

# CBSE | DEPARTMENT OF SKILL EDUCATION

## BUSINESS ADMINISTRATION (SUBJECT CODE: 833)

### MARKING SCHEME FOR CLASS XII (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. No.	QUESTION	Source Material (NCERT/PSSCIVE/ CBSE Study Material)	Unit/ Chap. No.	Page no. of source material	Marks
<b>Q. 1</b>	<b>Answer any 4 out of the given 6 questions on Employability Skills (1 x 4 = 4 marks)</b>				
i.	c) Inopportuneness	Employability Skills-Books XII	Unit 2	23	1
ii.	c) Antagonism	Employability Skills-Books XII	Unit 2	33	1
iii.	Worksheet is a collection of cells in the form of a grid.	Employability Skills-Books XII	Unit 3	42	1
iv.	c) Ctrl+I	Employability Skills-Books XII	Unit 3	55	1
v.	b) Professional Entrepreneurs	Employability Skills-Books XII	Unit 4	83	1
vi.	c) Forming a team and team work	Employability Skills-Books XII	Unit 4	92	1
<b>Q. 2</b>	<b>Answer any 5 out of the given 7 questions (1 x 5 = 5 marks)</b>				
i.	b) Emotional process	CBSE Study Material	Unit 1	07	1
ii.	Management as an art	CBSE Study Material	Unit 2	04	1

iii.	a) Classical Approach	CBSE Study Material	Unit 2	08	1
iv.	a) Reduces uncertainty	CBSE Study Material	Unit 3	03	1
v.	d) Estimating manpower requirement	CBSE Study Material	Unit 3	10	1
vi.	Verbal Communication	CBSE Study Material	Unit 4	05	1
vii.	a) Movere	CBSE Study Material	Unit 5	02	1
<b>Q. 3</b>	<b>Answer any 6 out of the given 7 questions (1 x 6 = 6 marks)</b>				
i.	c) Harold Koontz	CBSE Study Material	Unit 1	06	1
ii.	b) F.W. Taylor	CBSE Study Material	Unit 2	08	1
iii.	c) Functional structure	CBSE Study Material	Unit 3	08	1
iv.	b) Informal communication	CBSE Study Material	Unit 4	07	1
v.	b) Process Theories	CBSE Study Material	Unit 5	06	1
vi.	Autocratic leadership style	CBSE Study Material	Unit 6	04	1
vii.	Installing Pollution control devices or paying taxes honestly or any other relevant point.	CBSE Study Material	Unit 7	01	1
<b>Q. 4</b>	<b>Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)</b>				
i.	d) i, ii, iv	CBSE Study Material	Unit 1	08	1
ii.	c) Gang Boss	CBSE Study Material	Unit 2	10	1
iii.	Staffing	CBSE Study Material	Unit 3	09	1
iv.	Coherent	CBSE Study Material	Unit 4	10	1
v.	d) Social needs	CBSE Study Material	Unit 5	07	1
vi.	b) Empathy	CBSE Study Material	Unit 6	07	1
<b>Q. 5</b>	<b>Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)</b>				
i.	c) Management is pervasive	CBSE Study Material	Unit 1	04	1
ii.	d) Human Relations and organizational behavior	CBSE Study Material	Unit 2	07	1
iii.	c) Controlling	CBSE Study Material	Unit 3	14	1
iv.	James. V Downton	CBSE Study Material	Unit 6	05	1
v.	Philanthropic responsibility	CBSE Study Material	Unit 7	04	1
vi.	a) Elimination of place	CBSE Study Material	Unit 8	11	1

<b>Q. 6</b>	<b>Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)</b>				
i.	It reduces employee turnover and increases productivity	CBSE Study Material	Unit 2	14	1
ii.	c) Facilitates discipline and order	CBSE Study Material	Unit 3	13	1
iii.	b) Institutional Leader	CBSE Study Material	Unit 6	05	1
iv.	CSR as Risk management	CBSE Study Material	Unit 7	08	1
v.	c) Motivation	CBSE Study Material	Unit 8	04	1
vi.	Information	CBSE Study Material	Unit 8	05	1

## **SECTION B: SUBJECTIVE TYPE QUESTIONS**

<b>Q. No.</b>	<b>QUESTION</b>	<b>Source Material (NCERT/PSSCIVE/ CBSE Study Material)</b>	<b>Unit/ Chap. No.</b>	<b>Page no. of source material</b>	<b>Marks</b>
<b>Answer any 3 out of the given 5 questions on Employability Skills in 20 – 30 words each (2 x 3 = 6 marks)</b>					
<b>Q. 7</b>	<ul style="list-style-type: none"> <li>• Paranoid personality disorder is characterized by distrust for others, including friends and family members.</li> <li>• A person with schizoid personality disorder is detached and aloof and prone to introspection and fantasy.</li> </ul>	Employability Skills-Books XII	Unit 2	35	<b>2</b>
<b>Q. 8</b>	a) Set clear goals: Setting clear and accurate goals is the first step one needs to take to meet the targets. b) Make a calendar: One must make a calendar to monitor the progress at regular intervals. (any other relevant point)	Employability Skills-Books XII	Unit 2	28	<b>2</b>
<b>Q. 9</b>	i) Click on insert from the menu ii) Select image iii) browse through folders and select the image you want to use iv) Click on open	Employability Skills-Books XII	Unit 3	75	<b>2</b>
<b>Q. 10</b>	a) Initiative: An entrepreneur must be able to initiate action and take advantage of an opportunity.	Employability Skills-Books XII	Unit 4	81	<b>2</b>

	b) Willingness to take risk: An entrepreneur always volunteers to take risks to run a business and be successful. (any other relevant point)				
<b>Q. 11</b>	a) On the basis of investment: Startups can be started with minimum investment. On the other hand, businesses have huge investment as per its scale. b) On the basis of stage of operation: Startups is a company that is in the first stage of operation whereas businesses are established.	Employability Skills-Books XII	Unit 4	88	<b>2</b>
<b>Answer any 3 out of the given 5 questions in 20 – 30 words each (2 x 3 = 6 marks)</b>					
<b>Q. 12</b>	Shop Disciplinarian – To maintain discipline in the factory and deal with absence from duty, violation of rules etc. Inspector – To check and maintain quality of work.	CBSE Study Material	Unit 2	10	<b>2</b>
<b>Q. 13</b>	Planning involves setting objectives in advance, a goal which is to be achieved within a stipulated time. It bridges the gap between present and future.	CBSE Study Material	Unit 3	02	<b>2</b>
<b>Q. 14</b>	Motivation is psychological process as each person in the organization is different and a same kind of motivational technique does not apply to all kinds of individuals.	CBSE Study Material	Unit 5	03	<b>2</b>
<b>Q. 15</b>	(i) Autocratic leadership style is suitable where subordinates are unskilled and inexperienced. (ii) In case of urgent action, this style is suitable as leader does not discuss anything with subordinates and this results in quick decision making	CBSE Study Material	Unit 6	08	<b>2</b>

Q. 16	<p><b>Transactional Leaders</b> works on the idea that people are self- motivated who work in a structured and organized way</p> <p>On the other hand <b>Transformational Leaders</b> are responsible for introducing dramatic changes in the organizations.</p>	CBSE Study Material	Unit 6	05	2
<b>Answer any 2 out of the given 3 questions in 30– 50 words each (3 x 2 = 6 marks)</b>					
Q. 17	<p>Management has features all the features of art like existence of theoretical knowledge, personalized experience and creativity. Hence Management is an art.</p> <p>Similarly, management fulfills some of the criteria of science as well like management principles are also based on observation and experimentation alike science principles which are based on experimentation.</p> <p>As management has the feature of both art and science, hence management is both art as well as science.</p>	CBSE Study Material	Unit 2	3-4	3
Q. 18	<p>Importance of communication:</p> <p>(i) <b>Aids in decision making:</b> Communication help to access vital information required to take important decision.</p> <p>(ii) <b>Provides effective leadership:</b> Effective communication enables the manager to win confidence of his sub ordinates through constantly communicating with them as well as removing probable misunderstandings.</p>	CBSE Study Material	Unit 4	3-4	3

<b>Q. 19</b>	<p>Abraham Maslow First level need in 'Need Hierarchy Theory' is Psychological Needs: These needs include the basic needs of an individual which include food, air, water and shelter.</p> <p>Highest level need in 'Need Hierarchy Theory' is self-actualization needs. It is the pursuit of reaching one's full potential as a person.</p>	CBSE Study Material	Unit 5	06	<b>3</b>
<b>Answer any 3 out of the given 5 questions in 50– 80 words each (4 x 3 = 12 marks)</b>					
<b>Q. 20</b>	<p>Mr. X is working at lower level.</p> <p>Three functions performed by Mr. X are</p> <p>(i) To represent the grievance of workers before the middle level management.</p> <p>(ii) To plan and organize the activities of their unit.</p> <p>(iii) To maintain discipline among workers.</p> <p>(any other relevant point)</p>	CBSE Study Material	Unit 1	13	<b>4</b>
<b>Q. 21</b>	<p>(a) Divisional Structure</p> <p>(b) Three arguments: (i) Quick Decision making</p> <p>(ii) facilitates expansion and growth</p> <p>(iii) Suitable in case of more than one product</p>	CBSE Study Material	Unit 3	08	<b>4</b>
<b>Q. 22</b>	<p>'She distributes the work-----as per her discretion.'</p> <p>This line shows autocratic leadership style.</p> <p>Autocratic leadership style: is characterized by individual control over all decisions and no input from group members. Autocratic leaders typically make choices based on their ideas and judgments and rarely accept advice from followers.</p>	CBSE Study Material	Unit 6	8-9	<b>4</b>

	<p>'She discusses----- -----to meet the deadline'.</p> <p>This line shows participative leadership style.</p> <p>Participative leadership style: is a management style in which managers invite their whole team into most decision-making processes</p>				
<b>Q. 23</b>	<p>Social Responsibility: Social responsibility means that businesses, in addition to maximizing shareholders value must act in a manner that benefits society.</p> <p>Two Importance:</p> <p>(i) Employees get healthy working condition, and competitive salary because of the sense of social responsibility.</p> <p>(ii) Customers get good quality products and services.</p>	CBSE Study Material	Unit 7	03	<b>4</b>
<b>Q. 24</b>	<p>(i) No physical restrictions: There are no geographical boundaries for e-business. The main benefit of E-business is that anyone can order anything from anywhere at any time.</p> <p>(ii) Eliminates place and accessibility issues: Due to ready availability of internet, the consumer need not to go to a retail store to buy products.</p> <p>(iii) Time saving: E-business helps in saving time for both the consumers and the business.</p> <p>(iv) Acts as a low-cost advertising medium</p>	CBSE Study Material	Unit 8	12-13	<b>4</b>