

**BUSINESS ADMINISTRATION**

**CLASS–XII**

**BUSINESS OPERATION & ADMINISTRATION (766)**

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**THEORY**

**Time: 3 Hours**

**Marks: 60**

Content	Topics	Marks
<b>1. Introduction to Management</b>	1.1 Meaning and Definition of Management. 1.2 Importance of Management. 1.3 Characteristics of Management. 1.4 Functions of Management. 1.5 Difference between Management and Administration.	<b>10</b>
<b>2. Concept of Management</b>	2.1 Principles of Management. 2.2 Nature of Management. 2.3 Concepts and Thoughts of Management. 2.4 Classical, Neo Classical and Scientific Management.	<b>8</b>
<b>3. Functions of Management</b>	3.1 Meaning and Significance of Functions of Management. 3.2 Planning. 3.3 Organising. 3.4 Staffing. 3.5 Directing. 3.6 Coordinating. 3.7 Controlling.	<b>10</b>
<b>4. Communication</b>	4.1 Meaning and Definition of Communication. 4.2 Significance of Communication. 4.3 Types of Communication. 4.4 Features of Effective Communication. 4.5 Hurdles of Communication.	<b>5</b>
<b>5. Motivation</b>	5.1 Meaning, Definition and Significance of Motivation. 5.2 Types of Motivation. 5.3 Motivational Theories. 5.4 Difference between Motivation and Inspiration.	<b>8</b>
<b>6. Leadership</b>	6.1 Meaning, Definition and Importance of Leadership. 6.2 Types of Leaders. 6.3 Characteristics of a Good Leader. 6.4 Leadership Styles.	<b>7</b>
<b>7. Social Responsibility of Business</b>	7.1 Business and Society. 7.2 Concept of Social Responsibility. 7.3 Importance of Social Responsibility. 7.4 Corporate Social Responsibility.	<b>5</b>
<b>8. Information Technology and</b>	8.1 Meaning, Definition and Importance of Information Technology.	<b>7</b>

<b>Business</b>	8.2 Information Technology in Functional Areas of Business. 8.3 Meaning and Scope of E-business. 8.4 Merits and Demerits of E-business	
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### **PRACTICAL**

***Time: 2 Hours***

***Marks: 40***

1. Prepare a project report on the online retail business firms in India. **10**
2. List out in detail the environment hazards caused by the firms in your nearby/local areas. **10**
3. Role play on comprehending the concept of Motivation based on a case study. **10**
4. Viva **10**