

CBSE | DEPARTMENT OF SKILL EDUCATION

BUSINESS ADMINISTRATION (SUBJECT CODE 833)

Blue-print for Sample Question Paper for Class XII (Session 2020-2021)

Max. Time: 3 Hours

Max. Marks: 70

PART A - EMPLOYABILITY SKILLS (10 MARKS):

UNIT NO.	NAME OF THE UNIT	OBJECTIVE TYPE QUESTIONS	SHORT ANSWER TYPE QUESTIONS	TOTAL QUESTIONS
		1 MARK EACH	2 MARKS EACH	
1	Communication Skills-IV	1	1	2
2	Self-Management Skills-IV	2	1	3
3	Information and Communication Technology Skills-IV	1	1	2
4	Entrepreneurial Skills-IV	1	1	2
5	Green Skills-IV	1	1	2
TOTAL QUESTIONS		6	5	11
NO. OF QUESTIONS TO BE ANSWERED		Any 4	Any 3	
TOTAL MARKS		1 x 4 = 4	2 x 3 = 6	10 MARKS

PART B - SUBJECT SPECIFIC SKILLS (60 MARKS):

UNIT NO.	NAME OF THE UNIT	OBJECTIVE TYPE QUESTIONS	SHORT ANS. TYPE QUES.- I	SHORT ANS. TYPE QUES.- II	DESCRIPTIVE/ LONG ANS. TYPE QUESTIONS	TOTAL QUESTIONS
		1 MARK EACH	2 MARKS EACH	3 MARKS EACH	5 MARKS EACH	
1.	Introducing to management	3	-	-	1	4
2.	Concept of management	7	2	1	1	11
3.	Functions of management	11	2	1	1	15
4.	Communication	4	1	-	-	5
5.	Motivation	4	1	1	-	6
6.	Leadership	-	-	-	1	1
7.	Social responsibility of business.	3	-	-	1	4
8.	Information technology & business.	4	-	-	-	4
TOTAL QUESTIONS		36	6	3	5	
NO. OF QUESTIONS TO BE ANSWERED		31	Any 4	Any 2	Any 3	
TOTAL MARKS		1 x 31 = 31	2 x 4 = 8	3 x 2 = 6	5 x 3 = 15	60 MARKS

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Sample Question Paper for Class XII (Session 2020-2021)

Max. Time: 3 Hours

Max. Marks: 70

General Instructions:

1. Please read the instructions carefully.
2. This Question Paper consists of **25 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 + 19 =) 25 questions, a candidate has to answer (6 + 12 =) 18 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 (35 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 (35 MARKS):**
 - i. This section contains 19 questions.
 - ii. A candidate has to do 12 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 (1 x 4 = 4 marks)	
i.	Steps of Active Listening are contact, absorb, _____ and confirm. a) Reflect. b) Reflective feedback. c) Reflective listening. d) Reflective answering skills.	1
ii.	Personality traits are made up of emotional, behavior and _____. a) Mental set b) Culture c) Society d) Education.	1
iii.	Name the shortcut key which is used for 'select all' option. a) Ctrl+C b) Ctrl+X c) Ctrl+Y d) Ctrl+A	1
iv.	Write the full form of UNEP	1
v.	S.M.A.R.T is acronym of five words Specific, Measurable, Attainable, _____ and Timely. (Fill the gap with an appropriate answer).	1
vi.	Why self-motivation is important, give any two reasons?	1

Q2.	Answer any 7 out of the given 8 questions (1 x 7 = 7 marks)	
i.	Who quotes "Management is the process by which co-operative group directs actions towards a common goal." a) Harold Koontz. b) George R Terry c) Massie & Douglas d) Koontz O' Donnell	1
ii.	Management is relevant at Middle & Lower Level or Management whereas Administration is relevant at _____ level of management. a) Top-level b) Middle level c) Supervisory level d) Low level	1
iii.	_____ study aims at providing proper rest intervals or breaks to workers to increase the effectiveness of the work 1. Time 2. Motion 3. Fatigue 4. method	1
iv.	The degree of _____ varies according to the scale of operations a) Centralization b) Decentralization c) Both a & b d) None of the above	1
v.	Organizing involves _____ among people whose efforts must be coordinated to achieve specific objectives and to implement pre-determined strategies. (Fill the gap)	1
vi.	State true or false Leadership means inspiring the subordinates with a zeal to do work for the accomplishment of organizational objectives.	1

vii.	a) Controlling process involves the following steps define, measure, analyze, _____, control. b) Establishment. c) Motivation d) Coordination e) Improve.	1
viii.	Give any two elements of directing.	1

Q3.	Answer any 6 out of the given 7 questions (1 x 6 = 6 marks)	
i.	_____ refers to synchronization and harmonization of efforts of subordinates towards the achievement of common goals	1
ii.	The principle of Authority and responsibility was propounded by whom?	1
iii.	According to this concept, the employees working at the same level can communicate with each other, after informing their respective superiors. Name the concept.	1
iv.	_____ Communication includes the use of body language, facial expression, and gestures to convey information to others.	1
v.	State (true or false) The concentration of decision-making authority is called Decentralization.	1
vi.	_____ and controlling are closely related to each other.	1
vii.	Management is the _____ of getting things done through others. a. Art b. Science c. Business d. Profession	1

Q4.	Answer any 6 out of the given 7 questions (1 x 6 = 6 marks)	
i.	The Vice president of a company belongs to which level of management.	
ii.	_____ barriers exist in organizations with inefficient communication channels.	1
iii.	Which theory of motivation emphasizes the idea that motivation depends upon the individual needs	1
iv.	Maslow gives the hierarchy of needs as Self Actualisation, esteem needs, _____, security needs, and physical needs. (fill the gap)	1
v.	Give any two non-financial incentives for employees to motivate them to do hard work in the company.	1
vi.	It is a technique by which the scope of the job is increased by increasing the number of tasks associated with the job but at the same level in the organization. Name the technique	1
vii.	Write any two significance of Communication.	1

Q5.	Answer any 6 out of the given 7 questions (1 x 6 = 6 marks)	
i.	Write the forms of verbal communication.	
ii.	Write any one benefit fulfill by the companies to society.	1
iii.	Business and Society are not correlated with each other. (State True or False)	1
iv.	Name any two social responsibility followed by the business in any society.	1
v.	Write the full form of ECom.	1
vi.	It is a set of tools, processes, methods, and related equipment to collect, process, and present information. Name the term.	1
vii.	_____ is one of the minimum cost advertising mode	1

Q6.	Answer any 6 out of the given 7 questions (1 x 6 = 6 marks)	
i.	_____ means the body of knowledge that is used to develop tools and machines for solving various Organisational problems. (Fill the gap).	1
ii.	Manage as a science has to establish the _____ relationship between two or more factors.	1
iii.	Write the full form of TQM	1
iv.	Neo-Classical Approach can be categorized into Scientific Management, Bureaucratic Theory, and Administrative Theory. State true or false	1
v.	According to Koontz and O'Donnell " _____ is the interpersonal aspect of managing by which subordinates are led to understand and contribute effectively and efficiently to the attainment of enterprise objectives." Fill the gap.	1
vi.	Mention the types of organization structure.	1
vii.	How many types of plans are there? Name them.	1

SECTION B: SUBJECTIVE TYPE QUESTIONS

Answer any 3 out of the given 5 questions on Employability Skills. (2 x 3 = 6 marks)

Answer each question in 20 – 30 words.

Q. 7	What is a spreadsheet? How can we insert or delete any row or column in it?	2
Q. 8	Explain the Common Personality Disorders which affect the growth of an individual.	2
Q. 9	What is the importance of active listening while giving an interview?	2
Q. 10	What do you understand by green job? Explain its role in improving energy and use of raw materials?	2
Q. 11	What are the barriers faced by an individual in becoming an effective Entrepreneur?	2

Answer any 4 out of the given 6 questions in 20 – 30 words each (2 x 4 = 8 marks)

Q. 12	Explain any two differences between the Unity of Command and Unity of Direction?	2
Q. 13	Explain the concept of Management as a Science?	2
Q. 14	Explain the concept of Coordination given by Henry Fayol.	2
Q. 15	The _____ is in direct contact with the workers and acts as the link between workers and management. Identify the concept and explain its purpose.	2
Q. 16	Explain the concept of Grape-Vine Communication?	2
Q. 17	Give any two difference between Motivation and inspiration	2

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

Q. 18	Write a brief note on the contribution of Henry Fayol in the field of management	3
Q. 19	Explain the steps involved in the staffing process?	3
Q. 20	Explain the ERG theory of Motivation?	3

Answer any 3 out of the given 5 questions in 60– 90 words each (5 x 3 = 15 marks)

Q. 21	"The success of any business lies in the quality of management" in the light of the above statement explains the significance of management in the company.	5
Q. 22	Explain the techniques of management developed by Taylor.	5
Q. 23	"When a plan becomes operational, control is necessary to measure progress, to uncover deviation, and to take corrective steps". On the light of the above statement identify and explain the concepts and their relationship.	5
Q. 24	What qualities does a leader have in any organization to become a good leader?	5
Q. 25	Explain the concept and importance of social responsibility.	5