

CBSE Class 12 Business Administration 2023 - Set 357 - Compartment



Question Paper

Conducted by the Central Board of Secondary Education (CBSE)

Time Allowed: 3 Hours

Maximum Marks: 60

General Instructions

- (i) Please read the instructions carefully.
- (ii) This question paper consists of 24 questions in two Sections: Section A and Section B.
- (iii) Section A has Objective Type Questions whereas Section B contains Subjective Type Questions.
- (iv) 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.
- (v) All questions of a particular section must be attempted in the correct order.
- (vi) Section A: Objective Type Questions (30 marks). This section has 6 questions. There is no negative marking. Follow the instructions given; marks are mentioned against each question/part.
- (vii) Section B: Subjective Type Questions (30 marks). This section has 18 questions; answer 11. Follow the instructions given; marks are mentioned against each question/part.

Section A

1. Answer any 4 out of the given 6 questions on Employability Skills. $4 \times 1 = 4$

1(i). Which of the following is **not** a component of spreadsheet ?

- (A) Cell (B) Column
(C) Name box (D) Tool box

1(ii). _____ is a state of feeling upset, overwhelmed and hopeless.

- (A) Aggression (B) Stress
(C) Happiness (D) Anger

1(iii). A person suffering from paranoid personality disorder may exhibit symptoms of _____.

- (A) Detachment and indifference (B) Distrust
(C) Impulsiveness (D) Lack of empathy

1(iv). Google Sheet is similar to _____.

- (A) Microsoft Excel (B) Microsoft Word
(C) Microsoft Docx (D) Microsoft Page

1(v). The competencies required to work with other people are considered as _____.

- (A) Organisational skills (B) Interpersonal skills
(C) Creative skills (D) Communication skills

1(vi). Name the type of entrepreneurs who do not have any entrepreneurship background.

2. Answer any 5 out of the given 7 questions. $5 \times 1 = 5$

2(i). "Management comprises of series of interrelated functions." Which concept of management is highlighted in the statement ?

- (A) Management as an activity (B) Management as a profession
(C) Management as a process (D) Management as a group

2(ii). Name the process of grouping the activities of similar nature in an organisation.

- (A) Departmentalisation (B) Structuring
(C) Processing (D) Teaming

2(iii). "Policies and objectives should be determined at the top level and authority for day-to-day activities should be given to subordinates." Identify the principle of management.

- (A) Initiative (B) Scalar chain
(C) Centralisation and decentralisation (D) Esprit de corps

2(iv). _____ motivation plays an important role in jobs which involve high level of skill and creativity.

- (A) Extrinsic (B) Intrinsic
(C) Reward-based (D) Financial

2(v). _____ is the receiver's response to the message sent by the sender.

- (A) Feedback (B) Decoding
(C) Encoding (D) Recording

2(vi). Mention any one advantage of Information Technology.

2(vii). “Understanding the perspective of the customer, providing quality products and meeting their demands,” is which Social Responsibility of the business ?

3. Answer any 6 out of the given 7 questions.
 $6 \times 1 = 6$

3(i). Name the technique of Scientific Management which refers to the study of movement of an operator on machine involved in a particular task.

3(ii). Name the need in which employee’s desires, affection, companionship and friendship are included.

3(iii). What is the type of leader who is able to command respect due to his position in the enterprise, called ?

3(iv). Which of the following is **not** included in non-verbal communication ?

- (A) Gestures (B) Body language
(C) Facial expression (D) Graphical presentation

3(v). Which function of management helps in obtaining the right people and putting them on right jobs ?

3(vi). Management is a _____ function, as it has to adopt the changes according to the need of the environment and growth of the business.

- (A) Dynamic (B) Static
(C) Specific (D) Tangible

3(vii). Highlight any one social responsibility of the business from Government’s point of view.

4. Answer any 5 out of the given 6 questions.
 $5 \times 1 = 5$

4(i). Which technique of Taylor suggests that higher wages must be paid to efficient workers ?

4(ii). “Management is an essential element of every organised activity irrespective of size and type of organisation.” Which feature of management is reflected in this statement ?

4(iii). Which of the following is **not** a major issue arising out of the growing reliance on Information Technology ?

- (A) Security threats (B) Privacy concern
(C) Profitability (D) Internet

4(iv). Which type of leader encourages group members to share ideas and opinions ?

4(v). Donating funds to NGO or helping the people affected by natural calamities are examples of which type of responsibility ?

4(vi). Match the Types of Plans in *Column I* with their respective Situations in *Column II*.

Column I	Column II
A. Programmes	I. Raw material will be purchased on 3 months credit
B. Procedures	II. Government initiated ‘Atmanirbhar Bharat’
C. Policies	III. Process adopted in selection of an employee
D. Budgets	IV. Estimated cash inflows and outflows

- (A) A-II, B-III, C-I, D-IV (B) A-III, B-I, C-IV, D-II
(C) A-II, B-IV, C-III, D-I (D) A-IV, B-II, C-I, D-III

5. Answer any 5 out of the given 6 questions.
 $5 \times 1 = 5$

5(i). _____ is the formal procedure used in an organisation to evaluate the employees' efficiency, aptitude and efficacy.

- | | |
|------------------|---------------------------|
| (A) Induction | (B) Orientation |
| (C) Compensation | (D) Performance Appraisal |

5(ii). Which principle of management is violated if an organisation does not provide right place for physical and human resources ?

5(iii). Which of the following statements best describes Mental Revolution ?

- | | |
|---|--|
| (A) Both manager and worker require each other. | (B) Work should be divided into small tasks. |
| (C) It implies change in attitude of both workers and owners. | (D) Worker should be paid more wages. |

5(iv). Which is the highest level of need in Maslow's Theory of Motivation ?

5(v). "While communicating any information or message, it should be well-footed and backed with proper data." Which aspect of communication is reflected in the above statement ?

5(vi). Which of the following is **not** a designation related to lower level management ?

- | | |
|-----------------------|--------------------------|
| (A) Section Officer | (B) Supervisor |
| (C) Marketing Manager | (D) Plant Superintendent |

6. Answer any 5 out of the given 6 questions.
 $5 \times 1 = 5$

6(i). _____ is the management of interdependence in work situations.

- | | |
|-----------------|------------------|
| (A) Organising | (B) Directing |
| (C) Controlling | (D) Coordinating |

6(ii). Which of the following is **not** a leadership style ?

- | | |
|-----------------------------|----------------------------|
| (A) Autocratic leadership | (B) Democratic leadership |
| (C) Consultative leadership | (D) Superiority leadership |

6(iii). Which of the following is **not** an element of directing ?

- | | |
|-------------------|----------------|
| (A) Communication | (B) Motivation |
| (C) Leadership | (D) Selection |

6(iv). Information Technology includes usage of computers, network, mobile, wireless devices. List two more aspects of Information Technology.

6(v). What is meant by 'Authority' ?

6(vi). What is meant by 'Leadership' ?

Section B

Answer any **3** out of the given **5** questions on Employability Skills. Answer each question in 20 – 30 words. $3 \times 2 = 6$

7. Write any two ways to overcome Personality Disorder.

8. Write any two advantages of Digital Presentation Software.

9. Mention any two functions performed by an entrepreneur.

10. Why should an entrepreneur prepare an “action plan” to achieve the set goals or targets ?

11. Write any four ways to overcome environmental barriers faced by an entrepreneur.

Answer any **3** out of the given **5** questions in 20 – 30 words each. $3 \times 2 = 6$

12. State how Directing helps to achieve Coordination in the organisation.

13. Discuss any two features of Management as a Science.

14. Explain ‘Profit Sharing’ as a financial incentive being used by the organisation.

15. Explain any two advantages of ‘Free-rein Leadership’ style.

16. “Leaders have an important role in determining the organisation’s future.” In the light of the above statement, give any two points of significance of leadership.

Answer any **2** out of the given **3** questions in 30 – 50 words each. $2 \times 3 = 6$

17. State any three advantages of Formal Communication.

18. What is meant by Unity of Command ? How is it different from Unity of Direction ?

19. “There is no hierarchy of needs and any desire to fulfil a need can be activated at any point of time.” Identify and explain the Motivation Theory being referred to in the above lines.

Answer any **3** out of the given **5** questions in 50 – 80 words each. $3 \times 4 = 12$

20. Suraj is a small entrepreneur. He deals in manufacturing a particular component for a big automobile company. His establishment is in his native village where he has given employment to villagers. He also ensured that the machines in his factory do not create any kind of pollution. He has also organised a night school for all the illiterate workers. Identify and explain the two types of social responsibilities Suraj is performing as an entrepreneur.

21. Shreya is a dress designer and wants to launch her own online design studio. But her parents are apprehensive of doing business online. They are staying in a small town and have heard about many online businesses being closed down. State any four reasons for Shreya's parents being apprehensive of doing online business.

22. Blessed Food Agro Ltd. reported 27% reduction in its profits in the last quarter sales. It is beyond the range of 15% as pre-decided by the company. This was due to high cost of raw material. The company now aims to implement cost saving measures by restructuring operational process to meet its future targets.

(a) Identify the function of management highlighted in the above case.

(b) Explain the last two steps of the above identified function of management.

23. "Every manager spends a part of his time in performing administrative functions and the remaining in management functions."

In the light of the above statement, enumerate any four differences between management and administrative functions being performed by various levels of management.

24. Sanjay is the head of Marketing Department of his company. Recently he organised a series of meetings to know the suggestions of his team members on various issues. His subordinates appreciated his habit of consulting his team before taking any major decisions.

(a) Identify the quality of a good leader being referred to in the above lines.

(b) Explain any three more qualities of a good leader.

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