


Q.N		MAX. MARKS
	<div data-bbox="581 247 992 363" style="text-align: center;">  <p>THE VILLAGE INTERNATIONAL SCHOOL "We Nurture Dreams"</p> </div> <p style="text-align: center;">SAMPLE QUESTION PAPER 2023-24 TERM 1 BUSINESS ADMINISTRATION (833) CLASS XII</p> <p>Max Marks – 60 Time allowed: 3 Hours</p> <p><u>GENERAL INSTRUCTIONS</u></p> <ol style="list-style-type: none"> 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	<p>The level of management which is directly concerned with the management of operative employees are</p> <p>a) Top level b) Middle Level c) Lower level d) All of the above</p>	1
2	<p>Read the following statements: Assertion (A) and Reason(R). Choose the correct alternative from those given below:</p> <p>ASSERTION (A): Management is concerned with efficient use of resources. REASONING (R): For management both efficiency and effectiveness need to be balanced. Alternatives:</p> <p>a) Both Assertion (A) and Reason (R) are true and Reason (R) is the correct explanation of Assertion (A).</p> <p>b) Both Assertion (A) and Reason (R) are true and Reason (R) is not the correct explanation of Assertion (A)</p> <p>c) Assertion (A) is true but Reason (R) is False</p> <p>d) Assertion (A) is False but Reason (R) is True</p>	1

3	<p>Concentration of decision-making functions at the apex of management hierarchy is called _____</p> <p>a) Decentralisation. b) Delegation c) Organisational structure. d) Centralisation</p>	1
4	<p>From the following which is not a relevant feature of management as science:</p> <p>a) Principles are based on the basis of experimentation b) Systematized body of knowledge c) Based on practice and creativity d) Universal Validity</p>	1
5	<p>"People and materials must be in suitable places at appropriate time for maximum efficiency."</p> <p>a. Order. b. Initiative. c. Discipline. d. Authority</p>	1
6	<p>"To see whether plans are being implemented and activities are being performed according to schedule" is a step of the planning process. Identify the step</p> <p>a) Implementation of plans b) Identifying alternative course of action c) Follow up action d) Developing premises</p>	1
7	<p>"Thinking before doing", under which function of management is this performed? a) Staffing b) Organizing c) Planning d) Directing</p>	1
8	<p>In order to be successful, an organization must change its goals according to the needs of the environment. Which characteristic of management is highlighted here? a) Dynamic b) Universal c) Absolute d) Behavioural</p>	1
9	<p>Hina and Harish are typists in a company having the same educational qualification. Hina is getting ₹3000 per month and Harish ₹4000 per month as salary for the same work. Which principle of management is violated here? a) Equity b) Order c) Unity of direction d) Fair remuneration</p>	1
10	<p>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</p>	1

11	The process that initiates implementation of plans by clarifying jobs, working relationships and effectively deploying resources for attainment of desired results are called a) Delegation b) Organising c) Coordination d) Management	1
12	Adding contents to a job leads to a) Job enlargement b) Job enrichment c) Job specification d) Job description	1
13	Statement I – Motivation is a short lived phenomenon Statement II – Inspiration stays for a long period of time. Choose the correct option from the following: a) Statement I is true and II is false b) Statement II is true and I is false c) Both the statements are true d) Both the statements are false	1
14	The motivational theory of X and Y is proposed by a) Herzberg b) Alderfer c) McGregor d) Victor Vroom	1
15	From the following, find out the non financial incentive a) Profit sharing b) Group incentive c) Bonus d) Profit sharing	1
16	Job enlargement refers to the vertical expansion of job a) True b) False	1
17	Identify the principle of management given by Fayol which states that the intent is to produce more and better work for the same effort a) Division of work b) Equity c) Unity of command d) Scalar chain	1
18		1
19	“Motivation can be defined as a process to achieve a desired result by stimulating and influencing the behaviour of subordinates “. Which feature of motivation is being highlighted here. a) Continuous process b) Psychological process c) Influence the behaviour d) Pervasive function	1
20	The management function focuses on monitoring, comparing and correcting work performance is a) Planning b) Organising c) Directing d) Controlling	1
21	Explain any three elements of Directing OR Explain any three types plans used by the business organisations	3

22	Which is the management function that deals with procuring right kind of people for right job. Explain any three points to validate your answer	3
23	<p>Voltech India Ltd. is manufacturing LED bulbs to save electricity and running under heavy losses. To revive from the losses, the management thought of shifting the unit to a backward area where labour is available at a low cost. The management also asked the workers to work overtime without any additional payment and promised to increase the wages of the workers after achieving its mission. Within a short period, the company started earning profits because both the management and the workers honoured their commitments.</p> <p>State the principle of management described in the above para.</p> <p>Identify any two values that the company wants to communicate to the society.</p>	3
24	<p>Govinda Ltd. is a highly reputed company. Different functions are performed by different individuals in this company, who are bound together in a hierarchy of relationships. Every individual in the hierarchy is responsible for successful completion of a particular task. Mr. Gauranga is responsible for the welfare and survival of the organization. He formulates overall organizational goals and strategies for their achievement. MR. Nityanand ensures that quality of output is maintained, wastage of materials is minimized and safety standards are maintained. Mr. Sanatan assigns necessary duties and responsibilities to the personnel and motivates them to achieve desired objectives</p> <p>At what levels of management are MR. Gauranga, Mr. Nityanand and Mr. Sanatan working in Govinda Ltd.? justify your answer.</p>	3
25	<p>Explain any four techniques of scientific management</p> <p style="text-align: center;">OR</p> <p>Explain the following principles by Henry Fayol</p> <ol style="list-style-type: none"> a. Unity of direction b. Subordination of individual interest to general interest c. Stability of tenure of personal d. Order 	4
26	Babita Ltd. is engaged in manufacturing machine components. The target production is 250 units per day per worker. The company had been successfully	4

	<p>attaining this target until two months ago. Over the last two months it has been observed that daily production varies between 200-210 units per worker.</p> <p>Name the function of management and identify the step in the process of this function which helped in finding out that the actual production of a worker is less than the set target.</p> <p>To complete the process of the function identified in (a) and to ensure the performance as per set targets, explain what further steps a manager has to take.</p>	
27	<p>Nishtha is the marketing manager of a company selling laptops. She plans the target sale of 2000 laptops per month. She allocates necessary resources to carry out the plan. She has six salesmen working under her. She works with them, guiding and motivating them to achieve the target sales. At the end of the month, after comparison of actual sales with the target sales she found that actual sales exceeded the target sales. She rewards the efficient employees to motivate them.</p> <p>How does Nishtha prove the importance of management? Explain.</p> <p>Also state any two values which she wants to communicate to the society by her behaviour.</p>	4
28	<p>"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.</p>	4
29	<p>Explain in detail the following need-based theories of motivation</p> <ol style="list-style-type: none"> a. Maslow's Need Hierarchy b. ERG Theory <p>OR</p> <p>Explain in detail the following Process theories of Motivation</p> <ol style="list-style-type: none"> a. Expectancy Theory b. Equity Theory 	6
30	<p>'Agile Ltd.' is a well-known automobile manufacturing company in India. The company plans to increase the sale of its sedan cars by 20% in the next quarter. In order to achieve the desired target, the marketing team of the company considers the impact of policy of the government towards diesel vehicles and the level of competition in this segment of cars. They explore the various available option like offering more discount to dealers and customers,</p>	6

providing more customer friendly finance options, lucky draws on test drives, increasing advertising, offering more of free accessories on the purchase of the car, etc. a thorough analysis of the various available options is done keeping in view the relative viability of each option. The company decides to pursue the option of offering more discount to dealers and customers in order to boost the sale of sedan cars. In order to implement the plan, they determine the various discount packages and communicate the same to their product dealers. To make the prospective consumers aware about the new available benefits, advertisements are made through various sources of print and electronic media. The market analysts of the company keep a close watch on the revenue from the sedan cars to study the effect of new initiatives by the company to promote its sales.

In context of the above case:

Name the function of management described in the above paragraph.

Identify and explain the various steps involved in process the function of management as identified in part (a) by quoting lines from the paragraph.