

CBSE – DEPARTMENT OF SKILL EDUCATION

BUSINESS ADMINISTRATION (SUBJECT CODE 833)

Sample Question Paper

ClassXII (Session 2019–2020)

Time: 3 Hours

Max. Marks: 70

General Instructions:

1. *This Question Paper consists of two parts viz. Part A: Employability Skills and Part B: Subject Skills.*
2. **Part A: Employability Skills (10 Marks)**
 - i. *Answer any 4 questions out of the given 6 questions of 1 mark each.*
 - ii. *Answer any 3 questions out of the given 5 questions of 2 marks each.*
3. **Part B: Subject Skills (40 Marks):**
 - i. *Answer any 10 questions out of the given 12 questions of 1 mark each.*
 - ii. *Answer any 7 questions from the given 9 questions of 2 marks each.*
 - iii. *Answer any 7 questions from the given 9 questions of 3 marks each.*
 - iv. *Answer any 3 questions from the given 5 questions of 5 marks each.*
4. *This question paper contains 46 questions out of which 34 questions are to be answered.*
5. *All questions of a particular part/section must be attempted in the correct order.*
6. *The maximum time allowed is 3 hrs.*

PART A: EMPLOYABILITY SKILLS (10 MARKS)

Answer any 4 questions out of the given 6 questions of 1 mark each:

1.	The response to a sender's message is called _____. A. Food Bank B. Feed Back C. Food D. Back	(1)
2.	Which one is not considered a self-management skill..... A. Problem solver B. Stress-resistance C. A bargain hunter D. Communication	(1)

3.	Characteristics that help an employee feel more productive in the workplace are called A. Self-betterment tools B. Self –management skills C. Self-knowledge D. Self-improvement skills	(1)
4.	What is the intersection of a column and a row on a worksheet called? A. Column B. Value C. Address D. Cell	(1)
5.	SBA stands for:- A. Small business accountants B. Small business administration C. Small business adequacy D. Small business advisors	(1)
6.	Who is responsible for the success of green economy in the country? A. Government B. Social workers C. Individual citizens D. All of the above	(1)

Answer any 3 questions out of the given 5 questions of 2 marks each:

7.	How can you acquire good listing skills?	(2)
8.	Write a short note on the factor influencing self-management?	(2)
9.	What do you mean by “Slide”.	(2)
10.	Define any two quality of a successful Entrepreneurial?	(2)
11.	Write some activities are damaging our earth and environment.	(2)

PART B: SUBJECT SKILLS (60 MARKS)

Answer any 10 questions out of the given 12 questions:

12.	<p>Which is not a function of management of the following?</p> <p>A. Planning</p> <p>B. Staffing</p> <p>C. Cooperating</p> <p>D. Controlling</p>	(1)
13.	<p>Policy formulation is the function of:</p> <p>A. Top level management</p> <p>B. Middle level management</p> <p>C. Operational management</p> <p>D. all of the above</p>	(1)
14.	<p>The principles of management are significant because of:</p> <p>A. Increase in efficiency</p> <p>B. Initiative</p> <p>C. Optimum utilization of resources</p> <p>D. Adaptation of changing technology</p>	(1)
15.	<p>Henry Fayola was a:</p> <p>A. Social Scientist</p> <p>B. Mining Engineer</p> <p>C. Accountant</p> <p>D. Production engineer</p>	(1)
16.	<p>Centralization refers to:</p> <p>(a) Retention of decision making authority</p> <p>(b) Dispersal of decision making authority</p> <p>(c) Creating divisions as profit centers</p> <p>(d) Opening new centers or branches</p>	(1)
17.	<p>Controlling function of an organization is :</p> <p>(a) Forward looking</p> <p>(b) Backward looking</p> <p>(c) Forward as well as backward looking</p> <p>(d) None of the above</p>	(1)
18.	<p>A network of social relationship that arises spontaneously due to interaction at work is called :</p>	(1)

	<ul style="list-style-type: none"> (a) Formal organization (b) Informal organization (c) Decentralization (d) Delegation 	
19.	<p>The communication network in which all subordinates under a supervisor communicate through supervisor only is:</p> <ul style="list-style-type: none"> A. Single chain B. Inverted-v C. Wheel D Free flow 	(1)
20.	<p>In Maslow's hierarchy of needs, food, water and sleep are considered in:</p> <ul style="list-style-type: none"> A. Safety B. Self-actualization C. Physiological D. Social 	(1)
21.	<p>The two factor theory is based on which factor?</p> <ul style="list-style-type: none"> A. Hygiene and behavioral. B. Safety and self-esteem C. Self-actualization and status quotient. D. None of the above. 	(1)
22.	<p>Which characteristic of leadership excellence, focuses to be clear, concise, and correct:</p> <ul style="list-style-type: none"> A. Communication B. Vision C. People skills D. Character 	(1)
23.	<p>Leadership is:</p> <ul style="list-style-type: none"> A. The process of influencing a group toward the achievement of goals B. A group that achieves goals. C. the function of influencing a group towards the achievement of goals D. directing a group towards the achievement of goals 	(1)

Answer any 7 questions out of the given 9 questions of 2 marks each:

24.	Hine and Harish are typists in a company having same educational qualifications. Hine is getting Rs. 3,000 Per month and Harish Rs. 4,000 per month as salary for the same working hours. Which principle of management is violated Pin this case? Name and explain the principle.	(2)
25.	Describe, in brief, Taylor's principles of: (i) Science, not the rule of thumb, and (ii) Harmony, not discord.	(2)
26.	Define Training and Development.	(2)
27.	Write any four difference between delegation and decentralization.	(2)
28.	What is meant by 'non-financial incentives'? List any tow non-financial incentives.	(2)
29.	How is motivation different from motivator?	(2)
30.	What do you understand by social responsibility of business? How is different from legal responsibility.	(2)
31.	Write any two dis-advantages of information Technology?	(2)
32.	Discuss any two personal and any two organizational barrier inthe flow of communication.	(2)

Answer any 7 questions out of the given 9 questions of 3 marks each:

33.	Science is a systematized body of knowledge that explains certain general truths or the operation of general laws' in the light of this statement, describe whether management is Science.	(3)
34.	What is meant by Coordination? Explain why coordination is important In an Organization?	(3)
35.	State any three features of principles of management	(3)
36.	After setting the performance standards the next step in the controlling process is the 'measurement of actual performance'. Explain this step in the process of controlling.	(3)
37.	Explain briefly three points of distinction between 'on the job training' and 'off the job training'.	(3)
38.	Write short notes on: (a) Authoritative Style of leadership; (b) Laissez Faire Style of Leadership.	(3)
39.	Explain any three assumptions of Maslow's need Hierarchy theory	(3)
40.	Give the meaning of social responsibility of business. State any 3 reasons in favors of assuming social responsibility?	(3)

41.	State the responsibilities of business towards the shareholders.	(3)
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Answer any 3 questions out of the given 5 questions of 5 marks each:

42.	Are the principles of management given by Fayola and the principles of scientific management given by R.W. Taylor mutually complementary? Give reasons to support your answer.	(5)
43.	Write any five Principal of Management Given by Henri Fayol.	(5)
44.	What is meant by 'Divisional Structure' of an organization? For which type of business enterprises is this structure most suitable? State any four advantage of this form of organizational structure.	(5)
45.	The functions and performance of the supervisor are vital to an organization because he is directly related with the workers whereas other managers have no direct touch with bottom level workers'. In the light of this statement, explain any five functions of a supervisor	(5)
46.	'The organizations which are keen on developing effective communication, should adopt suitable measures to overcome the barriers to communication and improve communication effectiveness.' Suggest and explain any such five measures.	(5)