BUSINESS OPERATION AND ADMINISTRATION (766)

Sample Question Paper

Class XII - 2018-19

Time: 2 Hours   **M.M.: 50**

General Instructions:

1. *Question paper is divided into two sections: Section-A and Section- B.*
2. *Section–A:*
     i. *Multiple choice question/Fill in the blanks/Direct Questions of 1 mark each. Answer any 10 questions out of the given 12 questions.*
     ii. *Very Short Answer of 2 marks each. Answer any 5 questions from the given 7 questions.*
     iii. *Short Answer of 3 marks each. Answer any 5 questions from the given 7 questions.*
3. *Section–B: Long/Essay type questions of 5 marks each. Answer any 3 questions from the given 5 questions.*
4. *All questions of a particular section must be attempted in the correct order.*
5. *Please check that this question paper contains 33 questions out of which 25 questions are to be attempted.*
6. *The maximum time allowed is 3 hrs.*

SECTION –A

Mark the correct answer (1mark each).

Answer any 10 questions out of the given 12 questions:

1. The arrangement which directs the group efforts of employees towards the desired goal of the business is termed as .... **(1)**
     a. Management
     b. Administration
     c. Co-ordination
     d. Co-operation

2. The following is not an objective of management .....: **(1)**
     a. Earning profits
     b. Growth of the organisation
     c. Providing employement
     d. Policy making

3. Management should find 'One best way' to perform a task. Which technique of scientific management is defined in this sentence.....: **(1)**
     a. Time study
     b. Motion study
     c. Fatigue study
     d. Method study

4. Communication should serve as a conflict reduction exercise **(1)**
   a) True   b) False

5. When is the communication process complete? **(1)**

   a) When the sender transmits the message

   b) When the message enter the channel

   c) When the message leave the channel

   d) When the receiver understands the message.

6. The motivation theory, which classifies needs in hierarchical order, is developed by **(1)**
   ...:
   a. Fred Luthans
   b. Scott
   c. Abraham Maslow
   d. Peter Drucker

7. As a leader what is greatest strength? Define **(1)**

8. Define Democratic or Participative leadership. **(1)**

9. Write any four types of leadership. **(1)**

10. Differentiate between E-business and E-Commerce. **(1)**

11. Write any two methods of payment under online transactions **(1)**

12. Write two examples of products for which E-business is not suitable. **(1)**

Very Short Questions: (2 marks each).
Answer any 5 questions out of the given 7 questions:

13. Explain the scalar chain Principles of Management. **(2)**

14. Give any two differences between functional structure and divisional structure. **(2)**

15. Give any two differences between training and development. **(2)**

16. "Human beings cannot be motivated only through monetary incentives; non-monetary **(2)**
    incentives are also necessary to motivate them." Explain any two such non-monetary
    incentives

17. Define the Maslow's need hierarchy theory and its assumptions **(2)**

18. Distinguish between leaders and managers. **(2)**

19. What do you understand by E-Business? State its benefits for the modern business **(2)**

Short Questions: (3 marks each).
Answer any 5 questions out of the given 7 questions:

20. State any three points which highlight the importance of management. **(3)**

21. "Management is both a Science and an Art", connect **(3)**

22. "Training is beneficial both for the organisation as well as for the employees." **(3)**
Explain any three benefits of training towards the organisation and any three towards
the employees.

23. Distinguish between the formal and the informal communication. **(3)**

24. "Leadership is a key factor in making any organisation successful." Do you agree **(3)**
with this statement? Give any three reasons in support of your answer.

25. Describe any three qualities of a good leader. **(3)**

26. Explain the model of E-commerce **(3)**

SECTION –B

Long/Essay type questions (5 marks each).
Answer any 3 questions out of the given 5 questions:

27. "Government without good management is like a house built on sand". In the light of **(5)**
above statement explain the definition and importance of management in modern
times.

28. Discuss any five Principles of management as laid down by Herry Fayol. **(5)**

29. Distinguish between the following: **(5)**
   a) Policy and procedure b) Rules and method

30. "Though Planning is an important function of management. It is not remedy for all **(5)**
managerial problems". Do you agree? Give reason in support of your answer.

31. What is motivation? Explain Herzberg's two factor theory of motivation. **(5)**

32. Define the social responsibilities. Certain factors have forced and convinced the **(5)**
business enterprises to consider their social responsibilities." Enumerate and discuss
the factors in brief.

33. Enumerate any five reasons against the social responsibilities of business. **(5)**