

Roll Number

SET A



INDIAN SCHOOL MUSCAT
SECOND PRE-BOARD EXAMINATION
BUSINESS ADMINISTRATION

CLASS: XII

Sub. Code: 833

Time Allotted: 3 Hrs.

12.04.2021

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. Name the condition in which people have an inflated sense of their own importance, a deep need for excessive attention and admiration and lack of empathy 1
 - a) Anti-Social b) Schizoid c) Paranoid d) Narcissistic
- ii. Hearing is _____. 1
 - a) Active b) Passive c) Both (a) and (b) d) None of the above
- iii. Which one of the following is **not** a barrier to becoming an Entrepreneur? 1
 - a) Shortage of funds and resources
 - b) Fear of Failure
 - c) Persistence
 - d) Aversion to Risk

- iv. Which of the following shortcut keys are used to select the entire worksheet _____. 1
- a) CTRL+X
 - b) CTRL+S
 - c) CTRL+A
 - d) CTRL+C
- v. Which green job encourages many people have their own organic gardens on roof tops to grow seasonal fruits & vegetables. 1
- a) Gardeners
 - b) Urban Growers
 - c) Urban protectors
 - d) Urban Gardeners
- vi. Self-motivation is important because 1
- a) It increases individual's energy and activity.
 - b) It directs an individual towards specific goals.
 - c) It results in initiation and persistence of specific activities.
 - d) All of the Above

Q2. Answer any 7 out of the given 8 questions (1 X 7 =7 marks)

- i. True or False 1
- Administration is relevant at lower level Management.
- ii. According to Maslow's need hierarchy theory motivation, the lower level of human needs emanates from _____. 1
- a) Need of maintaining a given economic level
 - b) Needs like food, clothing, shelter, air, water
 - c) Need of individuals to associate, belong with others
 - d) Need for power, self-respect, autonomy, self confidence
- iii. It is very difficult to detect the source of such communication. 1
- a) Upward communication
 - b) Vertical communication
 - c) Lateral communication
 - d) Informal communication
- iv. Which of the following is not an example of financial incentive? 1
- a) Bonus
 - b) Status
 - c) Profit Sharing
 - a) Co-partnership
- v. _____ are detailed statements about a project which outlines the objectives, rules, etc. 1
- a) Budget
 - b) Programme
 - c) Objectives
 - d) Policy

- vi. Considering the fact that it is difficult to find one single person with all the required qualities, Taylor suggested appointment of specialist through this technique of management. 1
- a) Functional foremanship
 - b) Differential piece wage system
 - c) Harmony not discord
 - d) Science not rule of thumb
- vii. Mohit recently got a raise in his salary due to annual increment. Which of his human needs is being satisfied through this? 1
- a) Security Needs
 - b) Belonging Needs
 - c) Self-Actualization Needs
 - d) Basic Physiological Needs
- viii. Process of attracting qualified person to apply for the jobs that are open is referred to as 1
- a) Training
 - b) Recruitment
 - c) Transfer
 - d) Orientation

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

- i. Study of the movements of both the workers and the machine to eliminate wasteful movement is _____ 1
- a) Fatigue Study
 - b) Time Study
 - c) Motion Study
 - d) Work Study
- ii. 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
- iii. F.W. Taylor is associated with _____ 1
- a) Scientific Management
 - b) Future Management
 - c) Modern Management
 - d) Principles of Management
- iv. _____ is the organizational structure in which activities are grouped on the basis of products. 1
- a) Divisional structure
 - b) Functional structure
 - c) Formal
 - d) Informal

- v. A strategy is derived from 1
- a) Policy
 - b) Objective
 - c) Method
 - d) Rule
- vi. Uranus Ltd is a company dealing in metal products. The workers mainly divided into functions including production, purchase, marketing, accounts and personal. Identify the type of organizational structure followed. 1
- a) Divisional structure
 - b) Functional structure
 - c) Formal
 - d) Informal
- vii. On joining Kartar Ltd. as Chief Financial Officer, Madhumita was allotted 500 shares of the company. Identify the type of incentive being described. 1
- a) Status
 - b) Bonus
 - c) Co-partnership
 - d) Pay and allowances

Q4. Answer any 6 out of the given 7 questions (1 X 6 = 6 marks)

- i. Formal communication may take place between 1
- a) Superior and subordinate
 - b) Subordinate and superior
 - c) Two managers at the same level
 - d) All of the above
- ii. Every subordinate should receive orders from and be accountable to only one superior is 1
- _____.
- a) Unity of direction
 - b) Unity of command
 - c) Centralization
 - d) Scalar Chain
- iii. It is a good source of filling the vacancies with employees from over staffed departments. 1
- a) Promotion
 - b) Transfer
 - c) Recruitment
 - d) Placement agencies
- iv. _____ is to lay down sequence of operations and see that work travels smoothly. 1
- a) Instruction card clerk
 - b) Route clerk
 - c) Time and cost clerk
 - d) Disciplinarian

- v. True or False "Planning is theoretical whereas controlling is practical". 1
- vi. _____ is the process of grouping similar activities together and creating departments. 1
- Division of work
 - Departmentalization
 - Centralization
 - Delegation
- vii. Which among the following is known as the primary function of management? 1
- Controlling
 - Organizing
 - Planning
 - Staffing

Q5. Answer any 6 out of the given 7 questions (1 X 6 = 6 marks)

- i. It refers to all the formal procedures used in an organization to evaluate the employees and their contributions. 1
- Training and development
 - Induction
 - Recruitment
 - Performance appraisal
- ii. Providing full information on the growth of the firm and ensuring safety of the assets of the firm is the responsibility towards 1
- Customers
 - Investors
 - Government
 - Workers
- iii. It is the business responsibility that it should support the society by engaging in voluntary activities in order to help people in the society. 1
- Economic responsibility
 - Legal responsibility
 - Ethical responsibility
 - Philanthropic responsibility
- iv. Keeping in view the changes in the consumer demands and preferences 'Taste Bakery' has reduced the sugar and fat content in its products. This approach of business shows that management is: 1
- An intangible force
 - A group activity
 - A dynamic function
 - A multidimensional activity
- v. Your grandfather has retired from an organization in which he is responsible for implementing the plans developed by the top management. 1
- At which level of management was he working?

- vi. Respecting the environment and sentiments of people in the society is 1
- a) Economic responsibility
 - b) Legal responsibility
 - c) Ethical responsibility
 - d) Philanthropic responsibility

- vii. Espirit de corps means_____ 1
- a) Union is strength
 - b) Service is our motto
 - c) Buyer beware
 - d) Product is our strength

Q6. Answer any 6 out of the given 7 questions. (1 X 6=6 marks)

- i. _____ feature of information emphasis that it should be free from errors and mistakes. 1
- ii. Mention any two demerits of IT in business. 1
- iii. What is E-business? 1
- iv. Briefly explain any two merits of e-business. 1
- v. Communication by a business is essential for 1
- a) Transmission of ideas and information
 - b) Manufacturing
 - c) Maintaining secrecy
 - d) Warehousing
- vi. Identify the barrier in communication that exist in organizations with inefficient communication channel. 1
- vii. Management is considered as _____, as it comprises of series of interrelated functions which lead to the achievement of organizational goals. 1
- a) Activity b) Process c) Discipline d) Group

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

- Q7. List any four characteristics of entrepreneurship. 2
- Q8. How the 4Rs are helpful in minimizing waste and pollution? 2
- Q9. Define the interrogative sentence. 2
- Q10 List out any four factors which shapes personality. 2
- Q11 How will you select multiple ranges of cells? 2

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

Q12 Differentiate between time study and motion study. 2

Q13 Match the following 2

A. Gang Plank	I. Proper place for material and human resources
B. Simplification of work	II. Employee turnover should be minimized
C. Stability in tenure	III. People can directly contact with each other in emergency
D. Order	IV. Eliminating unnecessary sizes, shapes and grades for the product

Q14 Frederick Herzberg developed motivation-hygiene theory on the basis of factors affecting satisfaction or dissatisfaction in a work environment, known as as motivators and hygiene factors respectively. Explain these two factors with examples. 2

Q15 'Controlling is seeing that actual performance is guided towards expected performance'. Describe the four steps in the controlling process. 2

Q16 Differentiate between formal and informal communication. 2

Q17 Explain the concept of mental revolution. 2

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

Q18 Give three points to explain the concept of 'Management as an art'. 3

Q19 'Directing is the activity function or implementing phase of management'. Identify and explain any three of its importance in an organization. 3

Q20 'Job Enlargement is the horizontal expansion of job as it includes performing a variety of jobs or operations at the same time'. Briefly explain any three of its advantages. 3

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

Q21 Explain the importance of 'Information Technology'. 5

Q22 Identify and explain the leadership style which involves the leader and the employees in the decision making process. Also give two of its merits and demerits. 5

Q23 Two years ago Mayank obtained a degree in food technology. For some time he worked in a company that manufactured bread and biscuits. He was not happy in the company and decided to have his own bread and biscuits manufacturing unit. For this, he decided the objectives and the targets, and formulated an action plan to achieve the same. 5

One of his objectives was to earn 50% profits on the amount invested in the first year. To achieve this, it was decided by the purchase department that the raw materials like flour, sugar, salt, etc. will be purchased on two months credit. Mayank also gave instructions to follow the steps required for marketing the products through his own outlets. He appointed Harsh as the Production

Manager who decided the exact manner in which the production activities were to be carried out.

Harsh also prepared a statement showing the requirement of workers in the factory throughout the year. Mayank informed Harsh about his area wise sales target for different products, for the forthcoming quarter. While working on the production table, a penalty of ₹ 150 per day was announced for not wearing the helmet, gloves and apron by the workers.

Quoting lines from the above paragraph, identify and explain the different types of plans discussed here.

Q24 Elaborate any five features of management.

5

Q25 F limited was engaged in the business of food processing and selling its products under a popular brand. Lately the business was expanding due to good quality and reasonable prices. Also with more people working the market for processed food was increasing. New players were also coming to cash in on the new trend. In order to keep its market share in the short run the company directed its existing workforce to work overtime. For the same work, the company paid less wages to its female workers compared to male workers. But this resulted in many problems.

5

Due to increased pressure of work the efficiency of the workers declined. Sometimes the subordinates had to work for more than one superior resulting in declining efficiency. The divisions that were previously working on one product were also made to work on two or more products. This resulted in a lot of overlapping and wastage. The workers were becoming undisciplined. The spirit of teamwork, which had characterized the company, previously was beginning to wane.

Workers were feeling cheated and initiative was declining. The quality of the products was beginning to decline and market share was on the verge of decrease. Actually the company had implemented changes without creating the required infrastructure.

Identify and explain any five Principles of Management (out of 14 given by Henry Fayol) that were being violated by the company.

End of the Question Paper