

CBSE DEPARTMENT OF SKILL EDUCATION

BUSINESS ADMINISTRATION (SUBJECT CODE 833)

Marking Scheme of Sample Question Paper for Class XII (Session 2023-24)

Max Time: 3 Hours

Max Mark: 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 where as Section B contains Subjective type questions.
4. Out of the given (6+18=24) questions, 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 6 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.	Pg. No. Of Source material	Marks
Q.1	Answer any 4 out of the given 6 questions on Employability skills (1x4=4) marks				
i.	Ans. (a) Self- Awareness	Employability Skills-Book XII	Unit-2	32	1
ii.	Ans. (b) Yoga	Employability Skills-Book XII	Unit-2	25	1
iii.	Ans. 1. Verbal communication 2. Nonverbal communication 3. Written communication 4. Visual communication	Employability Skills-Book XII	Unit-2	5	1
iv.	Ans. (d) Range of Cells	Employability Skills-Book XII	Unit-3	46	1
v.	Ans. (d) Working in MNC	Employability Skills-Book XII	Unit-5	3-4	1
vi.	Ans. (d) An entrepreneur	Employability Skills-Book XII	Unit-4	79	1
Q.2	Answer any 5 out of the given 7 questions (1x5 = 5 marks)				
i.	Ans. Process means a combination of many actions / steps to be performed in the given order to get things done.	CBSE Study Material	Unit-1	07	1
ii.	Ans. (c) Management is an intangible force	CBSE Study Material	Unit-1	08	1
iii.	Ans. (a) Flexible	CBSE Study Material	Unit-3	03	1
iv.	Ans. (b) Selection	CBSE Study Material	Unit-3	11	1
v.	Ans. It refers to some obstruction or hindrance to communication.	CBSE Study Material	Unit-4	11	1
vi.	Ans. (b) Self Actualisation Need	CBSE Study Material	Unit-5	18	1
vii.	Ans. (c) Integration of people into a work situation, that motivates them to work together to achieve productivity and also economic.	CBSE Study Material	Unit-2	15	1
Q.3	Answer any 6 out of the given 7 questions (1x6 = 6 marks)				
i.	Ans. Management	CBSE Study Material	Unit-1	06	1
ii.	Ans. Communication	CBSE Study Material	Unit-4	01	1

iii.	Ans. (c) Functional Organization	CBSE Study Material	Unit-3	08	1
iv.	Ans. Henri Fayol	CBSE Study Material	Unit-2	11	1
v.	Ans. Autocratic Leadership style	CBSE Study Material	Unit-6	10	1
vi.	Ans. Responsibility towards world*	CBSE Study Material	Unit-7	05	1
vii.	Ans. (a) Victor Vraom	CBSE Study Material	Unit-5	10	1
Q.4 Answer any 5 out of the given 6 questions (1x5 = 5 marks)					
i.	Ans. (b) Management is a goal-oriented process	CBSE Study Material	Unit-1	08	1
ii.	Ans. (a) Speed Boss	CBSE Study Material	Unit-2	10	1
iii.	Ans. Staffing	CBSE Study Material	Unit-3	09	1
iv.	Ans. Physiological Needs	CBSE Study Material	Unit-5	07	1
v.	Ans. (a) Autocratic leadership style	CBSE Study Material	Unit-6	08	1
vi.	Ans. Continuous Process	CBSE Study Material	Unit-4	03	1
Q.5 Answer any 5 out of the given 6 questions (1x5=5 Marks)					
i.	Ans. (b) Management is all pervasive	CBSE Study Material	Unit-1	08	1
ii.	Ans. Controlling	CBSE Study Material	Unit-3	15	1
iii.	Ans. Democratic Leadership Style	CBSE Study Material	Unit-6	09	1
iv.	Ans. (a) Organization Centered	CBSE Study Material	Unit-2	08	1
v.	Ans. (b) Broader than legal responsibility	CBSE Study Material	Unit-7	05	1
vi.	Ans. (a) Cash on delivery	CBSE Study Material	Unit-8	08	1
Q.6 Answer any 5 of the given 6 questions (1x5 = 5)					
i.	Ans. (d) All of the above	CBSE Study Material	Unit-8	04	1
ii.	Ans. Information	CBSE Study Material	Unit-8	04	1
iii.	Ans. (c) Deviations	CBSE Study Material	Unit-3	16	1
iv.	Ans. (c) Persuasive Communication	CBSE Study Material	Unit-6	05	1

v.	Ans. Order	CBSE Study Material	Unit-3	09	1
vi.	Ans. (a) Corporate Social responsibility	CBSE Study Material	Unit-7	07	1

SECTION-B: SUBJECTIVE TYPE QUESTIONS

Q.No.	QUESTION	Source Material (NCERT/PSSCIVE /CBSE Study Material	Unit/ Chap. No.	Pg. No. Of Source material	Marks
Q.	Answer any 3 out of the given 5 questions on Employability skills (2x3=6 marks) Answer each question in 20-30 words.				
Q.7	<p>Ans. Narcissistic disorder: A disorder in which a person has an inflated sense of self-importance people with Narcissistic Disorder may be generally unhappy and disappointed when they're not given the special favors or admiration that they believe they deserve.</p> <p>Avoidant Disorder: A fixed pattern of thoughts and behaviors that trigger intense fears of rejection, making it challenging to maintain relationship with others.</p>	Employability Skills- Books XII	Unit-2	35-36	2
Q.8	<p>Ans. Formal communication: Formal communication which can be emails, letterheads, memos, reports and other such kinds of written materials. Informal communication: It is one where there is nothing official about the communication that is happening. It can be known as Grapevine communication. There is no specific channel of informal communication because there is social media, WhatsApp, SMS which are all vehicles of informal communication which can be used by people.</p>	Employability Skills- Books XII	Unit-4	06	2

Q.9	Ans. Select that worksheet and then, on the home tab, in the cells group, click Insert and then click Insert Sheet	Employability Skills- Books XII	Unit-3	48	2
Q.10	Ans. 1. Drive less and drive smart. 2. Use less hot water.	Employability Skills- Books XII	Unit-5	07	2
Q.11	Ans. The two ways to found a startup are: (i) Crowd funding: It is the pooling of resources by a group of people for a common goal. (ii) Angel investment: Angel investors are individuals with surplus cash who have keen interest to invest in upcoming startups.	Employability Skills- Books XII	Unit-4	89	2
Q	Answer any 3 out of the given 5 questions in 20-30 words each (2x3=6 Marks)				
Q.12	Ans. Speed Boss: The role of 'Speed Boss' is to ensure timely and accurate completion of job. Gang Boss: The role of 'Gang Boss' is to ensure that both the workers and the machines are fit enough for production and that the material required for their use has been made available to them.	CBSE Study Material	Unit-2	10	2
Q.13	Ans. Anything minus management is nothing or zero. Here by anything we mean all types of activities - economic, social or political. A mall needs to be managed as much as a school or a hospital.	CBSE Study Material	Unit-1	08	2
Q.14	Ans. All the people working in an organization have different natures. All have different needs. Therefore, everybody cannot be motivated with only one motivator. Keeping in mind the needs of the person concerned, monetary and non-monetary techniques are used. Therefore, it is a complex process.	CBSE Study Material	Unit-5	04	2

Q.15	<p>Ans. 'Leadership transforms potential in to reality' are:</p> <p>(i) Behavior - Changing Process: Leadership has the power to change the behavior of their followers.</p> <p>(ii) Achieves Common Goals: A prominent feature of leadership is the achievement of common goals. It means it achieves not only the objectives of the organization but also individual goals.</p>	CBSE Study Material	Unit-6	02	2
Q.16	<p>Ans. Advantages of Laissez - faire leadership style are</p> <p>(i) Development of self-confidence in subordinates: When all the authority in their work performance is given to the employees, they become habituated in taking decisions which creates self confidence in them.</p> <p>(ii) High-level Motivation: When the manager gives the subordinates all the authority by showing full confidence in them, they start considering themselves an important part of the concern.</p>	CBSE Study Material	Unit-6	10	2
Answer ant 2 of the given 3 questions 30-50 words each (3x2=6 Marks)					
Q.17	<p>Ans. Hurdles of communications are:</p> <p>(i) Language hurdles.</p> <p>(ii) Emotional hurdles</p> <p>(iii) Physical hurdles</p> <p>(iv) Systematic hurdle</p> <p>(v) Attitudinal hurdles</p>	CBSE Study Material	Unit-4	12	3
Q.18	<p>Ans. Management as an Art and Management as science: It can be said that to get information about a subject is science and putting that information to practice is an art. For example, studying engineering is a science and after study working as an engineer is an art.</p>	CBSE Study Material	Unit-2	05	3

Q.19	<p>Ans. Motivation</p> <p>The process of stimulating people to perform action and to make it possible to have maximum work satisfaction is called Motivation</p>	CBSE Study Material	Unit-3	14	3
Q.	Answer any 3 out of the given 5 questions in 50-80 words each (4x3=12marks)				
Q.20	<p>Ans. Democratic Leadership style</p> <p>It refers to that Leadership style in which the leader consults with his subordinates before making any final decision.</p> <p>Benefits of Democratic Leadership style are:</p> <p>(i) High Morale: Under this style, the enthusiasm of the managers and the employees is sky-high.</p> <p>(ii) Creation of More Efficiency and Productivity: Since the employees are participants in the decision making, they give full cooperation in implementing them.</p> <p>(iii) Availability of Sufficient Time for Constructive Work: The workload of the managers gets decreased. By using their spare time constructively they make the development and expansion of the enterprise possible.</p>	CBSE Study Material	Unit-6	09	4
Q.21	<p>Ans. She is working at Middle - level Management and her functions are :</p> <p>(i) Interpreting Policies: At this level, policies framed by top level managers are interpreted.</p> <p>(ii) Appointing Employees: Every departmental manager appoints employees to fulfill the activities of his department.</p> <p>(iii) Assigning Necessary Duties: Departmental manager direct their subordinates about what to do and how they have to do it.</p>	CBSE Study Material	Unit-1	12	4
Q.22	<p>(A) Customer and Customer (C2C): C2C is e-business branch.</p> <p>(B) Customer to Customer (C2C): Customer to Customer markets</p>	CBSE Study Material	Unit-8	10	4

	provide a way to allow customers to interact with each other.				
Q.23	(A) Functional Organization Structure: It refers to the division of the whole enterprise according to the major activities to be performed by it. (B) Divisional Organization Structure: It refers to the division of the whole enterprise on the basis of different products, geographical areas, customers group, etc.	CBSE Study Material	Unit-3	08	4
Q.24	Ans. Concept of social Responsibility and Ethics: Social responsibility is a business's duty to make ethical decisions that positively impact society. Business ethics refers to implementing appropriate business policies and practices with regard to arguable controversial subjects. In the above para, Employees, customers and community did not meet social responsibility. Social responsibility of business towards different towards are: (i) Owners: Owners are the persons who own the business. Owners owe all the risks of running the business, capital Allocation, etc. (ii) Investors: Investors are those who Provide funds to business through various investment instruments (Equity, Bonds, Debentures, Etc.). (iii) Suppliers: Suppliers are businessmen or merchants who supply raw materials and other items that are required by manufactures or traders to pay the dues an time.	CBSE Study Material	Unit-7	02	4