

CBSE | DEPARTMENT OF SKILL EDUCATION

BUSINESS ADMINISTRATION (SUBJECT CODE -833)

Blue-print for Sample Question Paper for Class XI (Session 2022-2023)

Max. Time: 3 Hours

Max. Marks: 60

PART A - EMPLOYABILITY SKILLS (10 MARKS):

UNIT NO.	NAME OF THE UNIT	OBJECTIVE TYPE QUESTIONS	SHORT ANSWER TYPE QUESTIONS	TOTAL QUESTIONS
		1 MARK EACH	2 MARKS EACH	
1	Communication Skills- III	1	1	2
2	Self-Management Skills- III	2	1	3
3	ICT Skills- III	1	1	2
4	Entrepreneurial Skills- III	1	1	2
5	Green Skills- III	1	1	2
TOTAL QUESTIONS		6	5	11
NO. OF QUESTIONS TO BE ANSWERED		Any 4	Any 3	07
TOTAL MARKS		1 x 4 = 4	2 x 3 = 6	10 MARKS

PART B - SUBJECT SPECIFIC SKILLS (50 MARKS):

UNIT NO.	NAME OF THE UNIT	OBJECTIVE TYPE QUESTIONS	SHORT ANS. TYPE QUES.- I	SHORT ANS. TYPE QUES.- II	DESCRIPTIVE/ LONG ANS. TYPE QUESTIONS	TOTAL QUESTIONS
		1 MARK EACH	2 MARKS EACH	3 MARKS EACH	4 MARKS EACH	
1	Introduction to business operation	4	-	-	1	5
2	Business Environment	5	1	1	-	7
3	Products and services	4	1	-	1	6
4	Types of organization	3	1	1	-	5
5	Formation of partnership firm and joint stock company	4	-	1	1	6
6	Business correspondence	4	2	-	-	6
7	Functional area of management	4	-	-	1	5
8	Organizational behavior	4	-	-	1	5
TOTAL QUESTIONS		32	5	3	5	45
NO. OF QUESTIONS TO BE ANSWERED		26	Any 3	Any 2	Any 3	34
TOTAL MARKS		1 x 26 = 26	2 x 3 = 6	3 x 2 = 6	4 x 3 = 12	50 MARKS

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Sample Question Paper for Class XI (Session 2022-2023)

Max. Time: 3 Hours

Max. Marks: 60

General Instructions:

1. Please read the instructions carefully.
2. This Question Paper consists of **24 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 + 18 =) 24 questions, a candidate has to answer (6 + 11 =) 17 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 (30 MARKS):**
 - i. This section has 06 questions.
 - ii. There is no negative marking.
 - iii. Do as per the instructions given.
 - iv. Marks allotted are mentioned against each question/part.
7. **SECTION B – SUBJECTIVE TYPE QUESTIONS (30 MARKS):**
 - i. This section contains 18 questions.
 - ii. A candidate has to do 11 questions.
 - iii. Do as per the instructions given.
 - iv. 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.	Bargaining with a vegetable seller to reduce the price of tomato is an example of which aspect of communication skill: a) Persuasion b) Informing c) Expressing feelings d) Influencing	1
ii.	In word TEAM, letter A stands for: a) agree b) able c) achieve d) also	1
iii.	What is the first step of CONECT model of networking skills?	1
iv.	Undo, cut, copy, paste are _____ commands a) View b) Edit c) Style d) File	1
v.	Location and willingness to sell are two important aspects which should be considered while understanding customer needs a) True b) False	1
vi.	Crop rotation results in: a) Decrease in soil fertility b) Increase in incidence of weeds c) Sustainable development d) Increase in plant diseases	1

Q. 2	Answer any 5 out of the given 7 questions (1 x 5 = 5 marks)	
i.	An economic activity which requires specialized knowledge and skill to render service to various sections of society is known as a) Business b) Employment c) Profession d) Trade	1
ii.	‘Business is a system by which goods and services are produced for satisfaction of wants by using raw material, capital, labor etc. from the environment’. Which approach of nature of business environment is highlighted in the above statement: a) Social responsibility approach b) Creative approach c) Economic responsibility approach d) System Approach	1

iii.	'Products are tangible objects that exist both time and space'. This definition of product is given by: a) Shostack b) Phillip Kotlar c) W. Anderson d) Manzini	1
iv.	'A company has continuous existence independent of its members. Death, insolvency, or change of members has no effect on the life of a company'. Which feature of company is highlighted in the above sentence: a) Common seal b) Perpetual succession c) Distinct legal entity d) Limited liability	1
v.	Which of the following is not a clause of memorandum of association? a) Capital clause b) Objects clause c) Director clause d) Name clause	1
vi.	What does concreteness in communication suggest?	1
vii.	Classifying goods in to lot, groups or certain categories is done under: a) Branding b) Grading c) Standardization d) Packaging	

Q. 3	Answer any 6 out of the given 7 questions (1 x 6 = 6 marks)	
i.	Explain 'Custodial Model' of organizational behavior.	1
ii.	Give two examples of economic activity.	1
iii.	Find out the specific forces affecting business out of the following: a) Change in government policy b) Introduction of new labor laws c) Increase in interest rate d) Change in the prices of raw material by the particular supplier	1
iv.	Differentiate between good and services based on source of value.	1
v.	Mention any one benefit available to sole proprietor operating on a small scale.	1
vi.	Name the smallest unit in which capital of a company is divided.	1
vii.	Grapevine is which type of communication?	
Q. 4	Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)	
i.	A product gets its name through which function of marketing? a) Packaging b) Labelling c) Branding d) Physical distribution	1

ii.	Micro Organizational behavior is done at _____ level a) Group Level b) Individual Level c) Organizational Level d) All level	1
iii.	Which forms of business organization is best suited to offer personalized services to customers? Name and explain	1
iv.	'Restriction on sale of arms ammunitions, explosives, and dangerous drugs' is an example of which external environment of business. Name and briefly explain.	1
v.	Give the meaning of extensive control service with example.	1
vi.	'It is a voluntary association of persons for mutual benefit and its aims are accomplished through self-help and collective effort'. Identify the type of organization mentioned in the above statement. a) Sole Proprietorship b) Company c) Co-operative society d) Partnership	1

Q. 5	Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)	
i.	'Every partner is both an agent and a principal'. Identify the feature of partnership being referred here: a) Risk bearing b) Membership c) Mutual agency d) Formation	1
ii.	Giving warning or assigning responsibilities comes under: a) Downward communication b) Upward Communication c) Horizontal communication d) Informal Communication	1
iii.	Identify the concept which is a detailed process whereby information regarding duties, responsibilities, skills and work environment for a particular job is collected a) Man power planning b) Recruitment c) Job Analysis d) Performance Appraisal	1
iii.	Give the meaning of 'Group Dynamics'.	1
iv.	Mention the name of that auxiliaries to trade which removes hindrance of information.	1
v.	Alphabet 'O' in SWOT refers as a) Option b) Opinion c) Opportunity d) Offer	1

Q. 6	Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)	
i.	Why is branding not very important for heterogeneous shopping products?	1
ii.	Removal of restriction on the entry and growth of private sector firms is an example of: a) Liberalization b) Privatization c) Globalization d) Permit	1
iii.	The objects of the company are specified by: a) Articles of Association b) Memorandum of Association c) Prospectus d) Certificate of incorporation	1
iii.	What is business memorandum?	1
iv.	Identify, which one of the following is the function of management: a) Privatization b) Hospitality c) Providing market Information d) Globalization	1
v.	Mention the types of groups on the basis of association.	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.

Q. 7	What does posture as a type of non-verbal communication imply? Give any one example of correct posture.	2
Q. 8	Differentiate between Interests and Abilities.	2
Q. 9	List any two advantages of using a word processor to write a report.	2
Q. 10	Give the meaning of 'Trading Business' with the help of an example.	2
Q. 11	Mention any two roles of private agencies for the success of promoting green economy.	2

Answer any 3 out of the given 5 questions in 20 – 30 words each (2 x 3 = 6 marks)

Q. 12	Explain any two elements of internal environment of business.	2
Q. 13	Identify and briefly explain those types of customers who are emotionally driven rather than logically driven.	2
Q. 14	Why is partnership considered by some to be a relatively unpopular form of business organization? Explain any two such reasons.	2
Q. 15	Briefly mention any two important characteristics of business correspondence.	2
Q. 16	Who writes business complaint letters? Also state the reason of writing complaint letter.	2

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

Q. 17	Explain following features of Business Environment with relevant examples (i) Inter-related (ii) Relativity	3
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Q. 18	'Since ages and in every walk of life, organization has been playing a vital role'. In the context of above statement, explain any three advantages of organization.	3
Q. 19	'It contains rules and regulations regarding the management of company's internal affairs'. i) Identify 'It'. ii) Mention any three contents of it.	3

Answer any 3 out of the given 5 questions in 50– 80 words each (4 x 3 = 12 marks)

Q. 20	Shayam is a successful businessman. He is a firm believer that strong human resources is a backbone of any business organization. A competent and dedicated team of employees help the enterprise to achieve its goals effectively and efficiently. Hence, he always adopts the best available strategy across industry to attract, develop, retain and utilize human resources. (i) Which activity of management of business operation has been highlighted in the above paragraph? Name and explain that activity (ii) Explain any two other activities which are involved in management of business operation.	4
Q. 21	Payal and Pawan are the students of class XI. Their teacher, Ms. Singh, taught that there are different types of consumer goods. One category of consumer goods require minimum shopping effort as these goods are bought frequently but not in large quantity. While some goods are selected by the consumers based on suitability, style, quality, and price and closely compared from the available substitutes. She added there are certain goods that the consumer does not know about or know about but does not normally think of buying. (i) Identify the types of products, discussed by MS. Singh by quoting relevant lines. (ii) There is one more type of consumer goods which Ms. Singh did not discuss. Name and explain that type too.	4
Q. 22	Identify the type of partner highlighted in the following statements: a) This partner takes active part in carrying out business of the firm. b) His Connection with the firm is not disclosed to the general public. c) He gives an impression of his being partner to others by his word or conduct. d) This partner does not take active part in the day-to day activities of the business.	4
Q. 23	Human Resource Management has become very crucial in the present complex business environment. A HR Manager has to perform variety of functions starting from finding out the number of employees needed in different departments to providing them best remuneration to retain them. To source the best manpower, HR department attracts as many candidates as possible for the vacant post. After eliminating candidates at every stage of hiring process, finally selects the best candidate. a) Identify and explain the functions performed by HR manager/HR department in the above case by quoting relevant lines.	4
Q. 24	It is important to study how people interact with one another inside an organization. These interactions influence the behavior and performance of the organization and also helps in developing employee policies and designing organizational structure. i) Which concept has been highlighted in the above lines? ii) Explain any three points of importance of the identified concept	4