opinions from one person to another is called \_\_\_\_\_. 1
- iv. 'Presentation of information should be well planned, logical and sequential.' 1  
Which feature of communication is highlighted in the above sentence?
- v. An employee is dissatisfied in his job because of lack of teamwork and absence of work-life balance. 1  
As per Hierarchy of Needs theory, Which need of that employee is not Fulfilled?
- vi. The ability of a leader to develop friendly relations with his team members is known as \_\_\_\_\_. 1
- a) Inner Motivation
  - b) Human Relations Attitude
  - c) Intelligence
  - d) Maturity

**Q5. Answer any 5 out of the given 6 questions (1X5=5marks)**

- i. 'Whether it is an educational organization or a petrol pump, management is required everywhere.' 1  
Which feature of management is highlighted in the above sentence?
- a) Management is universal
  - b) Management is intangible
  - c) Management is pervasive
  - d) Management is continuous
- ii. Neo- classical approach is also referred as \_\_\_\_\_. 1
- iii. Which function of management implies measurement of accomplishment against standards and correction of deviation? 1
- iv. Leadership, which can be practiced when the subordinates are less skilled. 1
- a. Participative leadership
  - b. Autocratic Leadership
  - c. Free-rein leadership
  - d. Creative leadership.
- v. Define social responsibility from government point of view. 1
- vi. E- Business is truly without boundaries as it allows sellers and buyers global reach. 1

Which benefit of E-Business is highlighted in the above sentence?

- a) Elimination of place
- b) Elimination of physical restrictions
- c) Availability of 24x7
- d) Minimum cost advertising mode

**Q6. Answer any 5 out of the given 6 questions (1X5=5marks)**

- i. \_\_\_\_\_ aims to provide proper rest intervals for effectiveness of workers. 1
- a) Method Study
  - b) Motion Study
  - c) Fatigue Study
  - d) Time Study
- ii. Workers become cautious while performing their duties as they know their supervisors are observing them. Which point of importance of Controlling is highlighted by this statement? 1
- a) Facilities decision making
  - b) Facilities coordination
  - c) Facilities discipline and order
  - d) Facilities motivation
- iii. Which style of leadership takes into account of others' views, opinions and ideas? 1
- a) People-oriented
  - b) Democratic
  - c) Autocratic
  - d) Laissez-faire
- iv. How can CSR benefit the society? 1
- v. Which is not the aspect of information technology 1
- a) Communication
  - b) Applications
  - c) Motivation
  - d) Software design
- vi. \_\_\_\_\_ is defined as capabilities offered to organizations by computers, software applications, and telecommunications to deliver data, information, and knowledge to individuals and processes. 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 Paranoid 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 a steps in protecting a 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 | State any two importance of planning.                      | 2 |
| Q.14 | Define Herzberg's two-factor theory.                       | 2 |
| Q.15 | Explain any two advantages of autocratic leadership style. | 2 |
| Q.16 | Explain any two characteristics of a good leader           | 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 :-<br>1. Division of work<br>2. Unity of Direction<br>3. Scalar Chain                                                                      | 3 |
| Q.18 | 'Quality communication is the act of effectively conveying and receiving messages to and from others'.<br>In the light of above, statement explain any three importance of 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 | What is Top-level Management? Discuss functions of top level management(any 3) | 4 |
| Q.21 | Define Organizational structure and write a short note on its types.           | 4 |
| Q.22 | Explain Participative leadership and its advantages (Any 3).                   | 4 |
| Q.23 | State and define importance of Social Responsibility.                          | 4 |
| Q.24 | Explain Merits of E-Business.                                                  | 4 |

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

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**SECTIONA-OBJECTIVE TYPE QUESTIONS (30MARKS): -**

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**SECTIONB-SUBJECTIVE TYPE QUESTIONS (30MARKS):-**

- (i) This section contains 18 questions.
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**SECTION - A: OBJECTIVE TYPE QUESTIONS**

**Q.1 Answer any 4 out of the given 6 questions on Employability Skills (1X4=4marks)**

- i. A \_\_\_\_\_ is an electronic document used to store data in a systematic way and perform calculations just like an expense sheet. 1
  - (a) Spreadsheet
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- vi. One of the following dimensions is not included in 'Big Five Factors'. 1
- (a) Openness
  - (b) Consciousness
  - (c) Antagonism
  - (d) Extraversion

**Q2. Answer any 5 out of the given 7 questions (1X5=5marks)**

- i. The process of Organization begins with: 1
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- v. Management as an activity consist of following activities. Which of the following is irrelevant in this aspect? 1
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- iv. Define Corporate Social Responsibility. 1
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- vi. Who said, 'Management is the process by which co-operative group directs actions towards common goals.'? 1
- vii. Open door policy is an advantage of which type of communication? 1

**Q4. Answer any 5 out of the given 6 questions (1X5=5marks)**

- i. Identify importance of management. 1
- i. Determination of objectives
  - ii. Efficient use of resources
  - iii. Dynamic & Multidimensional
  - iv. Encourages innovation
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- Which benefit of E-Business is highlighted in the above sentence?
- a) Elimination of place
  - b) Elimination of physical restrictions
  - c) Availability of 24x7
  - d) Minimum cost advertising mode
- ii. The term motivation is derived from Latin word \_\_\_\_\_ 1
- a) Move
  - b) Movere
  - c) Movare
  - d) Moovare

- iii. Which function of management implies measurement of accomplishment against standards and correction of deviation? 1
- iv. Leadership which can be practiced when the subordinates are less skilled. 1
  - a. Participative leadership
  - b. Autocratic Leadership
  - c. Free-rein leadership
  - d. Creative leadership.
- v. Define social responsibility from government point of view. 1
- vi. 'Whether it is an educational organization or a petrol pump, management is required everywhere.' 1
 

Which feature of management is highlighted in the above sentence?

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  - c) Management is pervasive
  - d) Management is continuous

**Q6. Answer any 5 out of the given 6 questions (1X5=5marks)**

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  - a) Method Study
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- 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? 1
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  - a. People-oriented
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  - c. Autocratic
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- iv. \_\_\_\_\_ is defined as capabilities offered to organizations by computers, software applications, and telecommunications to deliver data, information, and knowledge to individuals and processes. 1
- v. Which is not the aspect of information technology 1
  - a) Communication
  - b) Applications
  - c) Motivation
  - d) Software design
- vi. How can CSR benefit the society? 1

**SECTION B: SUBJECTIVE TYPE QUESTIONS**

**Answer any 3 out of the given 5 questions on Employability Skills in 20-30 words each**

- Q.7 Sequence the steps of inserting a picture in a presentation. 2
- Q.8 Define any two parameters that describe an individual's personality. 2
- Q.9 Sequence the steps of adding a slide to a presentation. 2
- Q.10 Describe Advantages of Presentation software. 2
- Q.11 Explain Schizotypal and Paranoid personality disorder. 2

**Answer any 3 out of the given 5 questions in 20-30 words each (2X3=6marks)**

- Q.12 Explain any two advantages of autocratic leadership style. 2
- Q.13 State any two importance of Controlling. 2
- Q.14 Explain any two characteristics of a good leader 2
- Q.15 Briefly explain the features of management as science. 2
- Q.16 Define Herzberg's two factor theory. 2

**Answer any 2 out of the given 3 questions in 30-50 words each (3X2=6marks)**

- Q.17 Write a short note on Alderfer's theory of motivation. 3
- Q.18 Define formal communication and state its advantages. 3
- Q.19 Explain the following principles of Management :- 3
1. Division of work
  2. Unity of Direction
  3. Scalar Chain

**Answer any 3 out of the given 5 questions in 50-80 words each(4X3=12marks)**

- Q.20 Define principles of Scientific Management. 4
- Q.21 Explain Merits of E-Business. 4
- Q.22 Explain Participative leadership and its advantages (Any 3). 4
- Q.23 State and define the importance of Social Responsibility. 4
- Q.24 Define Organizational structure and write a short note on its types. 4

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