



TERM 1 EXAM 2023 - 24  
 BUSINESS ADMINISTRATION (833)  
 CLASS XII

Max Marks – 60

Time allowed: 3 Hours

**GENERAL INSTRUCTIONS**

1. This question paper contains 30 questions.
2. Marks are indicated against each question.
3. Answer should be brief and to the point.
4. Answer to the questions carrying 3 marks may be from 50 to 75 words.
5. Answers to the questions carrying 4 marks may be about 150 words
6. Answers to the questions carrying 6 marks may be about 200 words.
7. Attempt all parts of the questions together.

1	The function of management which involves arranging and structuring work to accomplish the organization goals a. Planning   b. Organizing   c. Staffing   d. Directing	1
2	Controlling involves motivating the subordinates a. True   b. False	1
3	The technique of management used to choose the best way to perform task is a. Method study   b. Motion study   c. Fatigue study   d. Time study	1
4	Management is considered as an art because: a. It is a systematized body of knowledge b. Existence of theoretical knowledge c. Well defined body of knowledge d. All of the above	1
5	The function of management that focuses on taking corrective action is a. Directing   b. Controlling   c. Organising d. Planning	1
6	Who quotes "management is the process by which cooperative group directs action towards common goal"	1

	a. Harold Koontz o Donnell	b. George R Terry d. Douglas McGregor	c. Koontz	
7	"Thinking before doing", under which function of management is this performed? a) Staffing b) Organizing c) Planning d) Directing			1
8	Management is relevant at middle and lower level of management whereas administration is relevant at a. Top level b. Middle level c. Lower-level d. Supervisory level			1
9	The study aims at providing propre rest intervals or breaks to works to increase the effectiveness of work a. Time study b. Motion study c. Fatigue study d. Method study			1
10	Himalaya Ltd is engaged in manufacturing washing machines. The target of the organization is to manufacture 500 washing machines in a day. There is an occupational specialization in the organization which promotes efficiency of employees. There is no duplication of efforts in such a type of organization structure. Identify the type of organization structure described above a) Formal structure b) Divisional structure c) Informal structure d) Functional structure			1
11	The degree of ..... varies according to the scale of operations a. Centralization b. Decentralization c. Both a and b d. None of the above			1
12	Adding contents to a job leads to a) Job enlargement b) Job enrichment c) Job specification d) Job description			1
13	The concentration of decision-making authority is called decentralization a. True b. False			1
14	The motivational theory of X and Y is proposed by a) Herzberg b) Alderfer c) McGregor d) Victor Vroom			1
15	The communication hurdle that occurs due to personality conflicts a. Systematic hurdle b. Emotional hurdle c. Physical hurdle d. Attitudinal hurdle			1
16	The type of communication done with the use of language to transfer information a. Verbal b. Non verbal c. Written d. Formal			1
17	Hygiene factors are also known as a. Motivators b. Satisfiers c. Dissatisfiers d. None of the above			1

18	When one need is satisfied, another need emerges. Which feature of motivation is highlighted here a. Psychological process      b. Continuous process c. Complex process      d. Pervasive	1
19	Management must implement practices which encourage long term commitment of employees. Identify the principle of management a. Order    b. Equity    c. Initiative    d. Stability of tenure	1
20	Plans which are made for non-repetitive task a. Procedure    b. Programme    c. Policy    d. Rule	1
21	Explain any three elements of Directing  OR Explain any three types plans used by the business organisations	3
22	Art is concerned with personal application of knowledge'. In the light of this statement, compare all the features of art with management and prove that it is an art.	3
23	What are the various steps in the selection process?	3
24	What are the different kinds of non-financial incentives given by companies?	3
25	Explain any four techniques of scientific management  OR Explain the following principles by Henry Fayol a. Unity of direction b. Subordination of individual interest to general interest c. Stability of tenure of personal d. Order	4
26	Arun and Varun are commerce students. Arun states that both administration and management are one and the same. Varun disagrees with this. Give your opinion and explain in detail with valid points	4
27	Rishitosh Mukerjee has recently joined AMV Ltd, a company manufacturing refrigerator. He found that his department was under-staffed and other departments were not cooperating with his department for smooth functioning of the organisation. Therefore, he ensured that his department has the required number of employees and its cooperation with other departments is improved. A. Identify the level at which Rishitosh Mukerjee was working	4

	B. Also, state three more functions required to be performed by Rishitosh Mukerjee at this level.	
28	“Communication is the process of transferring information, opinions, suggestions and emotions between two or more persons”. Do you agree with this statement. Explain in detail, the various hurdles that may happen during communication.	4
29	Explain in detail the following need-based theories of motivation a. Maslow’s Need Hierarchy b. ERG Theory OR Explain in detail the following Process theories of Motivation a. Expectancy Theory b. Equity Theory	6
30	Pan Masala and Sons is a manufacturer of tobacco products. It decided to increase profits by at least 20% in the next quarter. It has many options:  A. To increase the working hours of labourers without additional payment. B. To employ children from the local community. C. To sell its products outside the schools and colleges. It opted the (ii) and (iii) options to achieve the target.  Identify the function of management described in the above para. State the steps of the process involved in the function of management identified in (a) quoting the lines from the above para. State any two values neglected by the organisation	6
	<b>THE END</b>	