



THE VILLAGE
INTERNATIONAL SCHOOL
"We Nurture Dreams"

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

1	Organising	1
2	True	1
3	Method study	1
4	All of the above	1
5	Controlling	1
6	Douglas McGregor	1
7	Planning	1
8	Top level	1
9	Fatigue study	1
10	Functional structure	1
11	Centralization	1
12	Job enrichment	1
13	false	1
14	Herzberg	1
15	Attitudinal hurdle	1
16	Verbal	1
17	Dissatisfiers	1
18	Continuous	1
19	Stability of tenure	1
20	Programme	1
21	ELEMENTS OF DIRECTING <ul style="list-style-type: none">• Supervision• Motivation• Leadership• Communication OR TYPES OF PLANS <ul style="list-style-type: none">• Objective• Strategy• Policy• Programme• Procedure• Rule• Budget	3
22	MANAGEMENT AS AN ART application of existing knowledge to achieve desired results.	3

	<p>It can be acquired through study, observation and experience.</p> <p>It involves the personal application of ingenuity and creativity.</p> <p>The basic features of an art are as follows, Existence of theoretical knowledge, based on personal application and creativity</p>			
23	<p>STEPS IN THE PROCESS OF STAFFING</p> <ul style="list-style-type: none"> • Man power planning • Recruitment • Selection • Placement induction and orientation • Training and development • Performance appraisal • Promotion and transfers • compensation 	3		
24	<p>NON-FINANCIAL INCENTIVES</p> <ul style="list-style-type: none"> • Status • Praise • Group incentives • Participation and involvement • Opportunity for growth • Suggestion system 	3		
25	<p>TECHNIQUES OF SCIENTIFIC MANAGEMENT</p> <ul style="list-style-type: none"> • Functional foremanship. • Standardization and simplification of works. • Method study • Motion study • Time study • Fatigue study <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> • Unity of direction – one plan one boss • Subordination of individual interest to general interest – the organisational objectives must be given priority over the individual objectives of the employees • Stability of tenure – one has to be placed in a job position for a minimum period of time to become efficient in that activity • Order - implies that people and materials must be in suitable places at appropriate time for maximum efficiency 	4		
26	<p>DIFFERENCES BETWEEN MANAGEMENT AND ADMINISTRATION</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; text-align: center;">MANAGEMENT</td> <td style="width: 50%; text-align: center;">ADMINISTRATION</td> </tr> </table>	MANAGEMENT	ADMINISTRATION	4
MANAGEMENT	ADMINISTRATION			

	Getting work done through others	Focus on formulation of objectives, plans, policies etc	
	Relevant in middle and lower level	Relevant in top level	
	Executing function	Decision making function	
	Technical and human skill	Conceptual and human skill	
	Applicable to business concern	Applicable to non business concerns	
	Decides who should do and how it is to be done	Decides what is to be done and when it is to be done	
27	<ul style="list-style-type: none"> • Rishitosh is working at the middle level • Middle management act as a link between the top level and lower level managers. • They are subordinate to top managers and superior to the first line managers and are usually known as division heads. • Middle management is responsible for implementing and controlling plans and strategies developed by top management. • They are responsible for all the activities of first line managers 		4
28	<p>HURDLES OF COMMUNICATION</p> <ul style="list-style-type: none"> • Language hurdles • Emotional hurdles • Physical hurdles • Systematic hurdles • Attitudinal hurdles 		4
29	<ul style="list-style-type: none"> • Maslow's need hierarchy – propounded by Abraham Maslow. According to this theory, the needs of a human being can be classified into five categories As follows, <ol style="list-style-type: none"> 1. Basic physiological needs 2. Safety and security needs 3. Belonging needs 4. Self-esteem needs 5. Self-actualisation needs • ERG Theory – propounded by Clayton Alderfer. Developed a model similar to Maslow's need hierarchy. Needs are classified into three as <ol style="list-style-type: none"> 1. Existence 2. Relatedness 3. Growth • Expectancy theory – developed by Victor Vroom. Explains the behavioural process of why individuals choose one behavioural alternative over another. The variables in theory include 		

	<ol style="list-style-type: none"> 1. Expectancy 2. Instrumentality 3. Valance <ul style="list-style-type: none"> • Equity theory – developed by J.S. Adams. Based on the assumption that employees experience strong expectation of justice, balance and fairness in treatment by their employers. The variables include <ol style="list-style-type: none"> 1. Input 2. Output 	
30	<p>The planning function is being referred here and the various steps in the process of planning involve,</p> <ul style="list-style-type: none"> • Setting objectives • Developing premises • Identifying alternative courses of action • Evaluating the alternatives • Selecting the best alternative • Implementing the plans • Follow up action 	