



Date: 04/10/24

GRADE: XII B

TERM EXAM (2024-25)  
BUSINESS ADMINISTRATION  
MARKING SCHEME

Max marks: 60

Time: 3hrs


Q.NO	QUESTIONS	MARKS
	<b>SECTION – A: OBJECTIVE TYPE QUESTIONS</b>	
<b>I</b>	Answer any 4 out of the given 6 questions on employability skills	(1x4=4)
1	(d) An Entrepreneur	1
2	(d) All of the above	1
3	(a) Narcissistic Personality Disorder (NPD)	1
4	(d) She lives in Delhi.	1
5	Formal, infomal, verbal, nonverbal, written	1
6	(b) Keep the work aside and help the customer	1
<b>II</b>	Answer any 5 out of the given 7 questions	(1x5=5)
1	(b) Selection	1
2	In the communication process, "noise" refers to any interference, distraction, or obstacle that disrupts the transmission, reception, or understanding of the message.	1
3	(c) Management is an intangible force	1
4	A series of interconnected, planned, and controlled activities, steps, or operations that are: 1. Interdependent 2. Sequential 3. Goal-oriented 4. Systematic	1
5	(b) Self-Actualization Need	1
6	1. Has complete control and decision-making authority 2. Makes decisions without consulting others 3. Expects absolute obedience from followers 4. Does not tolerate dissent or opposition 5. Centralizes power and authority	1

7	Lower Level of Management	1
<b>III</b>	Answer any 6 out of the given 7 questions	(1x6=6)
1	Letters Emails Contracts	1
2	Controlling	1
3	"Leadership is the capacity to translate vision into reality." - Warren Bennis	1
4	c)psychological needs	1
5	1. People from different countries or regions communicate. 2. Individuals with different native languages interact. 3. Technical or specialized terminology is used. 4. Slang, idioms, or colloquialisms are employed. 5. Language proficiency levels vary. 6. Accents or dialects differ. 7. Written or verbal communication is unclear.	1
6	false	1
7	(i) Esprit De Corps	1
<b>IV</b>	Answer any 5 out of the given 6 questions	(1x5=5)
1	(a) Autocratic leadership style	1
2	1. Internal Recruitment 2. External Recruitment	1
3	Programs	1
4	Communication	1
5	Staffing	1
6	(b)Intangible	1
<b>V</b>	Answer any 5 out of the given 6 questions	(1x5=5)
1	Democratic leadership	1
2	(d)Assignment of duties	1
3	- Conflict resolution - Information sharing - Problem-solving - Leadership effectiveness - Customer satisfaction	1
4	(a) Corporate Social Responsibility	1

5	Administration refers to the management and organization of resources, systems, and processes to achieve specific goals and objectives within an organization or entity.	1
6	(a) Organization Centered	1
<b>VI</b>	Answer any 5 out of the given 6 questions	(1x5=5)
1	Staffing	1
2	Middle level management	1
3	Unity of direction	1
4	coordination	1
5	Plans	1
6	James MacGregor	1
	<b>SECTION – B: SUBJECTIVE TYPE QUESTIONS</b>	
<b>VII</b>	Answer any 3 out of the given 5 questions in 20-30 words each	(2x3=6)
1	<ol style="list-style-type: none"> <li>1. Formal communication is official, structured, and deliberate, whereas informal communication is casual, spontaneous, and unofficial.</li> <li>2. Formal communication follows prescribed channels and protocols, while informal communication has no predefined channels or protocols.</li> </ol>	2
2	<ol style="list-style-type: none"> <li>1. Integrity</li> <li>2. Emotional Intelligence</li> <li>3. Confidence</li> <li>4. Resilience</li> <li>5. Passion</li> </ol>	2
3	Directing: <ol style="list-style-type: none"> <li>1. Leading and guiding employees</li> <li>2. Providing instructions and guidance</li> <li>3. Motivating and inspiring teams</li> <li>4. Clarifying roles and responsibilities</li> <li>5. Setting performance standards</li> </ol> Controlling: <ol style="list-style-type: none"> <li>1. Monitoring performance and progress</li> <li>2. Evaluating achievements against goals</li> </ol>	2

	<ul style="list-style-type: none"> <li>3. Identifying deviations and errors</li> <li>4. Taking corrective actions</li> <li>5. Maintaining organizational stability</li> </ul>	
4	<p>Job Enlargement:</p> <ul style="list-style-type: none"> <li>1. Horizontal expansion of tasks and responsibilities</li> <li>2. Adds more duties, tasks, or activities</li> <li>3. Increases workload, but not necessarily complexity</li> <li>4. Focuses on quantity, not quality</li> </ul> <p>Job Enrichment:</p> <ul style="list-style-type: none"> <li>1. Vertical expansion of tasks and responsibilities</li> <li>2. Adds more autonomy, challenge, and decision-making</li> <li>3. Increases complexity, depth, and meaningfulness</li> <li>4. Focuses on quality, not quantity</li> </ul>	2
5	<ul style="list-style-type: none"> <li>1. Bonuses</li> <li>2. Profit-sharing</li> <li>3. Commission-based sales</li> <li>4. Overtime pay</li> </ul>	2
<b>VIII</b>	Answer any 3 out of the given 5 questions in 20-30 words each	(2x3=6)
1	Encourages Autonomy and Innovation Develops Employee Accountability and Responsibility	2
2	<p>Systematic Hurdles:</p> <ul style="list-style-type: none"> <li>1. Organizational structure and policies</li> <li>2. Bureaucratic red tape</li> <li>3. Inadequate communication channels</li> <li>4. Information overload</li> </ul> <p>Attitudinal Hurdles:</p> <ul style="list-style-type: none"> <li>1. Preconceptions and biases</li> <li>2. Emotional barriers (fear, anxiety, defensiveness)</li> <li>3. Lack of trust and credibility</li> <li>4. Resistance to change</li> </ul>	2

3	<p>Speed Boss:</p> <ol style="list-style-type: none"> <li>1. Responsible for ensuring workers meet production standards and efficiency goals.</li> <li>2. Sets and enforces production pace and standards.</li> <li>3. Monitors worker productivity and provides feedback.</li> </ol> <p>Gang Boss:</p> <ol style="list-style-type: none"> <li>1. Oversees the overall workflow and coordination of tasks.</li> <li>2. Manages the movement of materials, tools, and equipment.</li> <li>3. Ensures smooth operation of the production process.</li> </ol>	2
4	Equity Theory, developed by John Stacy Adams, explains how people perceive fairness in social exchanges, particularly in the workplace.	2
5	<ol style="list-style-type: none"> <li>1. Expectancy (E)</li> <li>2. Instrumentality (I)</li> <li>3. Valence (V)</li> </ol>	2
<b>IX</b>	Answer any 2 out of the given 3 question in 30-50 words each	(3x2=6)
1	Autocratic leader, democratic leader, participative leader, creative leader	3
2	<p>Reasons for Management being both Art and Science:</p> <ol style="list-style-type: none"> <li>1. Interdependence: Scientific analysis informs artistic decision-making.</li> <li>2. Contextual complexity: Management involves navigating ambiguous, dynamic environments.</li> <li>3. Human factor: Managing people requires empathy, creativity, and intuition.</li> <li>4. Continuous learning: Adapting to new challenges and technologies.</li> </ol>	3
3	Leadership, supervision, communication	3
<b>X</b>	Answer any 3 out of given 5 questions in 50-80 words each	(4x3=12)
1	1. Defining Objectives	4

	<ol style="list-style-type: none"> <li>2. Gathering Information</li> <li>3. Analyzing Data</li> <li>4. Developing Alternatives</li> <li>5. Selecting Best Course of Action</li> <li>6. Implementing the Plan</li> <li>7. Evaluating and Controlling</li> <li>8. Review and Revision</li> </ol>	
2	Herzberg's Two-Factor Theory	4
3	<ol style="list-style-type: none"> <li>a) Functional Organization Structure</li> <li>b) Divisional Organization Structure</li> </ol>	4
4		4
5	<p>Participative Leadership (Democratic Leadership)</p> <ol style="list-style-type: none"> <li>1. Develops leadership skills in subordinates</li> <li>2. Encourages innovation and creativity</li> <li>3. Builds trust and credibility</li> <li>4. Enhances organizational culture</li> </ol>	4