

# **CBSE | DEPARTMENT OF SKILL EDUCATION**

## **BUSINESS ADMINISTRATION (SUBJECT CODE- 833)**

**CLASS-XII (SESSION – 2021-22)**

**BLUE PRINT FOR SAMPLE QUESTION PAPER FOR TERM-1**

**Max. Time Allowed: 1½ Hours**

**Max. Marks: 35**

### **PART-A EMPLOYABILITY SKILLS (05 MARKS)**

| <b>UNIT NO.</b>                        | <b>NAME OF THE UNIT</b>                            | <b>NO OF QUESTIONS<br/>(1 MARK EACH)</b> |
|--|--|--|
| 1                                      | Communication Skills-IV                            | 2  |
| 2                                      | Self-Management Skills-IV                          | 2  |
| 3                                      | Information and Communication Technology Skills-IV | 2  |
| <b>TOTAL QUESTIONS</b>                 |  | <b>6</b>                                 |
| <b>NO. OF QUESTIONS TO BE ANSWERED</b> |  | <b>Any 5 Questions</b>                   |
| <b>TOTAL MARKS</b>                     |  | <b>1x5=5 Marks</b>                       |

### **PART-B SUBJECT SPECIFIC SKILLS (30 MARKS)**

| <b>UNIT NO.</b>                        | <b>NAME OF THE UNIT</b>                     | <b>NO OF QUESTIONS<br/>(1 MARK EACH)</b> |
|--|---|--|
| 1                                      | Introduction to Management                  | 10                                       |
| 2                                      | Concept of Management                       | 11                                       |
| 3                                      | Functions of Management                     | 13                                       |
| 4                                      | Communication (Till Types of Communication) | 03                                       |
| <b>TOTAL QUESTIONS</b>                 |   | <b>37 Questions</b>                      |
| <b>NO. OF QUESTIONS TO BE ANSWERED</b> |   | <b>30 Questions</b>                      |
| <b>TOTAL MARKS</b>                     |   | <b>1X30=30 MARKS</b>                     |

# **CBSE | DEPARTMENT OF SKILL EDUCATION**

## **BUSINESS ADMINISTRATION (SUBJECT CODE 833)**

### **CLASS-XII (SESSION – 2021-22) SAMPLE QUESTION PAPER FOR TERM-1**

**Max. Time Allowed 1½ Hours**

**Max. Marks: 35**

#### **General Instructions:**

1. Please read the instructions carefully.
2. This Question Paper is divided into 03 sections, viz., Section-A, Section-B and Section-C.
3. Section-A is of 05 marks and has 06 questions on Employability Skills.
4. Section-B is of 25 marks and has 30 questions on Subject specific skills.
5. Section-C is of 05 marks and has 07 Competency based questions.
6. Do as per the instructions given in the respective sections.
7. Marks allotted are mentioned against each section/question.
8. All questions must be attempted in the correct order.

#### **SECTION-A**

**Answer any 5 questions out of the given 6 questions on Employability Skills (1x5=5 marks)**

|    |   |   |
|----|---|---|
| 1. | Which of the following can help you manage time -<br>(a) Talking to friends<br>(b) Making a to – do – list<br>(c) Watching a favourite movie<br>(d) Postpone the planned activity | 1 |
| 2. | Which of the following is not a quality of a self-motivated person<br>(a) Focused<br>(b) Positive<br>(c) Authoritative<br>(d) Dedicated   | 1 |
| 3. | The default view that is used to create and edit slides in open office is called –<br>(a) Normal view<br>(b) Outline view<br>(c) Hand-out view<br>(d) Notes view                  | 1 |
| 4. | When the listener judges the content of the message it is called -<br>(a) Understanding<br>(b) Evaluating<br>(c) Responding<br>(d) Remembering                                    | 1 |

|    |   |   |
|----|---|---|
| 5. | Which of the following is not a Presentation Software -<br>(a) Open Office Impress<br>(b) Power Point<br>(c) Client Office Impress<br>(d) Libre Office Impress  | 1 |
| 6. | Feeling extremely nervous and worried because you believe that other people do not like you or they are trying to harm you, is which kind of personality disorder?<br>(a) Schizoid<br>(b) Paranoid<br>(c) Avoidant<br>(d) Obsessive | 1 |

### SECTION-B

**Answer any 25 questions out of the given 30 questions**

**(1x25=25 Marks)**

|     |   |   |
|-----|---|---|
| 7.  | Name the technique of Scientific Management which is of the view that all qualities required by a supervisor cannot be found in one individual.<br>(a) Functional Foremanship<br>(b) Motion Study<br>(c) Standardization of work<br>(d) Simplification of work                  | 1 |
| 8.  | The type of plan which determines the sequence of doing any work for achieving objectives is called –<br>(a) Rule<br>(b) Procedure<br>(c) Method<br>(d) Strategy  | 1 |
| 9.  | “Management is an art of getting things done through efforts of other people”. This statement highlights which concept of management –<br>(a) Management is a process<br>(b) Management is an activity<br>(c) Management is a group<br>(d) Management is an academic discipline | 1 |
| 10. | Which of the following characteristic does not highlight that Management is an Art –<br>(a) Specialized body of knowledge<br>(b) Practical knowledge<br>(c) Creativity<br>(d) Personal skill  | 1 |

|     |   |   |
|-----|---|---|
| 11. | The usage of photograph, sketches, graphs, charts to convey information is regarded as which type of communication?<br>(a) Written Communication<br>(b) Visual Communication<br>(c) Verbal Communication<br>(d) Informal Communication                                  | 1 |
| 12. | Which of the following statements best describe 'Mental Revolution'?<br>(a) Both manager and worker require each other<br>(b) Work should be divided in small tasks<br>(c) It implies change in attitude<br>(d) Worker should be paid more wages                        | 1 |
| 13. | Which of the following does not highlight the importance of coordination?<br>(a) Organizational growth<br>(b) Specialization<br>(c) Interdependence of units<br>(d) Time consuming process  | 1 |
| 14. | Name the type of plan that does not allow any flexibility or discretion<br>(a) Policy<br>(b) Rule<br>(c) Method<br>(d) Programme  | 1 |
| 15. | "Management comprises of series of interrelated functions", Which concept of management is highlighted in the above statement?<br>(a) Management as an activity<br>(b) Management as an academic discipline<br>(c) Management as a process<br>(d) Management as a group | 1 |
| 16. | Which of the following does not highlight the feature of Management as Science?<br>(a) Code of conduct<br>(b) Cause and effect relationship<br>(c) Universal applicability<br>(d) Test of validity and predictability   | 1 |
| 17. | Communication in an organization should ideally flow .....<br>(a) From top to bottom<br>(b) From bottom to top<br>(c) Both ways<br>(d) Horizontally   | 1 |

|     |   |   |
|-----|---|---|
| 18. | <p>'Policies and objectives should be determined at the top level and authority for day to day activities should be given to subordinates'. Identify the management principle highlighted in the given statement.</p> <p>(a) Initiative</p> <p>(b) Centralization &amp; Decentralization</p> <p>(c) Espirit De Corpse</p> <p>(d) Scalar chain</p> | 1 |
| 19. | <p>Name the process of grouping the activities of similar nature.</p> <p>(a) Procedure</p> <p>(b) Departmentalization</p> <p>(c) Structuring</p> <p>(d) Processing</p>  | 1 |
| 20. | <p>The process of ensuring that actual activities conform to planned activities is called –</p> <p>(a) Coordination</p> <p>(b) Organising</p> <p>(c) Controlling</p> <p>(d) Activating</p>  | 1 |
| 21. | <p>Which of the following is not the characteristic of Administration?</p> <p>(a) It is a thinking function</p> <p>(b) It is more relevant at lower level management</p> <p>(c) It determines objectives of the organization</p> <p>(d) It lays down policies and principles</p>  | 1 |
| 22. | <p>Which of the following does not highlight the characteristic of management as a Profession –</p> <p>(a) Personal skill</p> <p>(b) Specialized body of knowledge</p> <p>(c) Code of conduct</p> <p>(d) Representative association</p>   | 1 |
| 23. | <p>Which of the following is not an objective of Management?</p> <p>(a) Personal objective</p> <p>(b) Organisation objective</p> <p>(c) Political objective</p> <p>(d) Social objective</p>   | 1 |
| 24. | <p>Management is not .....</p> <p>(a) Tangible force</p> <p>(b) Goal oriented</p> <p>(c) Intangible force</p> <p>(d) Group activity</p>   | 1 |

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|-----|---|---|
| 25. | Superintendents are included at which level of management.<br>(a) Middle level<br>(b) Lower level<br>(c) Administrative level<br>(d) Top level  | 1 |
| 26. | Which principle of management aims at securing the loyalty and devotion of employees by giving them fair and just treatment?<br>(a) Principle of Equity<br>(b) Unity of Direction<br>(c) Principle of order<br>(d) Principle of stability of Tenure | 1 |
| 27. | Taylor's Principles are<br>(a) Specific<br>(b) General<br>(c) Universal<br>(d) Adaptable  | 1 |
| 28. | What is the purpose of Time Study?<br>(a) To estimate profits<br>(b) To estimate losses<br>(c) To estimate a fair days work<br>(d) To estimate cost   | 1 |
| 29. | What is the basis of formation of Scientific Management?<br>(a) Observation and Experimentation<br>(b) Experience and Adaptability<br>(c) Experience and Observation<br>(d) People and Expectancy   | 1 |
| 30. | Which of the following is not the disadvantage of formal organization?<br>(a) Lack of initiative<br>(b) Delay in work<br>(c) Lack of favouritism<br>(d) Mechanical relationship   | 1 |
| 31. | Centralisation refers to<br>(a) Retention of decision making authority<br>(b) Dispersal of decision making authority<br>(c) Creating division as profit centre<br>(d) Opening new centres   | 1 |

|     |   |   |
|-----|---|---|
| 32. | Grouping of activities on the basis of product lines is a part of<br>(a) Decentralised organization<br>(b) Divisional organization<br>(c) Functional organization<br>(d) Centralised organization   | 1 |
| 33. | Staffing is .....<br>(a) Setting goals for the organization<br>(b) Translation of plans into action<br>(c) Putting right people in right job<br>(d) Filling the posts   | 1 |
| 34. | This results in higher responsibilities and hike in salary<br>(a) Job Rotation<br>(b) Transfer<br>(c) Promotion<br>(d) Demotion   | 1 |
| 35. | "Planning in the absence of controlling is meaningless". What does this statement indicate in respect of both?<br>(a) Only Planning is essential<br>(b) Only Controlling is essential<br>(c) Both are essential<br>(d) Both are unnecessary | 1 |
| 36. | The process of converting the message into communication symbols is known .....<br>(a) Recording<br>(b) Encoding<br>(c) Decoding<br>(d) Feedback  | 1 |

### SECTION-C

#### (COMPETENCY BASED QUESTIONS)

Answer any 5 questions out of the given 7 questions

(1x5=5 marks)

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|-----|--|---|
| 37. | <p><b>Assertion (A)</b> : Unity of command with the objective of one head and one plan ensures unity of action and coordination.</p> <p><b>Reason (R)</b> : As dual subordination is avoided through unity of command, there are no confusion regarding the task –<br/>Find correct option –</p> <p>(a) Both A and R are true and R is correct explanation of A<br/>(b) Both A and R are true but R is not the correct explanation of A<br/>(c) A is true but R is false<br/>(d) A is false but R is true.</p> | 1 |
|-----|--|---|

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|-----|---|----------|
| 38. | <p>Which of the following is a characteristic of management?</p> <p>(a) Management is a dynamic function</p> <p>(b) Management is localised</p> <p>(c) Management is tangible</p> <p>(d) Management is a discontinuous process</p>  | <b>1</b> |
| 39. | <p>.....means union is strength</p> <p>(a) Subordination of individual interest to general interest</p> <p>(b) Equity</p> <p>(c) Stability of tenure</p> <p>(d) Espirit De Corpse</p>   | <b>1</b> |
| 40. | <p>A proper planning process has to be developed if desired results have to be achieved. How one should initiate the process?</p> <p>(a) Formulating derivative plans</p> <p>(b) Setting objectives</p> <p>(c) Developing premises</p> <p>(d) Identify alternate course of action</p>   | <b>1</b> |
| 41. | <p><b>Assertion (A)</b> – Motivation means inspiring the subordinates with zeal to do work for accomplishment of organizational objectives.</p> <p><b>Reasoning (R)</b> – People are motivated only with financial incentives.</p> <p>Find correct option –</p> <p>(a) Both A and R are true and R is correct explanation of A</p> <p>(b) Both A and R are true but R is not the correct explanation of A</p> <p>(c) A is true but R is false</p> <p>(d) A is false but R is true.</p>  | <b>1</b> |
| 42. | <p>Seema was a finance manager in an MNC and felt that gender discrimination at work place hampered her carrier growth. Frustrated, she quit the job and started a company. While starting her company, Seema decided that she would have equal proportion of males and females. Over the last six years, Seema emerged as a very successful entrepreneur and expanded her business to eight locations in the country. However, Seema recently started facing an ethical dilemma because she realized that female employees were not willing to travel across cities and work late hours, as the work required them to do so. Male employees did not hesitate undertaking such work. Seema started to feel the pressure of reducing the proportion of female employees. On the other hand, she is aware that equal representation was one of the strongest reasons for her to have founded the company.</p> | <b>1</b> |

|     |  |          |
|-----|--|----------|
|     | <p>What should she do as a conscientious female entrepreneur?</p> <p>(a) See if unwilling female employees could be given assignments which do not require travel and involve less overtime.</p> <p>(b) Reduce the number of female employees as it is a business requirement. She should not let anything affect her business.</p> <p>(c) Henceforth hire only male employees.</p> <p>(d) She should close the business.</p>  |          |
| 43. | <p>The employees in the marketing department of Roxy Ltd. are always working against time. They are not able to meet customers demand due to shortage of time. Most managers in the department have to handle two or more areas. Due to work pressure there is a lot of dissatisfaction among managers.</p> <p>Identify which step of staffing process was not properly carried out?</p> <p>(a) Optimum utilization of resources</p> <p>(b) Estimating manpower requirements</p> <p>(c) Placement and Orientation</p> <p>(d) Motivation to employees</p> | <b>1</b> |