

CBSE | DEPARTMENT OF SKILL EDUCATION

BUSINESS ADMINISTRATION (SUBJECT CODE - 833)

Blue-print for Sample Question Paper for Class XII (Session 2025-2026)

Max. Time: 3 Hours

Max. Marks: 60

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	ICT 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	07
TOTAL MARKS		1 x 4 = 4	2 x 3 = 6	10 MARKS

PART B - SUBJECT SPECIFIC SKILLS (50 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	4 MARKS EACH	
1.	Introducing to management	4	-	-	1	5
2	Concept of management	6	1	1	-	8
3	Functions of management	6	1	-	1	8
	Communication	3	-	1	-	4
	Motivation	3	1	1	-	5
	Leadership	4	2	-	1	7
4	Social responsibility of business	3	-	1	1	4
5	Information technology & business.	3	-	1	1	4
TOTAL QUESTIONS		32	5	3	5	45
NO. OF QUESTIONS TO BE ANSWERED		26	Any 3	Any 2	Any 3	34
TOTAL MARKS		1 x 26= 26	2 x 3 = 6	3 x 2 = 6	4 x 3 = 12	50 MARKS

CBSE | DEPARTMENT OF SKILL EDUCATION

BUSINESS ADMINISTRATION (SUBJECT CODE - 833)

Sample Question Paper for Class XII (Session 2025-2026)

Max. Time: 3 Hours

Max. 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, a 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 (1 x 4 = 4 marks)	
i.	Which of these sentences has/have both indirect and direct objects? (a) I am working on a presentation. (b) She bought a blue pen. (c) The girls played cricket. (d) He wrote a letter to his sister	1
ii.	Who is a First-generation entrepreneur?	1
iii.	Harish steel factory, a lot of utensils are being made. Raghav the manager finds a number of defective pieces, which have to be discarded. How can the Raghav minimize the waste? (a) Give it to kabadwala or scrap dealer (b) Dump it in a landfill site (c) Send it back to the production line to be melted (d) Sell it in market	1
iv.	What is the short cut key for inserting new slide in power point presentation a. CTRL + X b. CTRL + M c. CTRL + N d. CTRL + O	1
v.	What is incorrect in SMART Goal? a. Specific b. Measurable c. Action-oriented d. Readable Time	1
vi.	Which of the following is not a parameter to describe an individual's personality? a) Agreeableness b) Self- confidence c) Openness d) Neuroticism	1

Q. 2	Answer any 5 out of the given 7 questions (1 x 5 = 5 marks)	
i	Name the type of plan that does not allow any flexibility or discretion (a) Policy (b) Rule (c) Method (d) Programme	1
ii	The process of ensuring that actual activities conform to planned activities is called – (a) Coordination (b) Organising (c) Controlling (d) Activating	1
iii	Which principle of management aims at securing the loyalty and devotion of employees by giving them fair and just treatment? (a) Principle of Equity (b) Unity of Direction (c) Principle of order (d) Principle of stability of Tenure	1
iv	Gossiping is an example of which type of communication?	1
v	Assertion (A): Motivation is the technique used to motivate people in an organisation.	1

	Reason (R): Negative motivation provides rewards like increase in pay, promotion, recognition, etc. In the following questions, a statement of Assertion (A) is followed by a statement of Reason (R). Mark the correct choice as: (a) Both (A) and (R) are true, and (R) is the correct explanation of (A). (b) Both (A) and (R) are true, but (R) is not the correct explanation of (A). (c) (A) is true, but (R) is false. (d) (A) is false, but (R) is true.	
vi	What is the effect of motivation on all the employees of an organisation? (a) Invariable (b) Same (c) Variable (d) Uniform	1
vii	The employees in the marketing department of RKP Ltd. are always working against time. They are not able to meet customers demand due to shortage of time. Most managers in the department have to handle two or more areas. Due to work pressure there is a lot of dissatisfaction among managers. Identify which step of staffing process was not properly carried out? (a) Optimum utilization of resources (b) Estimating manpower requirements (c) Placement and Orientation (d) Motivation to employees	

Q. 3	Answer any 6 out of the given 7 questions (1 x 6 = 6 marks)	
i	Communication in an organization should ideally flow (a) From top to bottom (b) From bottom to top (c) Both ways (d) Horizontally	1
ii	Identify the dimensions of the business environment illustrated by the picture given above in which Sapna who has joined the workforce recently is working on an accounting software. a. Technological and social. b. Technological and political c. Political and economic d. Social and legal	1
iii	Identify the correct sequence of steps involved in the motivation process. (a) Tension, drives, search behaviour, unsatisfied need, satisfying behaviour, reduction of tension (b) Unsatisfied need, tension, drives, search behaviour, satisfied behaviour, reduction of tension (c) Drives, search behaviour, unsatisfied need, tension, satisfying behaviour, reduction of tension (d) Search behaviour, reduction of tension, unsatisfied need, tension, drives, satisfied behaviour	1

iv	What is the purpose of Time Study? (a) To estimate profits (b) To estimate losses (c) To estimate a fair days work (d) To estimate cost	1
v	_____ is the process of influencing the behaviour of people by making them strive voluntarily towards the achievement of organisational goals. (a) Supervision (b) Communication (c) Leadership (d) Motivation	1
vi	Who is known as 'Father of Scientific Management'?	1
vii	Assertion (A) – Motivation means inspiring the subordinates with zeal to do work for accomplishment of organizational objectives. Reasoning (R) – People are motivated only with financial incentives. Find correct option – (a) Both A and R are true and R is correct explanation of A (b) Both A and R are true but R is not the correct explanation of A (c) A is true but R is false (d) A is false but R is true.	

Q. 4	Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)	
i	The usage of photograph, sketches, graphs, charts to convey information is regarded as which type of communication? (a) Written Communication (b) Visual Communication (c) Verbal Communication (d) Informal Communication	1
ii	Management is not (a) Tangible force (b) Goal oriented (c) Intangible force (d) Group activity	1
iii	The concept of the "Triple Bottom Line" in Corporate Social Responsibility (CSR) refers to a focus on: A. Profit, People, and Planet B. Cost, Profit, and Loss C. Shareholder, Stakeholder, and Customer D. Economic, Legal, and Ethical Concerns	1
iv	It is a force that binds all the functions of management. (a) Cooperation (b) Coordination (c) Planning (d) Management hierarchy	1
v	Which function of management implies measurement of accomplishment against Standards and correction of deviation?	1
vi	Which of the following is not the disadvantage of formal organization? (a) Lack of initiative (b) Delay in work (c) Lack of favouritism (d) Mechanical relationship	1

Q. 5	Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)	
i	“Management is an art of getting things done through efforts of other people”. This statement highlights which concept of management – (a) Management is a process (b) Management is an activity (c) Management is a group (d) Management is an academic discipline	1
ii	CRM stands for: a) Customer Relations Management b) Customer Relationship Management c) Both a & b d) None of the above	1
iii	According to the concept of moral intensity, a worker is most likely to behave ethically and legally when_____. (a) A manager observes his or her behaviour closely (b) The worker has intense morals (c) The consequences of the act are minor (d) The consequences of the act are substantial	1
iv	The process of converting the message into communication symbols is known (a) Recording (b) Encoding (c) Decoding (d) Feedback	1
vi	E-business that involves a business activity proposed by consumer towards a business is known as: a) Business to Business(B2B) b) Consumer to Business (C2B) c) Business to Consumer (B2C) d) Consumer to Consumer (C2C)	1
vii	E-business helps in savingand.....	1

Q. 6	Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)	
i	Name the technique of Scientific Management which is of the view that all qualities required by a supervisor cannot be found in one individual. (a) Functional Foremanship (b) Motion Study (c) Standardization of work (d) Simplification of work	1
ii	‘For maximum efficiency, the work must be logically divided in to simple routine & repetitive task.’ This is the base of which approach of management a) Classical Approach b) Human Relation Approach c) Neo Classical Approach d) Contemporary Approach	1
iii	Staffing is (a) Setting goals for the organization (b) Translation of plans into action (c) Putting right people in right job (d) Filling the posts	1
iv	Assertion (A) : Unity of command with the objective of one head and one plan ensures unity of action and coordination. Reason (R) : As dual subordination is avoided through unity of command, there are no confusion regarding the task – Find correct option – (a) Both A and R are true and R is correct explanation of A	1

	(b) Both A and R are true but R is not the correct explanation of A (c) A is true but R is false (d) A is false but R is true.	
v	Which of the following is not the characteristic of Administration? (a) It is a thinking function (b) It is more relevant at lower level management (c) It determines objectives of the organization (d) It lays down policies and principles	1
vi	means union is strength (a) Subordination of individual interest to general interest (b) Equity (c) Stability of tenure (d) Espirit De Corpse	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	Write down the steps to secure spread sheet with password.	2
Q. 8	What is self-awareness? Explain steps to achieve it.	2
Q. 9	What are the Qualities of a successful entrepreneur. Explain any 2	2
Q. 10	Explain about green jobs in eco-tourisms?	2
Q. 11	“RESPECT” stands for in case of active listening?	2

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

Q. 12	“Motivation is psychological process”. Explain	2
Q. 13	What is manpower planning?	2
Q. 14	Differentiate between transactional and transformational leaders.	2
Q. 15	Differentiate between Unity of Command and Unity of Direction.	2
Q. 16	What are the traits of autocratic leaders? Give examples.	2

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

Q. 17	Who has given Need Hierarchy Theory? Explain the first and the highest-level need in Need Hierarchy Theory.	3
Q. 18	Explain the following techniques of Scientific Management. i) Differential Piece Rate Plan ii) Functional Foremanship	3
Q. 19	What are Ethical Responsibilities of business? Explain	3

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

Q. 20	What do you understand with CSR? What are the Potential business benefits of CSR? Explain with proper example	4
Q. 21	Rajeev Ltd. is a construction company in which all the employees learn various ways of dealing with diverse situations from their seniors. Company provides financial as well as non-financial incentives. This helps the employees to grow and develop their abilities. The organisation behaves as a responsible constituent of society and always creates good quality products. It has a positive image in the market. The training modules are excellent and the employees always try to find unique ways of providing solutions in the context of rapidly changing business environment. This has helped the organisation to adjust smoothly. Identify and state three points of importance of management being highlighted here.	4
Q. 22	Read the following text and answer the following questions on the basis of the same: Mr. Sunil Diali is a safety officer in a reputed PSU sector ECL. He supervises	4

	the workers towards the predetermined goals of the organisation and directs how to eradicate unsafe practices of inundation, fire breakouts, existence of inflammable gases etc. On one such instances there was huge fire breakout in the underground mines and the workers morale was down and demotivated because of several risk hazards. Mr. Diali observed the whole situation and consulted with all his workers and constantly monitored, guided and inspired them to integrate their efforts and accept the situation as a challenge and take adequate safety measures for fire extinguish and subsidizing its effects. Thereby, production turnover was outstanding and out performed other subsidiaries. Mr. Diali was recognized with Bravery Award from CIL. A. Mr. Diali worked towards predetermined goals of the organization .Which important function of directing is addressed here? A. Means of motivation B. Initiates action C. Facilitate change D. Brings stability B. Mr. Diali consulted with all his workers, he listened to their opinions. Which form of leadership is identified here? A. Laissez-faire B. Autocratic C. Democratic D. Free-rein C. Braveryawardis form of non-financial incentive. A. Status B. Job security C. Career Advancement D. Employee recognition D. Under Maslow's hierarchy need theory which need of Mr. Diali has been met through respect and recognition among other employees? A. Self – Actualization need B. Safety and security needs C. Esteem needs D. Physiological needs.	
Q. 23	Miss Jyoti was working with 'ABC" as Supervisor. She was known for her sincerity and punctuality. Identify at what level of management was she working? What functions do you think he was performing at that level? State any three.	4
Q. 24	ZOMATO has started a new business to increase their turnover name BLINKIT with the help of MOBILE APPLICATIONS. With this they can reach their customers of different location and increase their business. Which type of business they initiated? What are the difficulties of that business?	4