

CBSE Class 12 Business Administration 2019 - Set 290



Question Paper

Conducted by the Central Board of Secondary Education (CBSE)

Time Allowed: 3 Hours

Maximum Marks: 60

General Instructions

- (i) This question paper contains 33 questions in two sections; attempt 25 questions.
- (ii) Section A: Answer any ten of Questions 1–12 (multiple choice, 1 mark each), any five of Questions 13–19 (2 marks each), and any five of Questions 20–26 (3 marks each).
- (iii) Section B: Answer any five of Questions 27–33 (5 marks each).

Section A

Answer **any ten** of the following questions : $1 \times 10 = 10$

1. Motivating members of the organization to work in the best interest of the organization is called

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|-----------------|----------------------------------|
| (A) Organizing | (B) Planning and decision-making |
| (C) Controlling | (D) Leading |

2. Guiding and supervising the efforts of subordinates towards the attainment of the organization's goals is called

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|---------------|-----------------|
| (A) Planning | (B) Organizing |
| (C) Directing | (D) Controlling |

3. Planning function of management is performed relatively more by

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|----------------------|-----------------------|
| (A) Top management | (B) Middle management |
| (C) Lower management | (D) All of the above |

4. Which of the following represents the proper sequence of events ?

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|------------------------------------|------------------------------------|
| (A) Execution – Planning – Control | (B) Planning – Control – Execution |
| (C) Control – Execution – Planning | (D) Planning – Execution – Control |

5. According to “Scalar Principle of Organization”

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|--|---|
| (A) A manager can directly supervise a limited number of people | (B) The line of authority must be clearly defined |
| (C) Exceptionally complex problems are referred to higher levels of management | (D) Each subordinate should have one superior |

6. Controlling involves

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| (A) Checking that there is no wastage of raw material | (B) Supervising the work of the subordinates |
| (C) Verifying that everything occurs in conformity with the plans adopted, instructions issued and principles established | (D) All of the above |

7. In which theory is it assumed that people dislike work and seek to avoid it at all costs ?

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|----------------------|-----------------------|
| (A) Theory X | (B) Theory Y |
| (C) Both (a) and (b) | (D) None of the above |

8. Which of the following is **not** one of Fayol's 14 principles of management ?

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|---------------------|-------------------|
| (A) Esprit de corps | (B) Initiative |
| (C) Order | (D) Individualism |

9. Sushma encourages her subordinates to participate in the decision-making process but does not give them complete freedom to do as they like. Her leadership style is

- (A) Monarchial (B) Autocratic
(C) Laissez-faire (D) Democratic

10. Which of the following is **not** true concerning the difference between managers and leaders ?

- (A) Managers are appointed (B) Managers influence through informal means
(C) Leaders may be appointed (D) Leaders can influence beyond formal authority

11. Which of the following are advantages normally associated with B2B e-commerce ?

- (A) Shorter cycle times (B) Reduction in costs
(C) Reaches wider audiences (D) All of the above

12. e-banking is also known as

- (A) Automatic Banking (B) Net Banking
(C) Traditional Banking (D) Economic Banking

Answer **any five** of the following questions : $2 \times 5 = 10$

13. Define Scientific Management.

14. What is the principle of authority and responsibility as stated by Henry Fayol ?

15. What do you mean by Centralisation ?

16. What is Planning ?

17. What is Laissez-faire style ?

18. State any two advantages and two disadvantages of written communication.

19. Distinguish between upward and downward communication.

Answer **any five** of the following questions : $3 \times 5 = 15$

20. 'Management is both a science and an art.' Explain in brief.

21. Define Motivation.

22. Explain self-esteem needs and safety needs with reference to Maslow's need hierarchy theory.

23. What are the basic steps involved in the process of controlling ?

24. Explain in brief, the importance of Information Technology in business.

25. What is the difference between e-commerce and e-business ?

26. Distinguish between Management and Administration.

Section B

Answer **any five** of the following questions : $5 \times 5 = 25$

27. Define Management and explain how the functions of management are related to each other.

28. Distinguish between Delegation and Decentralisation.

29. Explain the difference between Efficiency and Effectiveness with the help of an example.

30. What is Autocratic Leadership ? Explain its main characteristics.

31. Explain the features of Effective Communication.

32. Explain in brief, the social responsibilities of a business towards different interest groups.

33. What is meant by Training ? Explain its need and importance.

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