

CBSE DEPARTMENT OF SKILL EDUCATION

BUSINESS ADMINISTRATION (SUBJECT CODE 833)

Blue Print for Sample Questions Paper for
Class XII (Session 2023-2024)

Max Time: 3 Hours

M.Mark: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 – IV	1	1	2
2	Self- Management Skills-IV	2	1	3
3	Information and Communication Technology Skills-IV	1	1	2
4	Entrepreneurial Skills-IV	1	1	2
5	Green Skills-IV	1	1	2
TOTAL QUESTIONS		6	5	11
NO. OF QUESTIONS TO BE ANSWERD		Any 4	Any 4	07
TOTAL MARKS		1X4=4	2X3=6	10 MARKS

PART B – SUBJECT SPECIFIC SKILLS (50 MARKS);

UNIT NO.	NAME OF THE UNIT	OBJECTIV TYPE QUESTIONS	SHORT ANS TYPE QUES- I	SHORT ANSWER TYPE QUES- II	DESCRIPTIVE/ LONG ANS TYPE QUESTION	TOTAL QUESTIONS
		1 MARK EACH	2 MARKS EACH	2 MARKS EACH	5 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
	Communication	3	-	1	-	4
	Motivation	3	1	1	-	5
	Leadership	4	2	-	1	7
4	Social responsibility of business	3	-	1	1	4
5	Information technology & business.	3	-	1	1	4
TOTAL QUESTIONS		32	5	3	5	45
NO. OF QUESTIONS TO BE ANSWERD		26	Any 3	Any 2	Any 3	34
TOTAL MARKS		1X26=26	2x3=6	3x2=6	4x3=12	50MARKS

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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, 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.1	Answer any 4 out of the given 6 questions on employability skills (1x4=4 marks)	
i.	Mr. Ramesh did a project very well. Now he is collecting feedback, insights into his work - (a) Self-Awareness (b) Responsibility (c) Time-Management (d) Adaptability	1
ii.	_____ includes a series of postures and breathing exercises to control body and mind (a) Meditation (b) Yoga (c) Physical Exercise (d) None of the above	1
iii.	List the types of communication.	1
iv.	A block of adjacent cells that are selected is called (a) Active cell (b) Cell (c) Cell address (d) Range of cells	1
v.	Following are the examples of green job but one is not. Identify the non-green job: (e) Wind energy workers (f) Solar cell technician (g) Wave energy producers (h) Working in MNC	1
vi.	An individual who initiates, creates and manages a new business can be called _____ (a) A Leader (b) A Manager (c) A Professional (d) An entrepreneur	1
Q.2	Answer any 5 out of the given 7 questions (1x5 = 5 marks)	
i.	'Management is the process of getting things done.' State the meaning of the term 'Process' used in this statement.	1
ii.	'In an organization, employees are happy and satisfied, there is no chaos	1

	and the effect of management is noticeable.' Which characteristics of management is highlighted by this statement? (a) Management is goal originated process (b) Management is all pervasive (c) Management is an intangible force (d) management is a group activity	
iii.	Planning is _____ (a) Flexible (b) Stable (c) Rigid (d) None of these	1
iv.	_____ is that process of examining the applicants which ensures that only the most appropriate persons have been appointed. (a) Recruitment (b) Selection (c) Training (d) Management	1
v.	What is meant by 'NOISE' in communication process?	1
vi.	What is the name of the need which makes an individual to take his ability to the highest Level? (a) Esteem Need (b) Self-Actualization Need (c) Security Need (d) All de above	1
vii.	Whom does human relation approach refer to (a) Worker, who should be given humanly treatment at work. (b) Mutual cooperation between employer and employee in solving the common problems. (c) Integration of people into a work situation that motivates them to work together to achieve productivity and also economic. (d) None of the above	1
Q.3	Answer any 6 out of the given 7 questions (1x6 - 6 marks)	
i.	Name the process of working with add through others to effectively achieve organizational objectives by efficiently using its limited resources in the changing environment.	1
ii.	Name the process of exchange of information between two or more persons to reach common understanding.	1
iii.	Grouping of activities on the basis of functions is a part of. (a) Decentralized organization. (b) Divisional organization (c) Functional organization	1

	(d) Centralized organization	
iv.	Who is known as 'Father of Management'?	1
v.	In an organization, employees always feel that they are under enormous unnecessary stress, as the manager does not provide any information about future plans but simply instructs them what to do. He also does not listen to any of the suggestions given by the subordinates. Name the leadership style.	1
vi.	'Be a partner in International peace'. Which social responsibility of business is this?	1
vii.	Who is the theorist of expectancy theory of motivation (a) Victor Vroom (b) E.W. Taylor (c) Henri Fayol (d) None of the above	1
Q.4	Answer any 5 out of the given 6 questions (1x5=5 marks)	
i.	The goal of the Sita retail store is to increase sales and the goal of the spastics society of India is to impart education to children with special needs. Management unites the efforts of different individuals in the organization towards achieving these goals. Identify the characteristics of management discussed above. (a) Management is all pervasive. (b) Management is a goal-oriented process. (c) Management is multi-dimensional. (d) Management is a continuous process.	1
ii.	The job of _____ is to see that whether all the workers are doing their respective job as per the speed laid down or not. (a) Speed Boss (b) Time and cost clerk (c) Gang Boss (d) Route clerk	1
iii.	Which function of management is related to filling and keeping filled the post with people?	1
iv.	Food, clothing and shelter are the examples of which type of needs? (Hierarchy needs theory)	1
v.	Which of the following leadership styles has the specialty of centralized authority? (a) Autocratic leadership style (b) Democratic leadership style (c) Free - rein leadership style (d) None of the above	1
(e)	Communication is an endless process, as is the case with business where the manager continuously assigns works to his subordinates, tries to know the progress of the work and gives directions. Which feature of communication is highlighted in the above sentence?	1
Q.5	Answer any 5 out of the given 6 questions (1x5=5 marks)	
i.	A petrol pump needs to be managed as much as a hospital or a school. What managers do in India, the USA, Germany or Japan is the same. How	1

	<p>they do it may be quite different. This difference is due to the difference in culture, tradition and history.</p> <p>Identify the characteristic of management that has been mentioned here:</p> <p>(a) Management is a goal-oriented process.</p> <p>(b) Management is all pervasive.</p> <p>(c) Management is multi-dimensional.</p> <p>(d) Management is a continuous process.</p>	
ii.	Taking corrective / remedial action is the last step in the process of one of the functions of management. Name the function.	1
iii.	Which style of Leadership known as group- centered	1
iv.	<p>Classical Management theory is</p> <p>(a) Organization Centered</p> <p>(b) Human Oriented</p> <p>(c) complete employee view</p> <p>(d) All the above</p>	1
v.	<p>Social responsibility is:</p> <p>(a) Same as legal responsibility</p> <p>(b) Broader than legal responsibility</p> <p>(c) Narrower than legal responsibility</p> <p>(d) None of these</p>	1
vi.	<p>Under what method payment is made at the time of physical delivery of goods?</p> <p>(a) Cash on delivery</p> <p>(b) Debit card payment</p> <p>(c) Credit card payment</p> <p>(d) Prepaid amount</p>	1
Q.6	Answer any 5 out of the given 6 questions (1x5=5marks)	
i.	<p>Information technology deal with.</p> <p>(a) information</p> <p>(b) Data</p> <p>(c) Knowledge</p> <p>(d) AU of the above</p>	1
ii.	____ is processed data.	1
iii.	<p>'If anything goes wrong with the performance of key activities, the entire organization suffers. Therefore, the organization should focus on them.'</p> <p>The focus print should be</p> <p>(a) Performance standards</p> <p>(b) Actual performance</p> <p>(c) Deviations</p> <p>(d) Corrective Action</p>	1
iv.	Leadership is based on a superior's	1

	(a) Authority (b) Responsibility (c) Persuasive Communication (d) Accountability	
v.	Why a right person should be placed at the right job and a right thing should be placed at the right place?	1
vi.	Which of the following does the abbreviation CSR stand for? (a) Corporate Social Responsibility (b) Company Service Rules (c) Continuous Surveillance Report (d) Cumulative Supervisory Role	1

SECTION – B: SUBJECTIVE TYPE QUESTIONS

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

Q.7	Explain 'Narcissistic disorder and 'Avoidant disorder.	2
Q.8	Write one difference between formal communication and informal communication?	2
Q.9	Write the steps to insert a sheet in a workbook	2
Q.10	White two ways to reduce greenhouse gases.	2
Q.11	Write any two ways to fund a startup.	2

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

Q.12	State the role of 'Speed Boss' and 'Gang Boss' in functional foremanship technique of scientific management.	2
Q.13	Why is it said that management is all pervasive?	2
Q.14	Why motivation is called a complex process? Explain	2
Q.15	'Leadership transforms potential into reality.' How?	2
Q.16	State any two advantages of Laissez-faire Leadership style.	2

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

Q.17	The barriers to effective communication exist in all organizations to a greater or lesser degree. State these barriers.	3
Q.18	"Management is regarded as and by same, as science or as an inexact science by other. The truth seems to be somewhere in between." In the light of this statement explain the true nature of management.	3
Q.19	Ajay is an engineer in J.K. Ltd. He works very hard and it is observed by production manager. But he never appreciates the efforts of Mr. Ajay. Name the process of stimulating people to act to their best ability to accomplish desired goals not exercised by production manager.	3

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

Q.20	Raman was a supervisor at 'Prem Bhog Aata' factory. The factory was producing 200 quintals of atta every day. His job was to make sure that the	4
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	work goes on smoothly and there was no interruption in production. He was a good leader who would give orders only after consulting his subordinates and work out the policies with the acceptance of the group. Identify by describe the leadership style being adopted by Raman. What would be the benefits of such leadership style to the organization?	
Q.21	Ritu is the manager of the northern division of a large corporate house. At what level does she work in the organization? What are her basic functions? State any three.	4
Q.22	Mr. Rohan wants to buy a new furniture for his house, but he did not have space to keep. He planned to sell the old furniture through OLX, so that he can get some surplus money and space for new furniture. He got very good response and out of many buyers. He chooses the buyer who gave him the best price. (a) Which are the two parties involved in transaction mentioned in above (b) What branch of e-business is referred in above case?	4
Q.23	Sumit cloth Ltd. was manufacturing only Fabrics. After having great success in fabric business three new manufacturing units and started Setting multi-products in domestic market. (Electronics, Mobile Phone, cements). They decided that an individual who has capability and competence to handle responsibility would head each unit. (a) State the type of organization structure Sumit Cloth Ltd. Have followed as a producer of single product. (b) Suggest which type of organizational structure Director must adopt now and explain its advantages.	4
Q.24	Mr. Amit is the owner of readymade garment factory. His main motive is maximizing the profit for this he is charging high price from customer and supply low quality products. He is not providing good working conditions to workers and pays the minimum wages. Even he did not bother about the pollution caused by his factory. As a result, his efficient employee started leaving the job and joining the competitor. The government puts a heavy penalty on him for causing pollution and ever number of customers also decrease. He was very upset and could not understand his problem. According to you what is lacking by Mr. Amit? In the above para, towards whom he did not meet social responsibility. Mat the social responsibility of business towards different groups.	4