

**BUSINESS ADMINISTRATION (CODE NO.833)**

CLASS : XI

TIME ALLOTTED 3 HRS.

DATE:

MAXIMUM MARKS: 60

**GENERAL INSTRUCTIONS:-**

1. Please read the instructions carefully.
2. This Question Paper consists of 24 questions in two sections — Section A & Section B.
3. Section A has Objective type questions whereas Section B contains Subjective type questions.
4. Out of the given (6 + 18 = 24) questions, candidate has to answer (6+11=17) questions in the allotted (maximum) time of 3 hours.
5. All questions of a particular section must be attempted in the correct order.
6. SECTION A - OBJECTIVE TYPE QUESTIONS (30 MARKS):
  - i. This section has 06 questions.
  - ii. There is no negative marking.
  - iii. Do as per the instructions given.
  - iv. Marks allotted are mentioned against each question/part.
7. SECTION B - SUBJECTIVE TYPE QUESTIONS (30 MARKS):
  - i. This section contains 18 questions.
  - ii. A candidate has to do 11 questions.
  - iii. Do as per the instructions given.
  - iv. Marks allotted are mentioned against each question/part

## SECTION A : OBJECTIVE TYPE QUESTIONS

- Q.1** Answer any 4 out of the given 6 questions on employability skills = 4 marks)
- i Which of these is not an appropriate non-verbal communication at work? 1
- a. Putting arm around a coworker's shoulder
  - b. Shaking hands firmly
  - c. Looking at the speaker with a smile
  - d. Standing with an upright posture
- ii Which of the following method is used to receive information from the sender? 1
- a. Listening
  - b. Speaking
  - c. Telling
  - d. Writing
- iii Define self-motivation. 1
- iv The Director Communicating the time of a meeting to the employee is an example of which 1 aspect of communication skills ?
- a. Persuasion
  - b. Informing
  - c. Expressing
  - d. Influencing
- v What is teamwork ? 1
- vi What do you understand by positive attitude ? 1
- Answer any 5 out of the given 7 questions (1×5 = 5 marks)
- Q.2**
- i The term business is derived from the word. .... 1
- a. Busy
  - b. Financial markets
  - c. Buy and selling
  - d. Proprietorship
- ii What do you mean by the term Commerce? 1
- iii What is meant by Business Environment? 1
- iv With the introduction of Photostat Machines in the market, the carbon paper industry was 1 adversely affected. Which component of environment was responsible for it?
- a. Economic
  - b. Political
  - c. Technological
  - d. Legal
- v What do you mean by Staple products? 1
- vi Define Wandering Customers. 1
- vii "Coalition government at centre has reduced political stability, increasing risks for business." It is example of.....
- a. Technological Environment

- b. Legal Environment
- c. Social Environment
- d. Political Environment

Q.3 Answer any 6 out of the given 7 questions (1×6 = 6 marks)

- 1 The industries which provide support services to other industries are known as..... 1
- a. Primary industries
  - b. Secondary industries
  - c. Tertiary industries
  - d. Unit Industries
- ii "Stock markets in India have become more sensitive to change in international stock markets. "
- It is example of.....
- a. Technological Environment
  - b. Economic Environment
  - c. Social Environment
  - d. Political Environment
- iii ..... company needs to have minimum two directors. 1
- a. Private Company.
  - b. Public Company
  - c. Sole proprietorship
  - d. One person company
- iv Define Specific Forces. 1
- v Define Impulsive Customers. 1
- vi What do you understand by System Approach in Business Environment ? 1
- vii What do you mean by Unsought Goods?
- Q.4 Answer any 5 out of the given 6 questions = 5 marks)
- i Give any two examples of Non-Economic Activity. 1
  - ii Human resources are an .....factor which is in control of the business. 1
  - iii ..... environment refers to the characteristics of the society in which a business firm exist. 1
  - iv What do you mean by Globalisation? 1
  - v 'One person one vote principle is related to which Business Organisation? 1
    - a. Sole Proprietorship
    - b. Company
    - c. Partnership
    - d. Cooperative Society

vi'Though branding adds to the cost, it provides several advantages to the consumers.' In the light of the statement, state any one advantage of branding to customers.

Q.5 Answer any 5 out of the given 6 questions (1 = 5 marks)

- 1 ..... is the life blood of any business. 1
- a. Finance
  - b. Brand Image
  - c. Work Environment
  - d. Investment
- 11 Give one difference between Goods and Services. 1 ill The life of sole proprietorship business is .....1
- a. Stable
  - b. Unstable
  - c. Long Life
  - d. Very short life

iv What do you mean by Facilitating goods? 1 v What do you understand by Privatisation? 1 vi What are Fabricating Goods? 1

.6 Answer any 5 out of the given 6 questions (1×5= 5 marks)

- 1 Which of the following is treated 'Profession'. 1
- a. Ram is selling books on behalf of his employees
  - b. Riya is practicing law or doing legal practice.
  - c. A cart-vendor selling toys in a fair.
  - d. Suresh is purchasing goods from Market.
- ii Write down any two basic buying needs of a customer. 1
- iii The co-operative society is compulsorily required to be registered under the co-operative societies act..... 1
- a. 1932
  - b. 1952
  - c. 1956
  - d. 1912
- iv Define Loyal Customers. 1
- v Mention the two types of Foundation Goods. 1 vi The negative factors of business are called as .....1
- a. Strengths
  - b. Weakness

- c. Threats
- d. Opportunities

### SECTION B: SUBJECTIVE TYPE QUESTIONS

Answer any 3 out of the given 5 questions in 20-30 words each (2×3 = 6 marks).

- Q.7 What are the factors affecting perspectives in Communication? 2
- Q.8 What is Time management? Give one example. 2
- Q.9 What are the two benefits of working in a team? 2
- Q.10 What does 'Gestures' as the type of Non-Verbal Communication imply? Give any one 2 example.
- Q.11 Write any two advantages of Assertive Communication. 2

Answer any 3 out of the given 5 questions in 20-30 words each = 6 marks)

- Q. 12 Explain difference between non-durable goods and durable goods.(Any two) 2
- Q.13 What do you understand by Internal trade ? Also mention its types. 2
- Q.14 Explain any two features of Business Environment. 2
- Q. 15 Define legal environment with one example. 2
- Q. 16 Write down difference between homogenous and heterogeneous shopping goods. 2

Answer any 2 out of the given 3 questions in 30-50 words each (3×2 = 6 marks)

- Q. 17 Elaborate any three features of a Product. 3
- Q. 18 Explain any three types of economic activities. 3
- Q.19 Explain any three factors of Internal Environment. 3

Answer any 3 out of the given 5 questions in 50-80 words each (4×3 = 12 marks)

- Q.20 Write a short note on SWOT analysis. 4
- Q.21 Explain the various types of Industries. 4
- Q.22 Explain any four features of services. 4
- Q.23 Explain the major activities are involved in management of business operations. (Any four) 4
- Q.24 Elaborate four key points to identify consumer needs. 4

END OF THE QUESTION PAPER

