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**INDIAN SCHOOL MUSCAT  
HALF YEARLY EXAMINATION 2023  
BUSINESS ADMINISTRATION (833)**



CLASS: XII

DATE: 24-09-2023

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. Which of these sentences has/have both indirect and direct objects?
  - (a) I am working on a presentation.
  - (b) She bought a blue pen.
  - (c) The girls played cricket.
  - (d) He wrote a letter to his sister.

- ii. Which of these sentences is punctuated correctly?
- (a) Where are you going.
  - (b) This is my house.
  - (c) I am so happy to see you!
  - (d) I have a pen a notebook and a pencil. 1
- iii. Vicky had big dreams when he was studying. He worked hard for achieving his dreams and has achieved his goals. Which of the following options does the given fact refer to?
- (a) Result Orientation
  - (b) Positive thinking
  - (c) Self-Awareness
  - (d) Emotional management 1
- iv. Which of the following is a subtype of Dramatic/Emotional Personality Disorders (Cluster B)?
- (a) Paranoid Personality Disorder
  - (b) Schizotypal Personality Disorder
  - (c) Histrionic Personality Disorder
  - (d) Schizoid Personality Disorder 1
- v. Stages of Active Listening are.....
- (a) Reflecting, Receiving, Understanding and Evaluating
  - (b) Remembering, Receiving, Understanding and Evaluating
  - (c) Remembering, Reflecting, Understanding and Evaluating
  - (d) Responding, Reflecting, Understanding and Evaluating 1
- vi. Rina loves interacting with people and is, generally, talkative. She can easily make friends and make any gathering lively, is confident. Identify the type of personality Reema possesses.
- (a) Extrovert
  - (b) Nervous
  - (c) Paranoid
  - (d) Agreeable 1
- Q. 2 Answer any 5 out of the given 7 questions (1 x 5 = 5 marks)**
- i. Training, lectures and seminars are.....
- (a) Rules
  - (b) Procedures
  - (c) Method
  - (d) Strategy 1

- ii. The goal of the Sita retail store is to increase sales and the goal of the spastic's society of India is to impart education to children with special needs. Management unites the efforts of different individuals in the organization towards achieving these goals.

**Identify the characteristics of management discussed above.**

- (a) Management is a dynamic function  
(b) Management is a goal-oriented process  
(c) Management is single-dimensional  
(d) Management is all pervasive 1
- iii. KTX Group is rolling out an initiative to help create wealth for its employees through the implementation of Employee Stock option. Through motivation and leadership, the management will help individuals to develop team spirit, cooperation and commitment to the success of the group. The following importance of management is highlighted above:
- (a) Management creates a dynamic organisation  
(b) Management helps in achieving personal objectives  
(c) Management helps in the development of society  
(d) Management increases efficiency 1
- iv. Considering the fact that it is difficult to find one single person with all the needed qualities, Taylor suggested appointment of a specialist through this technique of scientific management. Identify the technique.
- (a) Standardisation and simplification of work  
(b) Method study  
(c) Functional foremanship  
(d) Motion Study 1
- v. Grouping the activities on the basis of the product line is a part of .....
- (a) Formal organisation  
(b) Divisional structure  
(c) Informal organisation  
(d) Functional Structure 1
- vi. Some employees have been assigned the job of measuring the output in an objective and reliable way. They are applying different techniques for achieving this aim. Some of these are personal-observation, sample-checking etc. They are also keeping the units of measurement same as that of the units in the standards. Name the step of 'Controlling process applicable in the above paragraph.

- (a) Analysing deviations
- (b) Comparing actual performance with standards.
- (c) Establishing standards.
- (d) Measurement of actual performance

1

vii. A communication ..... anything that prevents us from receiving and understanding the messages that other use to convey their information, ideas and thoughts.

- (a) Language
- (b) Barriers
- (c) Skills
- (d) Messages

1

**Q. 3 Answer any 6 out of the given 7 questions (1 x 6 = 6 marks)**

i. Management is relevant at middle & lower-level management whereas Administration is relevant at ..... level of management.

- (a) Top-level
- (b) Middle level
- (c) Supervisory level
- (d) Low level

1

ii. Identify the correct sequence of the steps involved in the staffing process.

- (a) Recruitment, Estimating the Manpower Requirements, Placement, and Orientation, Selection
- (b) Estimating the Manpower Requirements, Selection, Placement, and Orientation, Recruitment
- (c) Selection, Estimating the Manpower Requirements, Recruitment, Placement, and Orientation
- (d) Estimating the Manpower Requirements, Recruitment, Selection, Placement, and Orientation

1

iii. Management as a process has certain implications. Which of the following is irrelevant in this aspect?

- (a) Social Process
- (b) Emotional Process
- (c) Integrated Process
- (d) Continuous Process

1

- iv. Which Principle of Scientific Management says that employees must be rewarded when they make suggestions that lead to cost savings within the company?  
 (a) Cooperation not individualism  
 (b) Harmony not discord  
 (c) Science, not a rule of thumb  
 (d) Development of each person to his greatest efficiency 1
- v. Controlling function finds out how far ..... deviates from standards.  
 (a) Actual performance  
 (b) Improvement  
 (c) Corrective actions  
 (d) Cost 1
- vi. Informal communication is one where there is nothing official about the communication that is happening. It can be known as ..... 1
- vii. Who said, 'Management is the art of getting things done through others and with formally organized groups.'? 1
- Q. 4 Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)**
- i. If you are visiting a foreign country, but don't know the language, then what kind of communication barriers will.....  
 (a) Semantic barriers  
 (b) Physical barriers  
 (c) Cultural barriers  
 (d) Physiological barriers 1
- ii. George Elton Mayo is known as .....  
 (a) The Father of General Management  
 (b) The Father of Shop floor Management  
 (c) The Father of Scientific Management  
 (d) The Father of Neo-Classical Approach 1
- iii. Which principle of general management advocates that, "Employee turnover should be minimised to maintain organisational efficiency."?  
 (a) Stability of personnel  
 (b) Remuneration of employees  
 (c) Equity  
 (d) Esprit De Corps 1

- iv. .... It is the process of instructing guiding motivating the people in the organization to achieve the objectives.  
 (a) Supervision  
 (b) Directing  
 (c) Controlling  
 (d) Motivating 1
- v. .... study aims at providing proper rest intervals or breaks to workers to increase the effectiveness of the work.  
 (a) Time  
 (b) Motion  
 (c) Fatigue  
 (d) Method 1
- vi. Grouping of activities on the basis of functions is a part of.....  
 (a) Decentralized organization.  
 (b) Divisional organization  
 (c) Functional organization  
 (d) Centralized organization 1
- Q. 5 Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)**
- i. .... ensures that only the most appropriate persons have been appointed.  
 (a) Recruitment  
 (b) Selection  
 (c) Training  
 (d) Management 1
- ii. Name the process of exchange of information between two or more persons to reach common understanding. 1
- iii. Reema is working as a 'Production Manager' in a company manufacturing different types of products of milk. Now she is planning to launch packaged Kheer in packs of 250 grams for which she requires to reduce few lines of products which are not profitable. She knows that it will result in savings of cost of labour and machines.  
 Identify the technique of management applied by Reema in the above situation:  
 (a) Motion study  
 (b) Time study  
 (c) Method study  
 (d) Standardisation and simplification of work 1

- iv. Classical Management theory is.....
  - (a) Organisation Centered
  - (b) Human Oriented
  - (c) Complete employee view
  - (d) Nature Oriented 1
- v. Management is the process of getting things done.' State the meaning of the term 'Process' used in this statement. 1
- vi. Which of the following statements is not relevant to the concept of “Management as an inexact science”?
  - (a) The principles of management lack universal validity
  - (b) The principles of management lack universal applicability
  - (c) The principles of management have to be modified according to the given situation
  - (d) Management involves dealing with human behaviour and outcomes cannot be predicted with utmost accuracy 1

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

- i. .... this is the act of using photograph, sketches, drawings, arts, graphs and charts to convey information.
  - (a) Visual Communication
  - (b) Written Communication
  - (c) Verbal Communication
  - (d) Non-Verbal Communication 1
- ii. Which function of management is related to filling and keeping filled the post with people? 1
- iii. Communication is an endless process, as is the case with business where the manager continuously assigns works to his subordinates, tries to know the progress of the work and gives directions. Which feature of communication is highlighted in the above sentence? 1
- iv. Which of the following is a function of top-level management?
  - (a) Ensuring quality of output
  - (b) Assigning necessary duties and responsibilities to their departments
  - (c) Taking responsibility for all the activities of the business and its impact on the society
  - (d) Ensuring that the safety standards are maintained outside the organisation. 1
- v. According to Taylor, “even a small production activity like loading figures of iron into boxes can be scientifically planned and managed. This can result in tremendous savings of human energy as well as wastage of time and materials.” Identify the related principle of scientific management.

- (a) Harmony, not discord
  - (b) Science, not rule of thumb
  - (c) Development of each and every person to get his/her greatest efficiency and prosperity
  - (d) Co-operation, not individualism 1
- vi. 'If anything goes wrong with the performance of key activities, the entire organization suffers. Therefore, the organization should focus on them.'
- The focus point should be
- (a) Controlling
  - (b) Actual performance
  - (c) Deviations
  - (d) Corrective Action 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 What are the overcoming barriers to active listening? 2
- Q.8 There are five parameters that describe an individual's personality. These five dimensions are also called the 'Big Five Factors' and the model are referred to as the 'Five Factor Model', Name them and define anyone. 2
- Q.9 Differences between formal communication and informal communication on the basis of **(1) Meaning and (2) Reliability** 2
- Q.10 Self- motivation is the need of the hour. Write the importance of self-motivation? 2
- Q.11 Define stress. Give any two ways to manage it. 2

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

- Q.12 Briefly explain the role of 'shop disciplinarian' and 'inspector' in functional foremanship technique of scientific management. 2
- Q.13 The management principles can be applied to all types of activities. Which characteristic of management is highlighted by this statement? Explain. 2
- Q.14 'Directing is the heart of management'. Do you agree? Give reasons to support your answer. 2
- Q.15 "Planning is looking ahead and controlling is looking back". Comment 2
- Q.16 Write any two observations of Hawthorne Experiments? 2

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

- Q.17 Hina and Harish are typists in a company having same educational qualifications. Hina is getting Rs. 3,000 Per month and Harish Rs. 4,000 per month as salary for the same working hours. Which principle of management is violated in this case? Name and explain the principle. 3



Q.18 Prateek is working in a multinational company in Noida. He was running a temperature for the last many days. When his blood was tested, he was found to be positive for Malaria and admitted in a hospital and blood transfusion was advised by the doctors as his condition was very serious. One of his colleagues sent text message to his superior Mr. B Chatterjee. Mr. Chatterjee sent text message to the employees to donate blood for the Prateek. When the company's General Manager knew about it, he ordered for fumigation in the company premises and cleaning the surroundings.

(a) From the above paragraph, quote the lines that indicate formal and informal communications.

(b) State any two features of Informal communication.

3

Q.19 "Lack of proper management result in the wastage of time, money and efforts" in the light of this statement explain any three points the importance of management.

3

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

Q.20 Vardan Patel started the business of preparation and supplying sweets through home delivery at a production cum show-room 'Express Sweets' at Ahmedabad. He made a plan forecasting the sales of different types of sweets in various localities of Ahmedabad for each month of the year to earn a profit of 20% on capital employed.

He set a sales target of Rs. 20,00,000 in the current year with a 10% increase every year. He then set the criteria for selecting suppliers from whom he would make purchases of raw material. The planning paid off and the business was able to achieve its targets.

(a) Identify any two types of plans by quoting the lines from above.

(b) Also give the meaning of the types of plans identified in part (a) above

4

Q.21 Identify and state the various elements of communication highlighted in the following cases:

(i) Department 'A' has sent an encoded message to department 'B' through internet. What is the role of internet here?

(ii) Madhur is making gestures so that he can send a message to Ranbhir. What is Madhur doing here?

(iii) Ranbhir is trying to understand the message sent by Madhur by reading his gestures. What is Ranbhir doing here?

(iv) Kamesh picks up his phone and finds a message on it. He reads the message carefully. What is the role of Kamesh here?

4

Q.22 Energy Coolers are the leading manufacturers in their area. They have decided to increase the productivity of their workers. For this they have chalked out a plan. They will be hiring operational managers who to work at the lower level of management. They have decided to

keep eight managers over a single worker. Thus, every worker will have to report to all these eight managers.

(a) Which technique of scientific management is followed here?

(b) What will be the benefit? Also tell which principle of Fayol will be violated here?

4

- Q.23 Ramarjuna joins an IT firm as a system analyst after completing his masters in Computer Science. As the nature of his work demands he has to work in very close coordination with all the departmental heads in the firm, very soon Ramarjuna realizes that each departmental head has own individual style of working. They differ greatly in their day- to-day approach to work. They tend to deal with a given situation, an issue or a problem through a combination of their own experience, creativity, imagination, initiative and innovation.

In the context of the above case:

Identify and explain the nature of management highlighted in the above case.

**(Any three points)**

4

- Q.24 Kartik joins a garment factory as a plant supervisor in Lucknow. He observes that the output of some workers is very low as compared to the standards set for their performance. On analyzing the reasons for the same, he finds out that a lot of time of the workers is wasted in getting the requisite materials issued from the store. Whereas on asking, the store keeper complains that there is no harmony in the working of the production department as a whole. Every day the workers approach him at the last minute to procure different kinds of threads, laces, mirrors, buttons etc. If it is not available in the store then he has to place an order with the purchase officer. As a result, a lot of time of the workers is wasted. So, in order to integrate the various production activities, henceforth, Kartik ensures, that the store keeper is informed well three days in advance about the requisite material. Consequently, the store keeper is able to keep the materials ready for the workers every morning in accordance with their requirements. In context of the above case:

(a) Identify and explain the quality of management that Kartik has introduced in the working of the production department as a corrective measure to control the output of the workers.

(b) State briefly any two points highlighting the importance of quality of management identified in part (a)

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