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SET A



# INDIAN SCHOOL MUSCAT FIRST PRE-BOARD EXAMINATION BUSINESS ADMINISTRATION

CLASS: XII

Sub. Code: 833

Time Allotted: 3 Hrs.

09.03.2021

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

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

- i. Natasha is not keeping well these days. She is feeling extremely nervous and worried because she believes that other people do not like her or are trying to harm her. She visited a psychiatrist. After having an interactive session with Natasha what was the diagnosis made by her psychiatrist? 1
  - a) Anti-Social
  - b) Schizoid
  - c) Paranoid
  - d) Narcissistic
- ii. A mini saga is a piece of writing with exactly \_\_\_\_\_ words. 1
  - a) 50 words
  - b) 20 words
  - c) 25 words
  - d) 30 words

- iii. Entrepreneurial behavior requires certain knowledge, skills or personality profile and it is called as \_\_\_\_\_ 1
- a) Fear of failure
  - b) Entrepreneurial Competence
  - c) Entrepreneurial Capacity
  - d) Entrepreneurial Training
- iv. Which shortcut key should we press to copy the text document? 1
- a) CTRL+X
  - b) CTRL+Z
  - c) CTRL+V
  - d) CTRL+C
- v. The process of collecting the rain water and reusing same in buildings is called \_\_\_\_\_. 1
- a) Waste Water Treatment
  - b) Water Recycling
  - c) Rain Water Harvesting
  - d) Water Auditing
- vi. Stress Management is \_\_\_\_\_ 1
- a) Reviewing and leading and motivating the people
  - b) Setting targets
  - c) Employee hiring
  - d) Maintaining work –life balance
2. **Answer any 7 out of the given 8 questions (1 x 7 =7 marks)**
- i. True or False 1
- Management functions are continuous and never ending.
- ii. Which of the following would most likely be made by a manager who has a theory X approach to human beings? 1
- a) Focus on the organization and people will take care of themselves.
  - b) People will seek greater responsibility, if given the opportunity.
  - c) People work best, if left alone.
  - d) The only way to get people to work is to push them hard.
- iii. \_\_\_\_\_ means communication without words. 1
- a) Verbal communication
  - b) Written communication
  - c) Object communication
  - d) Non- verbal communication
- iv. Madan works as a Human Resource Manager in Busybee Limited. He gives due care in designing jobs, so that it offers a meaningful work experience by assuming a diversity of work content requiring higher level of knowledge. 1
- Identify the type of incentive being adopted by the company.
- a) Employee recognition programmes
  - b) Organizational climate
  - c) Career advancement opportunities
  - d) Job enrichment

- v. Leo is a marketing manager in a mobile manufacturing firm. As a part of overcoming competition, he should answer certain questions like, Who are the target customers. Who are the competitors? How to market the products in order to overcome competition? etc. 1

Identify the type of plan to be prepared by Leo.

- a) Strategy
  - b) Objectives
  - c) Rules
  - d) Procedures
- vi. Even a small production activity like loading pigs of iron into boxcars can be scientifically planned and managed. This can result in tremendous saving of energy as well as wastage of time and materials. 1
- a) Functional foremanship
  - b) Differential piece wage system
  - c) Harmony not discord
  - d) Science not rule of thumb
- vii. Your department is diverse-it is made up of people who are different in their lifestyles and their stages of life. Mary is a 23-year-old single parent who is working for minimum wage. Jonathan is 60 years old, extremely wealthy and works because he enjoys it. Jane is single, 45 years old and has few friends or activities outside the office. You have decided to attempt to apply Maslow's hierarchy of needs to motivate each of these individuals. 1

You would expect that Mary is attempting to satisfy which need?

- a) Esteem
  - b) Physiological
  - c) Social
  - d) Safety
- viii. \_\_\_\_\_ seeks to build the gap between where we are and where we want to go. 1
- a) Planning
  - b) Controlling
  - c) Staffing
  - d) Directing

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

- i. \_\_\_\_\_ Principle of scientific management emphasizes on proper training and selection of employees. 1
- a) Harmony, not Discord
  - b) Development of each person towards greatest efficiency
  - c) Cooperation not individualism
  - d) Science not rule of thumb
- ii. Which of the following is a violation of unity of command? 1
- a) Time study
  - b) Simplification of work
  - c) Functional foremanship
  - d) Differential piece wage system

- iii. She / he keeps machines, materials, tools etc. ready for operations by different workers. Whose work is described by this sentence under functional foremanship? 1
- Instruction card clerk
  - Repair boss
  - Gang boss
  - Route clerk
- iv. "To see whether plans are being implemented and activities being performed according to the schedule is a step in planning process." Identify the step. 1
- v. Controlling function finds out how far \_\_\_\_\_ deviates from standards. 1
- Actual performance
  - Improvement
  - Corrective actions
  - Cost
- vi. Which managerial function is used by a manager to determine how they will distribute resources and organize employees according to a plan? 1
- vii. Madeline always feels like she is never included in group activities or social events. She has become depressed and lonely. According to Maslow, which category of needs has not been fulfilled? 1
- Safety needs
  - Physiological needs
  - Self-actualization need
  - Social need
4. **Answer any 6 out of the given 7 questions (1 x 6 = 6 marks)**
- i. This is the most common type of communication which is done with the use of language or even sign language. 1
- Verbal communication
  - Non-verbal communication
  - Written communication
  - Visual communication
- ii. Derivation of the principles of management is a \_\_\_\_\_ and its application is a matter of \_\_\_\_\_. 1
- Science, art
  - Art, science
  - Art, discipline
  - Discipline, Science
- iii. Identify the type of plan from the following statement: These are statements of expected results expressed in numerical terms. 1
- Policy
  - Programme
  - Rule
  - Budget

- iv. This technique of management helps in the development of assembly lines which is widely used by automobile industries. 1
- Method Study
  - Motion Study
  - Fatigue Study
  - Time study
  -
- v. True or False 1
- “Coordination is required at all levels of management in all management functions.”
- vi. Product specialization is concerned with \_\_\_\_\_. 1
- Divisional structure
  - Functional structure
  - Formal
  - Informal
- vii. A network of relationships that arises spontaneously due to interaction at work is called \_\_\_\_\_. 1
- Formal organization
  - Informal organization
  - Functional structure
  - Divisional structure

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

- i. Which of the following describes an employee's learning of job related skills? 1
- Staffing
  - Supervision
  - Controlling
  - Training
- ii. That an enterprise must behave as a good citizen' is an example of its responsibility towards 1
- Workers
  - Owners
  - Consumers
  - Community
- iii. Which responsibility of the business is not a part of legal responsibility of the business? 1
- Following the pollution laws as set by the government
  - Establishment of the industrial undertaking as per the government norms
  - Providing after sales service
  - Payment of the fees, tax, surcharge etc. with the honesty
- iv. Management is multi-dimensional as it involves management of work, people and \_\_\_\_\_. 1
- v. Dheeraj and Suraj are friends. They work in the same company. They are managers but they belong to different levels of management. Every day they meet and discuss their work with each other. One day they were having a conversation. 1

Dheeraj said, “These days I am having a lot of problems motivating the people at Shop Floor. I

have decided to purchase two new machines. I know I will have to set an example by being the best leader.”

Suraj said, “I have to decide for long term. I know I will be ultimately responsible for every activity. All the strategies require a lot of planning before formulation.”

In the above case identify the different levels of management Dheeraj and Suraj belong.

- vi. \_\_\_\_\_ Responsibility focuses on doing maximum good to the society. 1
- vii. The chain of command from the highest authority to the lowest level in the organization is \_\_\_\_\_ 1
- a) Unity of direction
  - b) Unity of command
  - c) Centralization
  - d) Scalar chain
6. **Answer any 6 out of the given 7 questions. (1 x 6=6 marks)**
- i. Explain the feature ‘Relevance’ of information. 1
- ii. Mention any two advantages of IT in business. 1
- iii. Information Technology enables..... exchange. 1
- a) People
  - b) Market
  - c) Information
  - d) Automatic
- iv. Briefly explain any two merits of e-business. 1
- v. Identify the feature of effective communication which gives importance to the honest and kind presentation of information considering the receiver. 1
- vi. \_\_\_\_\_ communication includes use of body language, facial expression and gestures to convey information to other. 1
- vii. The last function of management in the sequence, which culminates the attainment of organizational objective is \_\_\_\_\_. 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**

7. List four common fears seen in Entrepreneurs. 2
8. Mention the 4R’s of sustainable development. 2
9. Enlist any 4 parts of speech. 2

10. Why is self-motivation important? 2
11. What do you understand by the term presentation? 2

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

12. Explain the technique 'differential piece rate plan' of scientific management suggested by Taylor. 2
13. Match the following 2

a. Neo-Classical Approach	i. 1 worker 8 bosses
b. Bureaucratic Approach	ii. Emphasizes on Human and social aspect
c. Unity of direction	iii. One head one plan
d. Functional foremanship	iv. Emphasized on rules, regulations and discipline

14. Suggest two ways by which the management can enrich the job. 2
15. "Planning and controlling are both forward looking and backward looking". Comment. 2
16. Mention any two advantages of formal communication. 2
17. Describe the concept of Scalar chain with proper example. 2

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

18. Identified and explain the principle which is violated in following situation. 3
- When workers receive orders from more than one boss?
  - When the employee is given responsibility to achieve target production of 500 units with no authority to access over raw materials.
  - When worker is wasting time in search of tool box in the organization.
19. ABCD Inc. is a company which deals with providing car service at home and on road. There are different departments in this company like Human Resources, Marketing, Finance, Research & Development and Operations. The top management of the company tries its level best to synchronize the activities of different departments in the best possible manner. The result is the increased efficiency and attainment of goals. However with the passing of time the size of the company has grown and now there are many branches of this company. The synchronization has turned more important with the increase in the size of the company and the number of employees. The Departmental Heads of the company are specialists in their respective areas and the top management tries to work with them not with authority but by respecting their views on the subject. Their ego clashes are avoided to ensure smooth functioning of the organization. 3
- Identify the concept of management highlighted above.
  - Write two importance of the concept highlighted in the above paragraph.
20. Explain the theory developed by Vroom. 3

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

- 21 Explain the benefits by companies to the society. 5
- 22 Identify and explain the leadership style which is an expression of the leader's trust in the abilities of his subordinates. Also give any four of its merits. 5
- 23 Mr. Sanjay would like to start an enterprise. He approaches his friend Mr. Akshay who is an entrepreneur. Mr. Akshay advises Mr. Sanjay to plan everything first. He explains the importance of planning in business. Describe any five points highlighting the importance of planning. 5
- 24 XYZ Ltd. is a management oriented company. It gives importance in minimizing the cost of the organization through its various departmental heads. All the departmental heads directs all the staff members under him to follow the targets and advises them to put their efforts in the direction of achievement of these targets. Time and again all the employees learn from their seniors various ways of dealing with diverse situations. They are provided training whenever required. They are also given incentives both financial as well as non-financial. The result is employees see their development in the organization. The organization tries to behave as a responsible constituent of society and always creates good quality products. It has a very good image in the market. The training modules are superb and the employees always try to find unique ways of providing solutions in the context of rapidly changing business environment. This has helped the organization to adjust frequently in a very good manner. 5

Highlighting the statement form the above case, identify any five importance of management.

- 25 Aman, Ahmad and Ally are partners in a firm engaged in the distribution of dairy products in Maharashtra state. Aman is a holder of Senior Secondary School certificate from Central Board of Secondary Education with Business Studies as one of his elective subjects. Ahmad had done his post-graduation in History and Ally in dairy farming. One day there was a serious discussion between Ahmad and Ally regarding the nature of management. Ahmad argued that management was a profession. Whereas Ally argued against it saying that the legal and medical profession are the only professions because they fulfill all the conditions of profession. Aman on the basis of his knowledge of business studies explained the nature of management as a profession to Ahmad and Ally. 5

Explain, how Aman would have satisfied both Ahmad and Ally.

**End of the Question Paper**