



**Date: 21.2.24**  
**GRADE: XI**

**ANNUAL EXAMINATION EXAMINATION(23-24 )**  
**Business Administration (833)**

**Max marks: 60**  
**Time: 3 hours**

**General Instructions:**

1. This question paper contains 24 questions in two sections-Section A and Section B
2. Marks are indicated against each question.
3. Answers should be to the point.
4. Answers to the questions carrying 2 marks in 20 to 30 words
5. Answers to the questions carrying 3 marks in 30-50 words.
6. Answers to the questions carrying 4 marks in 50-80 words.
7. Attempt all parts of the questions together

Qn. No	SECTION A-OBJECTIVE TYPE QUESTIONS	Marks allocated
Q 1	Answer any 4 out of the given 6 questions on Employability Skills	(1 x 4 = 4 marks)
i	Which of these is not an appropriate non-verbal communication at work? a. Putting arm around a coworker's shoulder b. Shaking hands firmly c. Looking at the speaker with a smile d. Standing with an upright posture	1
ii	Which of the following method is used to receive information from the sender? a. Listening b. Speaking c. Telling d. Writing	1
iii	Define self-motivation.	1
iv	The Director Communicating the time of a meeting to the employee is an example of which aspect of communication skills ? a. Persuasion b. Informing c. Expressing d. Influencing	1
v	What is teamwork ?	1
vi	What do you understand by positive attitude ?	
Q.2	Answer any 5 out of the given 7 questions 1x5= 5 marks)	
i	The term business is derived from the word a. Busy b. Financial markets c. Buy and selling d. Proprietorship	1

ii	What do you mean by the term Commerce?	1
iii	What is meant by Business Environment?	1
iv	With the introduction of Photostat Machines in the market, the carbon paper industry was adversely affected. Which component of environment was responsible for it? a.Economic c.Technological b.Political d.Legal	1
v	What do you mean by Staple products?	1
vi	Define Wandering Customers.	1
vii	"Coalition government at center has reduced political stability, increasing risks for business." It is example of a.Technological Environment c.Social Environment b.Legal Environment d.Political Environment	1
Q3	Answer any 6 out of the given 7 questions (1x6 = 6 marks)	
i	The industries which provide support services to other industries are known as_____ a. Primary industries c. Tertiary industries b. Secondary industries d. Unit Industries	1
ii.	"Stock markets in India have become more sensitive to change in international stock 1 markets. " It is example of a.Technological Environment c.Social Environment b. Economic Environment d. Political Environment	1
iii	_____company needs to have minimum two directors. a.Private Company c.Sole proprietorship b.Public Company d.One person company	1
iv	Define Specific Forces.	1
v	Define Impulsive Customers.	1
vi	What do you understand by System Approach in Business Environment ?	1
vii	What do you mean by Unsought Goods?	1
Q.4	Answer any 5 out of the given 6 questions 1x5= 5 marks)	
i	Give any two examples of Non-Economic Activity.	1
ii	Human resources are an factor which is in control of the business.	1
iii	_____ environment refers to the characteristics of the society in which a business firm exist.	1
iv	What do you mean by Globalisation?	1

v	'One person one vote principle is related to which Business Organisation? a.Sole Proprietorship c.Partnership	b.Company d.Cooperative Society	1
vi	'Though branding adds to the cost, it provides several advantages to the consumers.' In the light of the statement, state any one advantage of branding to customers.		1
Q.5	Answer any 5 out of the given 6 questions (1x5 = 5 marks)		
i	_____ is the life blood of any business. a. Finance b. Brand Image c. Work Environment d. Investment		1
ii	Give one difference between Goods and Services.		1
iii	The life of sole proprietorship business is _____. a.Stable c.Long Life		b.Unstable d.Very short life
iv	What do you mean by Facilitating goods?		1
v	What do you understand by Privatisation ?		1
vi	What are Fabricating Goods ?		1
6	Answer any 5 out of the given 6 questions 1x5 = 5 marks)		
i	Which of the following is treated 'Profession'. a.Ram is selling books on behalf of his employees b.Riya is practicing law or doing legal practice. c.A cart-vendor selling toys in a fair. d.Suresh is purchasing goods from Market		1
ii	Write down any two basic buying needs of a customer.		1
iii	The co-operative society is compulsorily required to be registered under the co-operative 1 societies act a.1932 c.1956		b.1952 d.1912
iv	Define Loyal Customers.		1
v	Mention the two types of Foundation Goods.		1
vi	The negative factors of business are called as _____. a.Strengths c.Threats		b.Weakness d.Opportunities
SECTION B: SUBJECTIVE TYPE QUESTIONS			
Answer any 3 out of the given 5 questions in 20-30 words each (2x3 = 6 marks).			
7	What are the factors affecting perspectives in Communication?		2
8	What is Time management? Give one example.		2
9	What are the two benefits of working in a team?		2

10	What does 'Gestures' as the type of Non-Verbal Communication imply? Give any one example.	2
11	Write any two advantages of Assertive Communication.	2
	Answer any 3 out of the given 5 questions in 20-30 words each (2X3= 6 marks)	
12	Explain difference between non-durable goods and durable goods.(Any two)	2
13	What do you understand by Internal trade ? Also mention its types	2
14	Explain any two features of Business Environment.	2
15	Define legal environment with one example.	2
16	Write down difference between homogenous and heterogeneous shopping goods.	2
	Answer any 2 out of the given 3 questions in 30-50 words each (3X2 = 6 marks)	
17	Elaborate any three features of a Product.	3
18	Explain any three types of economic activities.	3
19	Explain any three factors of Internal Environment.	3
	Answer any 3 out of the given 5 questions in 50-80 words each (4X3 = 12 marks)	
20	Write a short note on SWOT analysis.	4
21	Explain the various types of Industries.	4
22	Explain any four features of services.	4
23	Explain the major activities are involved in management of business operations. (Any four)	4
24	Elaborate four key points to identify consumer needs.	4

