



Date: 04/10/24
GRADE: XII B

TERM 1 EXAMINATION (2024-25)
BUSINESS ADMINISTRATION (833)

Max marks: 60
Time: 3 Hours

Q.NO	QUESTIONS	MARKS
	SECTION – A: OBJECTIVE TYPE QUESTIONS	
I	Answer any 4 out of the given 6 questions on employability skills	(1x4=4)
1	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
2	Which of the following can be a barrier to active listening? (a) Noisy environment (b) Not maintaining an eye contact with the speaker (c) Not being attentive (d) All of the above	1
3	Which of the following is characterised by an extreme feeling of self importance? (a) Narcissistic personality disorder (b) Borderline personality disorder (c) Dependent personality disorder (d) None of the above	1
4	Which of these sentences is capitalised correctly? (a) I am Hungry. (b) Divya and Sunil are reading. (c) The bucket is Full of water. (d) She lives in Delhi.	1
5	List the types of communication.	1
6	You work at the front desk of a telecom company. A customer approaches you while you are working. The	1

	customer has a query regarding a bill. What would you do? (a) Not pay attention to the customer (b) Keep the work aside and help the customer (c) Continue doing your work while talking inattentively to the customer (d) Ask the customer to talk to someone else	
II	Answer any 5 out of the given 7 questions	(1x5=5)
1	_____ 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
2	What is meant by 'NOISE' in communication process?	1
3	'In an organization, employees are happy and satisfied, there is no chaos 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	1
4	'Management is the process of getting things done.' State the meaning of the term 'Process' used in this statement.	1
5	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
6	Who is an autocratic leader?	1
7	_____ Level of Management is directly concern with the control over the performance of the operative employees. (Top/Middle/Lower)	1
III	Answer any 6 out of the given 7 questions	(1x6=6)
1	Give an example for written communication	1

2	_____ involves monitoring, Comparing and correcting work performance.	1
3	Define leadership	1
4	In Maslow's hierarchy of needs, food, water and sleep are considered _____ motives. a) Safety b) Self-actualization c) Physiological d) Social e) Esteem	1
5	When does language barriers occur?	1
6	Process theories emphasize the needs that motivate people. State whether true or false	1
7	Fayol's Principle of _____ emphasized of replacing 'I' with 'We'. (i) Esprit De Corps (ii) unity of command (iii) Division of work (iv) Scalar chain	1
IV	Answer any 5 out of the given 6 questions	(1x5=5)
1	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
2	Mention the 2 types of recruitment	1
3	_____ are precise plans which need to be made to discharge a non-repetitive task	1
4	The process of sharing ideas, opinions from one person to another is called _____	1
5	Which function of management is related to filling and keeping filled the post with people?	1
6	Management is a/an _____ force. (a) Tangible (b) Intangible	1

	(c)Universal	
V	Answer any 5 out of the given 6 questions	(1x5=5)
1	Which style of Leadership known as group-centered?	1
2	<p>Jasmine is the manager of an artefacts museum's marketing team, responsible for promoting exhibitions and events. In the previous season, she defined the total work of managing the events into graphic designing, registration inquiries, bill payments, etc, in order to facilitate specialisation. However, instead of allocating work, she had assigned each team member the full responsibility of managing the promotion of an entire event. In spite of holding regular team meetings to take feedback, Jasmine found problems throughout the events season in the quality of graphic design, registration inquiry, bill payments, etc.</p> <p>For the upcoming events season, Jasmine has decided to divide these responsibilities on the basis of her observation of the areas in which the individual team members have excelled in the previous season and allocate the roles based on their skills and competencies.</p> <p>Identify the step in the organising process which was not properly performed in the previous season but has been duly performed for the upcoming season.</p> <p>(a) Identification and division of work (b) Establishing reporting relationships (c) Departmentalisation (d) Assignment of duties</p>	1
3	List out any 2 significances of communication	1
4	<p>Which of the following does the abbreviation CSR stand for?</p> <p>(a) Corporate Social Responsibility (b) Company Service Rules (c) Continuous Surveillance Report (d) Cumulative Supervisory Role</p>	1
5	What do you mean by administration?	1
6	<p>Classical Management theory is</p> <p>(a) Organization Centered (b) Human Oriented (c) complete employee view</p>	1

	(d) All the above	
VI	Answer any 5 out of the given 6 questions	(1x5=5)
1	In which function of management do we place human resources?	1
2	Finance Manager comes under which level of management?	1
3	Which principle of management deals with one head and one plan	1
4	Synchronization and harmonization of efforts of subordinates towards achievement of common goals, deals with what?	1
5	Policies are a type of _____	1
6	Who introduced the concept of transformational leadership?	1
	SECTION – B: SUBJECTIVE TYPE QUESTIONS	
VII	Answer any 3 out of the given 5 questions in 20-30 words each	(2x3=6)
1	Write 2 difference between formal communication and informal communication?	2
2	Explain the characteristics of a good leader	2
3	What do you mean by directing and controlling	2
4	Explain job enlargement and job enrichment	2
5	List out some examples of financial incentives	2
VIII	Answer any 3 out of the given 5 questions in 20-30 words each	(2x3=6)
1	State any two advantages of Laissez-faire Leadership style.	2
2	Explain systematic hurdle and attitudinal hurdles	2
3	State the role of 'Speed Boss' and 'Gang Boss' in functional foremanship technique of scientific management.	2
4	Explain equity theory	2
5	what are the three variables suggested in Expectancy Theory	2
IX	Answer any 2 out of the given 3 questions in 30-50 words each	(3x2=6)
1	What are the different types of leaders	3

2	Management is considered to be both an Art and Science. Explain.	3
3	Explain any 3 elements of directing	3
X	Answer any 3 out of given 5 questions in 50-80 words each	(4x3=12)
1	Explain the steps in planning process	4
2	Who introduced 2 factor theory and explain it	4
3	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
4	Write a note on the types of communication with the help of a flowchart	4
5	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 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?	4
	THE END	