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QP.Code:833/01/1



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



CLASS : XII
DATE: 08-01-2023

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 (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.
7. **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/part.

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
 - (B) Worksheet
 - (C) Workbook
 - (D) Name box
- ii. A _____ is an arrangement of cells in a horizontal manner. 1
 - (A) Column
 - (B) Row
 - (C) Cell
 - (D) Worksheet

- iii. Which one of the following dimensions is not included in 'Big Five Factors'? 1
- (A) Openness
 - (B) Consciousness
 - (C) Antagonism
 - (D) Extraversion
- iv. Which of the following is characterized by an extreme feeling of self-importance? 1
- (A) Narcissistic personality disorder
 - (B) Borderline personality disorder
 - (C) Dependent personality disorder
 - (D) None of the above
- v. Ravi has feelings of emptiness, abandonment and suicide. What type of personality disorder is this? 1
- (A) Borderline
 - (B) Dependent
 - (C) Avoidant
 - (D) Obsessive
- vi. Which of the following functions can be performed with the help of spreadsheets? 1
- (1) Maintaining records
 - (2) Creating videos
 - (3) Analyzing data
 - (4) Performing financial calculations
 - (5) Writing letters
 - (A) 1, 2, 3, 4, 5
 - (B) 1, 3, 4
 - (C) 1, 3, 5
 - (D) 3, 4, 5

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

- i. Management as a process has certain implications. Which of the following is irrelevant in this aspect? 1
- (A) Social Process
 - (B) Emotional Process
 - (C) Integrated Process
 - (D) Continuous Process
- ii. Which Principle of scientific management emphasizes that management should always welcome the suggestions of the workers and reward them which prove beneficial for the organisation? 1
- (A) Harmony, not Discord
 - (B) Development of each person towards greatest efficiency
 - (C) Cooperation, not individualism
 - (D) Science, Not rule of thumb
- iii. 'For maximum efficiency, the work must be logically divided in to simple routine & repetitive task.' 1
Which approach of management is being discussed in the statement?
- (A) Classical Approach
 - (B) Human Relation Approach
 - (C) Neo Classical Approach

(D) Contemporary Approach

- iv. Which one of the following is an importance of organising? 1
- (A) Developing leadership
 - (B) Facilitates coordination and communication
 - (C) Assignment of duties
 - (D) Reduces Uncertainty
- v. The process of staffing begins with: 1
- (A) Selection
 - (B) Training
 - (C) Promotion
 - (D) Estimating manpower requirement
- vi. _____ is a continuous process of give and take, teach and learn, it is an opportunity to express views. 1
- vii. In Maslow's hierarchy of needs, need for love, affection and interaction with people is known as: 1
- (A) Safety Needs
 - (B) Physiological Needs
 - (C) Social or Belongingness Needs
 - (D) Social Needs

Q3. Answer any 6 out of the given 7 questions (1X6=6marks)

- i. Management is considered as _____ as it comprises of series of inter related functions which lead to achievement of organization goals. 1
- ii. Who is known as 'The Father of Scientific Management'? 1
- iii. Which one of the following does not include importance of Directing? 1
- (A) Initiates Action
 - (B) Creates a Sound work environment
 - (C) Develops managers
 - (D) Supervision
- iv. Open door policy is an advantage of which type of communication? 1
- v. _____ is described as the way a person conducts themselves towards others. 1
- vi. "_____ involves manning the organization structure through proper and effective selection appraisal and development of personal to fill the roles designed into the structure." 1
- vii. _____ responsibilities are not only liable to the individuals in the society but also to the business in the society. 1

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

- i. Identify important characteristics of management. 1
- (i) Management is a goal oriented process
 - (ii) Management is an intangible force
 - (iii) Management is single dimension
 - (iv) Management is pervasive

Out of the above which is correct?

- (A) i, ii, iii and iv
- (B) Only i and ii
- (C) Only iii and iv
- (D) i, ii, and iv

- ii. Ram works in a factory and he always keeps time table for doing various jobs and maintain cost sheet for all the concerned workers. According to functional foremanship technique, Ram is acting as _____. 1
- (A) Route clerk
 - (B) Repair Boss
 - (C) Time and Cost Clerk
 - (D) Inspector
- iii. _____ is in direct contact with the workers and acts as the link between workers and management also to ensure that subordinates perform their tasks according to prescribed procedures and efficiently as possible. 1
- iv. 'The presenter should always try his/her best to be honest, respectful, considerate, open and polite with the receiver of the information.' 1
Which feature of communication is highlighted in the above sentence?
- v. An employee is dissatisfied in his job because of lack of team work and absence of work-life balance. As per Hierarchy of Needs theory. 1
Which need of that employee is not fulfilled?
- vi. _____ leader acts according to the wishes of his followers, he is also referred as Participative leader. 1

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

- i. 'Management is an unseen force which cannot be seen but its presence can be felt by targets achieved according to plans, results, etc. 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. Which of the following theory does not come under classical approach of Management Thoughts? 1
- (A) Administrative Management
 - (B) Scientific Management
 - (C) Human relations and organisational behavior
 - (D) Bureaucratic Theory
- iii. Which function of management implies division of work among people whose efforts must be coordinated to achieve specific objectives and to implement pre-determined strategies? 1

- iv. _____ leadership works on the idea that people are self-motivated who work in a structured and organized way. 1
- v. When a business earns a profit, it also means that the employees earn the profit in terms of incentives. Which type of responsibility is this? 1
- vi. The information should reach the receiver within a defined time, the information should be latest and there should not be any delays. Which feature of communication is highlighted in the above sentence? 1

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

- i. Why Unity of Direction is important in an organisation? 1
- ii. Most of the people respond to a challenge, successfully meeting a tough standard may provide a greater sense of accomplishment. Which importance of Controlling is highlighted by this statement?
 (A) Facilitates decision making
 (B) Facilitates coordination
 (C) Facilitates discipline and order
 (D) Facilitates motivation 1
- iii. Leadership which can be practiced when the subordinates are less skilled.
 (A) Participative leadership
 (B) Autocratic Leadership
 (C) Free-rein leadership
 (D) Creative leadership 1
- iv. State Social responsibility of business from Society's point of view. 1
- v. Which is not the aspect of benefits of CSR?
 (A) Human Resources
 (B) Risk management
 (C) Brand differentiation
 (D) Environment 1
- 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 Subjective Skills in 20-30 words each:(2x3=6marks)

- Q.7 Explain 'Paranoid' and 'Schizotypal' personality disorder. 2
- Q.8 Define stress and ways to manage stress. 2
- Q.9 Describe Advantages of Presentation software. 2
- Q.10 Mention steps in protecting spreadsheet with password. 2

Q.11 Sequence the steps of sorting data. 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 Art. 2

Q.13 Explain any two importance of coordination. 2

Q.14 Define Herzberg's two factor theory. 2

Q.15 Explain any two advantages of Participative leadership style. 2

Q.16 Explain 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: - 3

1. Unity of command
2. Stability of tenure
3. Esprit De Corps

Q.18 Briefly explain any three hurdles of Communication. 3

Q.19 Explain McClelland's Achievement Model theory. 3

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

Q.20 Ramesh runs an electrical shop. He provides all electrical items and if the order is more than ₹2000, he gives home delivery too. His shop was running well. His son Shashi often convinced his father to make online presence of his business also, however Ramesh was satisfied with the pace of his business. During Covid-19 pandemic, as per directions, all physical shops had to shut down for few days and during that time his business suffered badly. What would have been the benefits if Ramesh had listened to his son's advice to run an online business also? Mention any four. 4

Q.21 Business has to safeguard not only the interests of the owners but the interest of several other parties also like consumers, suppliers, government, community and the world. Today, only that business is regarded good which takes care of the interest of owner along with interests of all these parties also. 4

- a) Identify and give the meaning of the concept stated in the above para.
- b) Also, explain any two points of importance that identified concept in above para.

Q.22 Mr. Rajesh is the CEO of 'PQR' foundation. He always believes in completing the task on time. Therefore, he distributes the work to Rahul, Shashank, Priya, and Suhana as per his discretion. Unfortunately, Rahul meets with an accident and his work is not completed. Hence Rajesh discusses 4

with Shashank, Priya and Suhana to meet the deadline. Everybody decided to do overtime and worked accordingly.

In the above paragraph, Mr. Rajesh has displayed two styles of leadership while dealing with his staff.

Identify and explain those two leadership styles.

- Q.23 Textile manufacturer Super textiles reported 43% fall in its profits in the fourth quarter ended 31 March 2017, which is beyond the acceptable range 25% decided by the company. This was due to higher fuel cost and lower yield on account of demonetization. The company aims to implement cost saving measures by restructuring contracts and its business processes to meet its targets in the future. 4

A. Name the function of management discussed above.

B. Also identify and explain the first three steps of the function of management discussed above.

- Q.24 Rajat joined as a CEO of Bharat Ltd, a firm manufacturing Computer hardware. On the first day he addressed the employees. He said that he believed that a good company should have an employee suggestion system and he wished to minimize employee turnover to maintain organizational efficiency. He informed all employees that he would ensure that all agreements were clear, fair and there was judicious application of penalties. However, he said that he believed that lazy personnel should be dealt with sternly to send the message that everyone was equal in the eyes of management. Also that he would want to promote a team spirit of unity and harmony among employees, which would give rise to a spirit of mutual trust and belongingness among team members and eventually minimize need for using penalties. He told all present that the interests of the organization should take priority over the interests of any one individual employee. 4

Identify and briefly explain any four principles of management given by Fayol, which Rajat highlighted in his address to the employees.

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

