

CBSE|DEPARTMENT OF SKILLED EDUCATION

BUSINESS ADMINISTRATION (SUBJECT CODE: 833)

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

Max.Time:3 Hours

Max.Marks:60

SECTION A- EMPLOY ABILITY SKILLS (10MARKS):

UNIT NO.	NAME OF THE UNIT	OBJECTIVE TYPE QUESTIONS	SHORT ANSWER TYPE QUESTIONS	TOTAL QUESTIONS
		1MARK EACH	2 MARKS EACH	
1	Communication Skills-IV	-	-	-
2	Self-Management Skills-IV	2	2	4
3	Information and Communication Technology Skills-IV	2	1	3
4	Entrepreneurial Skills-IV	2	2	4
5	Green Skills-IV	-	-	-
TOTAL QUESTIONS		6	5	11
NO.OFQUESTIONS TO BE ANSWERED		Any4	Any3	07
TOTAL MARKS		1x4=4	2x3=6	10 MARKS

SECTION B-SUBJECT SPECIFIC SKILLS (60MARKS):

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.	Introducing to management	4	-	-	1	5
2.	Concept of management	6	1	1	-	8
3.	Functions of management	6	1	-	1	8
4.	Communication	3	-	1	-	4
5.	Motivation	3	1	1	-	5
6.	Leadership	4	2	-	1	7
7.	Social response ability of business	3	-	-	1	4
8.	Information technology & business.	3	-	-	1	4
TOTAL QUESTIONS		32	5	3	5	45
NO.OFQUESTIONS TO BE ANSWERED		26	Any3	Any2	Any3	34
TOTAL MARKS		1x26=26	2x3=6	3x2=6	4x3 =12	50 MARKS

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Sample Question Paper 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 19 questions.
 - ii. A candidate has to do 12 questions.
 - iii. Do as per the instructions given.
 - iv. Marks allotted are mentioned against each question/part.

SECTIONA: OBJECTIVE TYPE QUESTIONS

Q.1	Answer any 4 out of the given 6 questions on Employability Skills (1x4=4marks)	
i.	Which of the following is not required to maintain Work-Life balance a) Work Habits b) Adherence to deadlines c) Inopportuneness d) Discipline	1
ii.	One of the following dimensions is not included in 'Big Five Factors' a) Openness b) Consciousness c) Antagonism d) Extraversion	1
iii.	What is a worksheet?	1
iv.	Which combinations of keys do you use to make text slanting a) Ctrl + B b) Ctrl+ V c) Ctrl + I d) Ctrl + Z	1
v.	_____ start a business, nurture it and make it reach a point of self -sustenance. a) Business Entrepreneurs b) Professional Entrepreneurs c) Industrial Entrepreneurs d) Technical Entrepreneurs	1
vi.	Which of the following is not the part of environmental barrier? a) Non-availability of skilled labor b) Lack of adequate resources c) Forming a team and teamwork d) Dearth of requisite machinery and infrastructure	1

Q2.	Answer any 5 out of the given 7 questions (1x5=5marks)	
i.	Management as a process has certain implications. Which of the following is irrelevant in this aspect a) Social Process b) Emotional Process c) Integrated Process d) Continuous Process	1
ii.	'A Manager applies various theories of management in his/her unique personalized way'. What aspect of nature of management does this statement indicate?	1

iii.	'For maximum efficiency, the work must be logically divided in to simple routine & repetitive task.' This is the base of which approach of management a) Classical Approach b) Human Relation Approach c) Neo Classical Approach d) Contemporary Approach	1
iv.	Which one of the following is an importance of planning? a) Reduces uncertainty b) Identifying alternatives to execute plan c) Developing leadership d) Selecting the most appropriate plan	1
v.	The process of staffing begins with a) Selection b) Training c) Promotion d) Estimating manpower requirement	1
vi.	'Talking' is an example of which type of communication?	1
vii.	The term motivation is derived from Latin word_____. a) move b) movere c) movare d) moovare	1

Q3.	Answer any 6 out of the given 7 questions (1x6=6marks)	
i.	Who said, 'Management is the art of getting things done through others and with formally organized groups.'?	1
ii.	Who is known as 'Father of Scientific Management'?	1
iii.	_____is suitable for the organization where operations require high degree of Specialization a) Informal Structure b) Formal Structure c) Functional Structure d) Divisional Structure	1
iv.	Open door policy is an advantage of which type of communication?	1
v.	Expectancy theory of motivation comes under the category of a) Content Theories b) Process Theories c) Reinforcement Theories d) Behavioral Theories	1
vi.	Mr. X has to take an instant decision due to an emergency. Which leadership style will be suitable for him?	1

vii.	Write any one example of socially desirable activity which a business should take.	1
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Q4.	Answer any 5 out of the given 6 questions (1x5=5marks)	
i.	Identify important characteristics of management i) Management is a goal oriented process ii) Management is an intangible force iii) Management is single dimension iv) Management is pervasive Out of the above which is correct a) i, ii, iii and iv b) Only i and ii c) Only iii and iv d) i, ii and iv	1
ii.	Riya works in a factory and she always keeps machines, tools, materials etc. ready for Operations by the concerned workers. According to functional foremanship technique, Riya is acting as_____. a) Instruction Card Clerk b) Repair Boss c) Gang Boss d) Route Clerk	1
iii.	Which function of management deals with the human elements of management?	1
iv.	'Presentation of information should be well planned, logical and sequential.' Which feature of communication is highlighted in the above sentence?	1
v.	An employee is dissatisfied in his job because of lack of team work and absence of Work - life balance. As per Hierarchy of Needs theory, Which need of that employee is not fulfilled?	1
vi.	The ability of a leader to visualize things from others' point of view is known as_____ a) Foresight b) Empathy c) Human relations attitude d) Maturity	1

Q5.	Answer any 5 out of the given 6 questions (1x5=5marks)	
i.	Whether it is an educational organization or a petrol pump, management is required everywhere. Which feature of management is highlighted in the above sentence? a) Management is universal b) Management is intangible c) Management is pervasive d) Management is continuous	1
ii.	Which of the following theory does not come under classical approach of Management Thoughts? a) Administrative Management b) Scientific Management c) Bureaucratic Theory d) Human relations and organizational behavior	1
iii.	Which function of management implies measurement of accomplishment against Standards and correction of deviation?	1
iv.	Who introduced the concept of 'transformational leadership'?	1
v.	'Corporate citizenship' is the part of which responsibility of business?	1
vi.	E- Business is truly without boundaries as it allows sellers and buyers global reach. Which benefit of E- Business is highlighted in the above sentence? a) Elimination of place b) Elimination of physical restrictions c) Availability of 24 X 7 d) Minimum cost advertising mode	1

Q6.	Answer any 5 out of the given 6 questions (1x5=5marks)	
i.	Why is stability of tenure of personnel important in an organization?	1
ii.	Workers become cautious while performing their duties as they know they are being observed by their supervisors. Which point of importance of Controlling is highlighted by this statement a) Facilitates decision making b) Facilitates coordination c) Facilitates discipline and order d) Facilitates motivation	1
iii.	Mr. A has a very strong stature in the organization and he gets respect due to his position in the enterprise. Mr. A is which type of leader a) Charismatic leader b) Institutional Leader c) Creative Leader d) Persuasive Leader	1
iv.	Modern organizations under its corporate social responsibility ensure compliance as per the legislation. Fulfilling compliance indicates which approach to CSR?	1

v	Which is not the aspect of information technology a) Communication b) Applications c) Motivation d) Software design	
vi	Information Technology enables _____ exchange.	1

SECTION B: SUBJECTIVE TYPE QUESTIONS

Answer any 3 out of the given 5 questions on Employability Skills in 20-30 word each (2x3 =6 marks)

Q.7	Explain 'Paranoid' and 'Schizoid' personality disorder.	2
Q.8	How can a person become result oriented? Explain any two points.	2
Q.9	Sequence the steps of inserting a picture in a presentation.	2
Q.10	What it takes to become an entrepreneur. State any two points briefly.	2
Q.11	Differentiate start up from the small business on the basis of any two points.	2

Answer any 3 out of the given 5 questions in 20–30 words each (2x3=6marks)

Q.12	Briefly explain the role of 'shop disciplinarian' and 'inspector' in functional foremanship technique of scientific management.	2
Q.13	Name and give the meaning of the first and primary function of management.	2
Q.14	How is motivation a psychological process? Explain	2
Q.15	Explain any two advantages of autocratic leadership style.	2
Q.16	Two basis differentiate between transactional and transformational leaders.	2

Answer any 2 out of the given 3 questions in 30–50 words each (3x2=6marks)

Q.17	Management is both an art as well as a science. Justify the statement by presenting relevant arguments.	3
Q.18	'Quality communication is the act of effectively conveying and receiving messages to and from others'. In the light of above statement explain any three points of importance of Communication.	3
Q.19	Who has given Need Hierarchy Theory? Explain the first and the highest level need in Need Hierarchy Theory.	3

Answer any 3 out of the given 5 questions in 50 – 80 words each (4x3=12marks)

Q.20	Mr. X was working with 'Man Units' as Foreman. He was known for his sincerity and punctuality. Identify at what level of management was he working? What functions do you think he was performing at that level? State any three.	4
Q.21	XYZ. is a leading manufacturer of washing machines. The company is known for providing best quality washing machines. Its business is growing manifolds. Management of XYZ. has decided to foray into other home appliances like Refrigerator, Television, Air-conditioner and Mixer & Grinder. This will enable the company to establish as one stop solution for all home appliances. (a) Suggest which organizational structure will be suitable for XYZ. (b) Give any three arguments in support of your answer.	4

Q.22	<p>Ms. Rima is the managing director of 'XYZ' foundation. She always believes in completing the task on time. Therefore she distributes the work to Vishal, Mayank, Supriya and Suhani as per her discretion. Unfortunately Vishal meets with an accident and his work is not completed. Hence Rima discusses with Mayank, Supriya and Suhani to meet the deadline. Everybody decided to do overtime and worked accordingly.</p> <p>In the above paragraph, Ms. Rima has displayed two style of leadership while dealing with her staff.</p> <p>Identify and explain those two leadership styles.</p>	4
Q.23	<p>Business has to safeguard not only the interests of the owners but the interest of several other parties also like consumers, suppliers, government, community and the world. Today, only that business is regarded good which takes care of the interest of owner along with interests of all these parties also.</p> <p>(a) Identify and give the meaning of the concept stated in the above para. (b) Also, explain any two points of importance of identified concept in part.</p>	4
Q.24	<p>Sunil runs a grocery shop. He provides all daily need items and if the order is more than ₹ 200, he gives home delivery too. His shop was running well. His son Kumar often convinced his father to make online presence of his business also, however, Sunil was satisfied with the pace of his business. During Covid-19 pandemic, as per directions, all physical shops had to shut down for few days and during that time his business suffered badly.</p> <p>What would have been the benefits if Sunil had listened his son's advice to run an online business also?</p> <p>Mention any four.</p>	4