

Roll Number

SET B



INDIAN SCHOOL MUSCAT  
FINAL EXAMINATION  
BUSINESS ADMINISTRATION

CLASS: XII

Sub. Code: 833

Time Allotted: 3 Hrs.

27.01.2021

Max. Marks: 70 Marks

**General Instructions:**

1. Please read the instructions carefully.
2. This Question Paper consists of 25 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 + 19 =) 25 questions, a candidate has to answer (6 + 12 =) 18 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 (35 MARKS):**
  - 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.
7. **SECTION B – SUBJECTIVE TYPE QUESTIONS (35 MARKS):**
  - a. This section contains 19 questions.
  - b. A candidate has to do 12 questions.
  - c. Do as per the instructions given.
  - d. 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. Identify the Personality Disorder, “If a person is characterized by a pattern of persistent disregard for and violation of rights of others.” 1
  - a) Paranoid
  - b) Antisocial
  - c) Schizoid
  - d) Avoidant
- ii. The part of speech which joins words, phrases, or clauses is: 1
  - a) Preposition
  - b) Conjunction
  - c) Interjection
  - d) Adjective
- iii. For printing a document, you will press which key? 1
  - a) CTRL+X
  - b) CTRL+P
  - c) CTRL+V
  - d) CTRL+C
- iv. \_\_\_\_\_ is the non-conventional fuel that is sought for to run vehicles without creating pollution. 1
  - a) Petrol
  - b) Bitumen
  - c) Biofuel
  - d) Diesel
- v. \_\_\_\_\_ is a process of developing a business plan, launching and running a business using innovation to meet customer needs and to make a profit. 1
  - a) Entrepreneurship
  - b) Profession
  - c) Trade
  - d) Occupation

- vi. Personal hygiene is important because it helps us to: 1
- |                                |                                     |
|--------------------------------|-------------------------------------|
| I. Stay healthy                | II. Creates good image of ourselves |
| III. Feeling ashamed in public | IV. Stay Unhealthy                  |

Choose the right option

- a) Both I & II      b) Both III & IV      c) All of the above      d) None of these

**Q.2. Answer any 7 out of the given 8 questions (1 X 7 =7 marks)**

- i. True or False 1
- Management ensures efficiency and economy in the utilization of human, physical and financial resources.
- ii. The two factor theory is based on \_\_\_\_\_ and \_\_\_\_\_ factors. 1
- (a) Safety and self esteem
  - (b) Self-actualization and status quotient
  - (c) Hygiene and behavioral
  - (d) None of the above
- iii. Being the head of sales department, Daniel sent a mail to the production manager stating the expected sales for the next 6 months which was well footed with necessary support documents. Which feature of effective communication is described here? 1
- (a) Concrete
  - (b) Concise
  - (c) Complete
  - (d) Clear
- iv. Mr. Mohan is a production manager of RLV Limited. He developed certain plans in the form of general statements on the basis of strategies set by the top level management. Identify the type of plan. 1
- (a) Programmes
  - (b) Policies
  - (c) Objectives
  - (d) Strategies
- v. In the financial year 2018, ABC Limited earned an income of 10 Crore. The directors of the company decided to give a certain share of it to the employees, as they believed that this would make them work more in the next year. Identify the financial incentive provided here. 1
- (a) Stock option
  - (b) Performance linked incentive
  - (c) Profit sharing
  - (d) Commission

- vi. In Surya Ltd. losses are pouring in. So for their rescue, the BOD of the company decided to hire Subash the cost control expert. After taking charge of the job, Subash advised the company to eliminate superfluous varieties, sizes and dimensions for the products manufactured, as these are the reason for undue high cost expenditure. Which technique of management is applied above? 1
- (a) Fayol's division of work
  - (b) Taylor's simplification technique
  - (c) Taylor's motion study
  - (d) Fayol's time study
- vii. Being a general manager of a company Hero Limited, Ajay makes sure that there is autonomy for his employees in order to encourage them. Recently, Radhika was awarded for giving valuable suggestions to the firm. Identify the type of non- financial incentive provided to Radhika 1
- (a) Career development
  - (b) Employee participation and involvement
  - (c) Group incentives
  - (d) Suggestion system
- viii. Mention any two elements in directing. 1

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

- i. "An organization should safeguard against abuse of managerial power, but at the same time a manager should have the necessary power to carry out his work. Identify the principle stated here. 1
- ii. In ZEE Limited the employees were not allowed to directly approach the Managing Director of the company. Due to this reason, an important information from an employee, took some time to finally reach the Managing Director. The Managing Director of the firm was really upset as the information lost its importance by the time it reached him. Now the firm decided to overcome this drawback by applying a shortcut method introduced by Fayol. Identify it. 1
- iii. \_\_\_\_\_ is known as the essence of management. 1
- iv. Fayol developed \_\_\_\_\_ theory, which explained the process of managing an organization from top managerial perspective. 1
- v. The freedom to act, make decisions and challenge one's self to be more creative fits which of Maslow's hierarchy of needs? 1
- vi. \_\_\_\_\_ is a function of management under which the 'corrective action fall'. 1
- vii. Rishabh has joined as Senior Executive in an entertainment company. He always ensures that the work has been divided into small and manageable activities and also the activities of similar nature are grouped together. Identify the related step in organizing process being mentioned in the above lines. 1
- (a) Departmentalization
  - (b) Identification and division of work
  - (c) Assignment of duties
  - (d) Establishing reporting relationship

**Q.4. Answer any 6 out of the given 7 questions (1 X 6 = 6 marks)**

- i. Sidhu working in AB Limited could not convey an emergency information to the CEO of the firm. This was because no measures have been put in place to allow junior employees to access the CEO. Identify the hurdle in communication faced in this situation. 1
- (a) Systematic
  - (b) Attitudinal
  - (c) Visual
  - (d) Physical
- ii. Arun and Sanju are singers. Mohit and Ravan are actors. Mahesh and Ritesh are dancers. They will always differ in demonstrating their skills. Same way managers also apply the principles of management differently depending on how creative they are. Above lines highlight one of the nature of management. 1
- Identify the nature of management highlighted here.
- iii. Anjali is purchase in charge of Ram Private Limited. The sales manager of the firm asked to go for more purchases of raw materials as he need to meet the increasing demand for the product, whereas the finance manager refuses it. Anjali is now confused. 1
- Which principle of management is violated here?
- iv. Shankar is working as a manager of a firm in India. Asif is a manager in U.S and Rocky is a manager in Australia. What they do as managers in their firm is the same. How they do it may be quite different. 1
- Which characteristic of management as a science is highlighted in the above example?
- v. Dhanush has started a soap manufacturing firm. Separate departments has been created for each and every activity related with Purchase, Production, Finance and Sales. 1
- Identify the type of organizing structure formed here.
- vi. True or False 1
- Controlling and Planning are interdependent and interrelated.
- vii. Tweety Ltd. gave permission to organize football match every month and interested employees were allowed to take part in it. The permission was granted as the firm felt that this would create a sense of belongingness among the employees. 1
- Identify the concept of organizing.

**Q.5. Answer any 6 out of the given 7 questions (1 X 6 = 6 marks)**

- i. Plant superintendent falls under \_\_\_\_\_ level management. 1
- ii. What do you mean by philanthropic responsibility of business? 1

- iii. Read the following commitment by Reliance group and identify the type of social responsibility undertaken by the firm. 1  
 “We are committed to the payment of all applicable taxes and duties and adherence to all applicable laws and regulations”.
- iv. Asian Ltd. is engaged in manufacturing medicines. It claims that it provides good product, try to maintain clean environment, provide opportunity to public to participate in business as well as they work for the overall development of society. 1  
 Identify the interest group towards which it performs the following responsibility.
- v. Shreya is a Human Resource manager. As a part of her job, she is hiring people for various job positions. For casual vacancies she placed a notice at the gate of the enterprise specifying the details of the job available. For other job positions she planned to hire people from colleges and management institutes through campus selection. 1  
 Identify the staffing process undertaken by Shreya here.
- vi. Arun is working as a Production manager in CFL Limited engaged in manufacturing of CFL bulbs. There is no class-conflict between the management and the workers. The working conditions are very good. The company is earning huge profits. As a policy matter, management is sharing the gains with the workers because they believe that prosperity of the company cannot exist for a long time without the prosperity of the employees. 1  
 State the scientific principle of management described here.
- vii. Centralization refers to: 1  
 (a) Retention of decision making authority  
 (b) Dispersal of decision making authority  
 (c) Creating divisions as profit centers  
 (d) Opening new centers or branches

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

- i. True or False 1  
 E-business companies face major security issues.
- ii. How does IT helps in reduction in cost? 1
- iii. Mention any two characteristics of information. 1
- iv. Mention any two demerits of e-business. 1
- v. True or False 1  
 The process of communication ends when the receiver receives the message.
- vi. \_\_\_\_\_ Communication includes act of writing, typing, printing symbols like numbers and letters to convey information. 1
- vii. While other functions of management prepare a setting for action, name the function of management that initiate action in the organization. 1

## SECTION B: SUBJECTIVE TYPE QUESTIONS

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

**Answer each question in 20-30 words**

- Q.7. Enlist any four benefits of entrepreneurial competencies 2
- Q.8. Mention four ways to make your home toxin free. 2
- Q.9. Briefly explain any two advantages of using spreadsheet. 2
- Q.10 List any four sources of self-motivation. 2
- Q.11 What are the four steps to Active Listening? 2

**Answer any 4 out of the given 6 questions in 20-30 words each (2 X 4 = 8 marks)**

- Q.12 Differentiate between functional and divisional organization structure. 2
- Q.13 Distinguish between promotion and transfer. 2
- Q.14 Briefly explain the following non-financial incentives: 2
- (a) Group incentive
  - (b) Suggestion system
- Q.15 Differentiate between Fayol's principles Unity of command and Unity of direction. 2
- Q.16 Describe the two types of communication when considering the formality of the communication. 2
- Q.17 Give any two points to explain the concept of management as a profession. 2

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

- Q.18 Explain McClelland's theory. 3
- Q.19 "Planning and Controlling are closely related to each other." Comment on the statement. 3
- Q.20 Explain the technique 'Functional foremanship' given by one of the management practitioner. 3

**Answer any 3 out of the given 5 questions in 60-90 words each (5 X 3 = 15 marks)**

- Q.21 Differentiate between management and administration on the basis of meaning, skills, applicability, process and level of management. 5
- Q.22 Explain the meaning and concept of social responsibility of business. 5
- Q.23 Identify and explain the leadership style in which the work is done using coercion, command and instilling fear in the subordinates. Also give any four of its merits. 5
- Q.24 "Planning is a continuous process." State and explain the first five steps of planning process." 5
- Q.25 Explain management as a Science. 5

**End of the Question Paper**