

ROLL NUMBER				
----------------	--	--	--	--

CODE NUMBER	833/1/1
SET NUMBER	1



**INDIAN SCHOOL MUSCAT**  
**FIRST PRE-BOARD EXAMINATION 2023**  
**BUSINESS ADMINISTRATION (833)**



CLASS: XII  
DATE: 26-11-2023

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.

**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. Define Communication. 1
- ii. The \_\_\_\_\_ function is used to find the maximum of numbers in a given range of cells.

(A) MIN

*Page*

- (B) ALT  
(C) CTRL  
(D) MAX 1
- iii. Which type of motivation is associated with activities that are enjoyable or satisfying in themselves? 1
- iv. Gregarious, assertive and sociable fall under \_\_\_\_\_ type of personality trait.  
(A) Agreeableness  
(B) Conscientiousness  
(C) Extraversion  
(D) Openness to experience 1
- v. \_\_\_\_\_ is a company that is the first stage of its operation.  
(A) Enterprise  
(B) Business  
(C) Startup  
(D) Industry 1
- vi. Write the full form of EESL. 1
- Q. 2 **Answer any 5 out of the given 7 questions (1 x 5 = 5 marks)**
- i. What is the key difference between management and administration?  
(A) Administration is concerned with long-term planning, while management focuses on daily operations.  
(B) Management deals with policy-making, while administration involves executing policies.  
(C) There is no difference; the terms are used interchangeably.  
(D) Administration is a lower-level function, while management is higher-level. 1
- ii. **Assertion (A)** – Motivation is a complex process.  
**Reason (R)** – Any types of motivation may not have uniform effect on all the members.  
Find correct option –  
(A) Both A and R are true and R is correct explanation of A  
(B) Both A and R are true but R is not the correct explanation of A  
(C) A is true but R is false  
(D) A is false but R is true 1
- iii. \_\_\_\_\_ Communication includes the use of body language, facial expression, and gestures to convey information to others. 1

- iv. The companies can reach to its customers through using tools like ..... and ..... 1
- v. .... are responsible for introducing dramatic changes in the organisations. 1
- (A) Autocratic leader
- (B) Democratic leader
- (C) Laissez-faire leader
- (D) Transformational leader
- vi. It indicates that employees at all levels should be encouraged to develop and carry out plans for improvements. Identify the management principle highlighted in the given statement. 1
- (A) Centralization & Decentralization
- (B) Espirit de Corps
- (C) Initiative
- (D) Scalar chain
- vii. Synchronization of various activities and efforts of all individuals, groups, departments in common direction to achieve the goals of the organization is called..... 1
- (A) Coordination
- (B) Organising
- (C) Controlling
- (D) Directing
- Q. 3 **Answer any 6 out of the given 7 questions (1 x 6 = 6 marks)**
- i. At which level of management are individuals motivating employees for working to their maximum efficiency. 1
- (A) Top-level management
- (B) Middle-level management
- (C) Front-line management
- (D) Supervisory management
- ii. According to Koontz and O'Donnell "\_\_\_\_\_ is the interpersonal aspect of managing by which subordinates are led to understand and contribute effectively and efficiently to the attainment of enterprise objectives." **Fill the gap.** 1
- iii. It is a set of tools, processes, methods, and related equipment to collect, process, and present information. Name the term. 1
- iv. Transactional leadership has which of the following characteristics?
- (A) Takes the view that rewards and punishment motivate staff.
- (B) Seeks to ensure staff understand issues facing the organization

- (C) Seeks to involve staff in the decision making process. 1
- (D) Believe success arises from leaders and staff working together 1
- v. Which principle of management states that an organization should work to minimize staff turnover and maximize efficiency?
- (A) Principle of Equity
- (B) Unity of Direction
- (C) Principle of order
- (D) Principle of stability of Tenure 1
- vi. The concentration of decision-making authority is called.....
- (A) Decentralization
- (B) Centralisation
- (C) Authority
- (D) Accountability 1
- vii. Which of the following does the abbreviation CSR stand for?
- (A) Corporate Social Responsibility
- (B) Company Service Responsibility
- (C) Continuous Surveillance Responsibility
- (D) Cumulative Supervisory Responsibility 1
- Q. 4 **Answer any 5 out of the given 7 questions (1 x 5 = 5 marks)**
- i. Introducing employees to the organisation is called .....
- (A) Recruitment
- (B) Orientation
- (C) Selection
- (D) Placement 1
- ii. **Assertion (A):** Unity of command with the objective of one head and one plan ensures unity of action and coordination.
- Reasoning (R):** As dual subordination is avoided through unity of command, there are no confusion regarding the task.
- Find correct option –**
- (A) Both A and R are true and R is correct explanation of A
- (B) Both A and R are true but R is not the correct explanation of A
- (C) A is true but R is false
- (D) A is false but R is true 1



- iii. Which of the following statements concerning the rational and emotional aspects of leadership is false?
- (A) Leaders can use rational techniques and/or emotional appeals in order to influence followers
- (B) Leadership includes actions and influences based only on reason and logic
- (C) Aroused feelings can be used either positively or negatively
- (D) Good leadership involves touching others' feelings
- iv. The primary character of any spoken or written form of transmission of information should be to state the message .....
- (A) Clear
- (B) Concise
- (C) Concrete
- (D) Courteous
- v. A proper planning process has to be developed if desired results have to be achieved. How one should initiate the process?
- (A) Formulating derivative plans
- (B) Developing premises
- (C) Identify alternate course of action
- (D) Setting objectives
- vi. The employees in the marketing department of Roxy Ltd. are always working against time. They are not able to meet customers demand due to shortage of time. Most managers in the department have to handle two or more areas. Due to work pressure there is a lot of dissatisfaction among managers.
- Identify which step of staffing process was not properly carried out?
- (A) Optimum utilization of resources
- (B) Placement and Orientation
- (C) Estimating manpower requirements
- (D) Motivation to employees

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

- i. Maslow gives the hierarchy of needs as Self Actualisation, esteem needs, \_\_\_\_\_, security needs, and physical needs. **(fill the gap)**
- ii. Decentralisation refers to
- (A) Retention of decision making authority

By

- (B) Dispersal of decision making authority
- (C) Creating division as profit centre
- (D) Opening new centres 1
- iii. Which of the following is highlight the importance of coordination?
- (A) Organizational growth
- (B) Specialization barriers
- (C) Dependence of units
- (D) Time consuming process 1
- iv. 'Be a partner in National peace'. Which social responsibility of business is this? 1
- v. e-commerce does not include \_\_\_\_\_.
- (A) A business's interactions with its customers
- (B) Interactions among the various departments within the business
- (C) A business's interactions with its suppliers
- (D) Interactions among the geographically dispersed units of the business 1
- vi. "It should also work towards providing free education by opening educational institutes and training institutes or helping the people affected by natural calamities such as floods and earthquakes". It is ..... responsibility. 1
- Q.6 Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)**
- i. .... means union is strength.
- (A) Subordination of individual interest to general interest
- (B) Espirit de Corps
- (C) Stability of tenure
- (D) Equity 1
- ii. Which style of leadership does not believe in the use of power unless it is absolutely essential?
- (A) Autocratic leadership
- (B) Democratic leadership
- (C) Charismatic leadership
- (D) Laissez-Faire leadership 1
- iii. In the process of communication "Encoding" means.....
- (A) Using symbols to express an idea
- (B) Creating noise in the communication
- (C) Interpreting the meaning of the message
- (D) Feedback of the message 1



- iv. What is the primary reason for the importance of management in organizations?  
 (A) To increase employee turnover  
 (B) To reduce efficiency  
 (C) To create chaos  
 (D) To achieve organizational goals 1
- v. Neo-Classical Approach can be categorized into Scientific Management, Bureaucratic Theory, and Administrative Theory. State true or false. Give Reason 1
- vi. Give any two non-financial incentives for employees to motivate them to do hard work in the company. 1

### **SECTION B -SUBJECTIVE TYPE QUESTIONS**

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

- Q.7 Name the four steps of Active Listening. 2
- Q.8 What do you understand by Paranoid disorder? 2
- Q.9 Write any two features of spreadsheets application. 2
- Q.10 List out any two roles of green jobs. 2
- Q.11 State two barriers to becoming an entrepreneur. 2

**Answer any 3 out of the given 5 questions in 20–30 words each (2x3=6 marks)**

- Q.12 Anvi Pvt. Ltd.' has divided its business into four departments; namely, Marketing, Finance, Production, and Personnel. The Finance Manager has to arrange finance for the following year. With this aim, he asks the Marketing Manager of how much worth he would be able to sell goods in the following year. The reason for asking such a question was to make an estimate of purchases and production. Similarly, he asked the Personnel Manager to prepare an estimate of the expected number of the employees and the remuneration to be paid to them. The Financial Manager shared all the information received with Mr. Rawat, the senior Finance Manager. Thus, both of them jointly prepared the Cash Budget.  
 Identify and explain the type of Organisational Structure is being adopted by this company? 2
- Q.13 In a manufacturing company as many as 100 labourers are working in the production department. Eight specialists have been appointed to look after their work to issue command to them and to listen to their complaints. They give advice to the labourers on different issues relating to their work.  
 (A) What technique of scientific management is being followed here?  
 (B) Which principle of management is being ignored in this case? 2
- Q.14 Explain the Intellectual Leaders with the help of an example. 2
- Q.15 Explain the Alderfer's ERG Theory of motivation. 2

- Q.16 Aastha has the ability to influence others to bring about a change in their behaviour. Identify the concept and explain. 2

**Answer any 2 out of the given 3 questions in 30–50 words each (3x2=6 marks)**

- Q.17 Dr. R. K. Miglani, the owner of "Miglani Nursing Home" is a renowned Surgeon. Twenty doctors, forty nurses and sixty attendants are working in the nursing home. Every day, several successful operations are conducted here. Miss Partigya Sharma, a student of Class-XII has been preparing her project on this nursing home. She is permitted to visit the nursing home once in a week. During the course of her visit, she observed a unique thing. That is whenever she visited the nursing home old faces were not visible. Instead she found new faces. On scrutiny, it transpired that the behaviour of its administrator was very strict. People come here, serve for a few days and go away. In the above paragraph, which principle of management has been ignored. Write two consequence of its ignoring. 3

- Q.18 Neeraj, a sales representative of 'Onida Ltd. has changed seven jobs in the last one year. He is a hard working person but is not able to finalise deals with the customers due to his inadequate vocabulary and omission of needed words. Sometimes he uses wrong words because of which intended meaning is not conveyed. All this created a misunderstanding between him and his clients.

(A) Identify the communication barrier discussed above.

(B) State the category of this communication barrier.

(C) Explain any other communication barrier of the same category. 3

- Q.19 Huna is working in a company on a permanent basis. As per the job agreement she had to work for 8 hours a day and was free to work overtime. Huna worked overtime, due to which she fell ill and had to take leave from her work. No one showed concern and enquired about her health. She realised that she was fulfilling only some of her needs while some other needs still remained to be fulfilled.

(A) By quoting the lines from the above para, identify the needs of Huna which she is able to fulfill.

(B) Also explain two other needs of Huna followed by the above needs which still remained to be satisfied. 3

**Answer any 3 out of the given 5 questions in 50 – 80 words each (4x3=12marks)**

- Q.20 Kritika is posted at Lower Level Management at 'Libra Cosmetics Pvt. Ltd.' The daily sale of the company is about 50 lakhs only. The company has given her the responsibility that the production work of the company should continue uninterrupted. The Managing Director has asked her to focus her attention especially on the speed and quality of production. She is



doing her job efficiently. Her reputation is that of a successful leader. She takes every decision after discussing it with all the concerned persons. Her subordinates are very happy with her.

(A) Identify and explain the Leadership Style adopted by Kritika.

(B) Explain any two disadvantages of the leadership style identified in (A)

4

Q.21 "Prakash Limited" is a company manufacturing electrical goods. Smt. Renu Bala Jhingan is its managing director. By virtue of her wise direction, company has achieved great heights. A management institute one day invited her for a lecture. There she got an opportunity to dialogue with the students of management studies. She narrated to them the story of her success. She told them two main things. First, the employees should know that their work is being evaluated and progress report prepared. Second, optimum use of human and physical resources should be made possible.

(A) Identify the above said function of the management.

(B) On the basis of the aforesaid paragraph write three points regarding the importance of the functions of management as identified in point (A) above

4

Q.22 Rishi Mukherjee has recently joined AMV Ltd, a company manufacturing refrigerators. He found that his department was under-staffed and other departments were not cooperating with his department for smooth functioning of the organisation. Therefore, he ensured that his department has the required number of employees and its cooperation with other departments is improved.

(A) Identify the level at which Rishi Mukherjee was working.

(B) Also, explain three more functions required to be performed by Rishi Mukherjee at this level.

4

Q.23 Mr. Mohit is the owner of toys manufacturing factory. His main motive is maximising the profit. For which he is supplying low quality products at high prices. He hires children as labourers from Villages at very cheap rates to work in his factory. Also he does not provide good working conditions to them. Even he is not bothered about the pollution caused by his factory. As a result, the labour turnover and absenteeism increased in his factory. With all this he is very upset and could not understand the problem.

(A) What is lacking by Mr. Mohit in the above case?

(B) In the above para towards whom he did not meet social responsibility?

(C) Give any two suggestions to Mr. Mohit so as to improve the condition of his factory.

4

Q.24 Sagar and Aditi two fashion designers from Delhi decided to sell their designer outfits to rich market segment by providing them facility of customising the outfit as per their needs. So

they made a website 'myfashion.com' as they don't want to spend too much finance on opening retail outlet in a costly market. Sooner they starting getting good response not only from Delhi but also from other cities like Chandigarh, Jaipur, etc.

(A) Name and state the form of business highlighted above by quoting the lines.

(B) Also identify and explain two advantages of above form of business highlighted above by quoting the lines.

4

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

*suishgh*