



B.K. BIRLA CENTRE FOR EDUCATION

SARALA BIRLA GROUP OF SCHOOLS
A CBSE DAY-CUM-BOYS' RESIDENTIAL SCHOOL



TERM 1 EXAMINATION 2026-27 BUSINESS ADMINISTRATION (SET I)

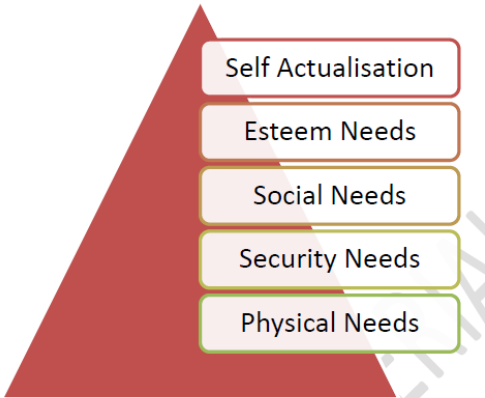
Class: XII
Date: 7.09.2026
Admission no:

Marking Scheme

Time: 3 hrs
Max Marks: 60
Roll no:

1.	ANSWER ANY 4 OUT OF 6 i) An effective message is clear, concise , and accurate . ii) (D) Preposition iii) (B) apostrophe iv) performs ; receives the action v) Intrinsic motivation, extrinsic motivation . vi) (C) Extraversion	(4)
2.	ANSWER ANY 5 OUT OF 7 i) dedication and punctuality ii) FALSE F.W Taylor was regarded as the Father of Scientific Management iii) (A) Unity of Command iv) (D) Attitudinal hurdle v) (B) J.S.Adams vi) mentally and emotionally vii) (C) i-d, ii-b, iii-a, iv-c	(5)
3.	ANSWER ANY 6 OUT OF 7 i) (D) Tactfully ii) (C) Sub-Department executives iii) (A) a → i, b → ii, c → iii, d → iv iv) Divisional ; Functional v) (B) Non-Verbal Communication vi) autocratic vii) B) To develop, produce, and supply goods and services to customers	(6)
4.	ANSWER ANY 5 OUT OF 6 i) (C) A is true, R is false ii) (D) Chief Operating Officer iii) red ribbons iv) (D) Statement I is false, II is true v) informal vi) Herzberg and Vroom	(5)
5.	ANSWER ANY 5 OUT OF 6 i) ANS Directing ii) (C) Donating to charity iii) (A) Formal and Informal Communication iv) pessimistic ; optimistic perspective. v) (C) Intelligence and specialized expert knowledge vi) (D) Harmony not discord	(5)
6.	ANSWER ANY 5 OUT OF 6 i) (C) Selection	(5)

	ii) (B) Intrapersonal activities iii) (A) Existence, Relatedness, Growth iv) (B) By creating jobs so they can support their families v) (A) Both A and R are true and R is the correct explanation of A vi) (D) Drucker	
7.	Answer any 3 out of the given 5 questions (2x3=6 marks) a) Noun: man, dog Pronoun: the Adjective: old Verb: fed Adverb: gently b) Noun: bag, table Pronoun: I, my Adjective: red Verb: placed Adverb: carefully	(2)
8.	Noise and visual distractions: Overcome by creating a quiet environment. Being pre-occupied: Overcome by keeping away digital devices and focusing on the speaker. Personal biases: Overcome by being objective and allowing the speaker to finish before responding	(2)
9.	R- Remove distractions, E- Eye contact, S- Show attentiveness, P- Pay attention, E- Empathise, C- Clarify doubts, T- Tune to the speaker's timing.	(2)
10.	(i) Practising meditation/yoga calms the mind and reduces anxiety. (ii) Talking to friends or family provides emotional support. (iii) Keeping an accomplishment sheet helps focus on achievements, boosting confidence and positivity.	(2)
11.	The Five Factor Model includes Openness (creative, curious), Conscientiousness (disciplined, organised), Extraversion (outgoing, energetic), Agreeableness (kind, cooperative), and Neuroticism (anxious, moody). For example, Conscientiousness involves being reliable and responsible.	(2)
12.	Answer any 3 out of the given 5 questions (2x3=6marks) Ans: There are four steps i) Determination of objectives ii) Identification and grouping of activities iii) Assignment of duties iv) Establishing relationship among individuals and group Determination of objectives: It is important to identify the purpose of the organisation. Purpose determine the resources and all the activities that should be done to achieve the goal	(2)
13.	Advantages of formal communication i) To finalize policy and want to decide a course to adopt, then formal communication is more effective ii) Formal communication can help in establishing procedures and ensuring that the steps are followed. iii) Any promises or any official plans need to be formally documented so that they can be referred to later. Advantages of informal communication i) "Open door policy" and makes people more confident and forthcoming with their ideas and creativity. ii) Informal communication does not incite fear into peoples mind iii) Informal talks encourage people to share their problems.	(2)
14.	Ans: Psychological process: Motivation is a psychological process. It is the process to achieve a desired result by stimulating and influencing the behaviour of subordinates. A manager should understand the needs, motives and desires of every employee in the organization. The reason for this	(2)

	is that each person is different and a same kind of motivational technique does not apply to all kinds of individuals. Influences the behaviour: The most important objective of motivation is to influence the employees' behaviour and thus bringing about the behavioural changes. The managers influence the behaviour of workers and encourage them to concentrate more on their goals.																
15.		(2)															
16.	Democratic leaders encourage group members to share ideas and opinions Autocratic leaders do not take inputs and dictate all work methods	(2)															
17.	Answer any 2 out of the given 3 question in 30-50 words each (3x2=6marks) i) Division of work; ii) Authority and Responsibility; iii) Discipline; iv) Unity of Command; v) Unity of Direction ; vi) Subordination of individual interest to general interest; vii) Remuneration; viii) Centralisation; ix) Scalar Chain; x) Order, xi) Equity; xii) Stability of Tenure; xiii) Initiative xiv) Espit De Corps																
18.	Ans: Planning means deciding in advance what needs to be done. It is an action for the future course of action trying to achieve desired goals. Importance i) Planning increases efficiency ; ii) Planning reduces business related risk; iii) Planning provides direction; iv) Planning encourages creativity and innovation; v) Planning helps in motivation; vi) planning helps in decision making; vii) Planning helps to achieve objectives and viii) Planning provides basis of control																
19.	CSR as Value Creation: The highest-tier approach focused on building innovative, sustainable business models that deliver shared strategic value to both institutions and communities CSR as Risk Management: A compliance-driven approach aimed at mitigating operational impacts and protecting the firm from costly reputational or legal scandals CSR as Corporate Philanthropy: The baseline approach centered on providing direct funding, sponsorships, or skills to charities, yielding lower long-term strategic impact																
20.	Answer any 3 out of given 5 questions in 50-80 words each (4x3=12 marks) <table border="1" data-bbox="146 1532 1449 1798"> <thead> <tr> <th>Basis</th><th>Management</th><th>Administration</th></tr> </thead> <tbody> <tr> <td>i) Nature</td><td>Executing function</td><td>Decision making function</td></tr> <tr> <td>ii) Skills</td><td>Technical and Human Skill</td><td>Conceptual and Human Skill</td></tr> <tr> <td>iii) Process</td><td>Who should do it How is it to be done</td><td>What is to be done When is it to be done</td></tr> <tr> <td>iv) Function</td><td>Doing function (manager get the work done)</td><td>Thinking function (Plans and Policies are determined)</td></tr> </tbody> </table>	Basis	Management	Administration	i) Nature	Executing function	Decision making function	ii) Skills	Technical and Human Skill	Conceptual and Human Skill	iii) Process	Who should do it How is it to be done	What is to be done When is it to be done	iv) Function	Doing function (manager get the work done)	Thinking function (Plans and Policies are determined)	(4)
Basis	Management	Administration															
i) Nature	Executing function	Decision making function															
ii) Skills	Technical and Human Skill	Conceptual and Human Skill															
iii) Process	Who should do it How is it to be done	What is to be done When is it to be done															
iv) Function	Doing function (manager get the work done)	Thinking function (Plans and Policies are determined)															
21.	Ms. Sharma demonstrates all four key elements of directing as described in the unit: Supervision: She regularly oversees the work of new employees, guiding and regulating their efforts to ensure tasks are performed efficiently and according to procedures. Supervision is crucial at the operating level and helps maintain quality and productivity. Communication: By encouraging open dialogue and inviting suggestions, Ms. Sharma ensures a two-way flow of information. Effective communication helps in sharing ideas, instructions, and	(4)															

	feedback, which is essential for understanding and cooperation among team members. Leadership: Ms. Sharma leads by example, working alongside her team and recognizing outstanding performers. Leadership involves influencing and guiding subordinates towards achieving organizational goals. Her actions inspire trust and respect, motivating employees to follow her lead. Motivation: The introduction of the 'Employee of the Month' award is a motivational tool. Motivation means inspiring subordinates to work with zeal towards organizational objectives. By recognizing and rewarding good performance, Ms. Sharma encourages all employees to put in their best effort.	
22.	Clear: The primary character of any spoken or written form of transmission of information should be to state the message clearly. There are several ways to do it. For example, the sentences should be short and simple. We should prefer the active voice over the passive voice. If we have to convey several messages then it is convenient to state it in separate bulleted points Concise: Time is an essential parameter in communications. The normal attention span is just a few minutes long. If you present your message in a clear and beautiful manner which is very long, the crux of the report or the message may be lost altogether. Long and lengthy communicate is boring and avoided by most. So to summarize this point, effective communication has to be concise. Concrete: Whatever message or information or data is present in your communicate, it should be well-footed. Your arguments should have data that suitably backs it up. A tangible argument is always easy to understand. Coherent: The key to a coherent write-up is a well-planned, logical and sequential presentation of the information. The main ideas should be differentiable and they should follow each other in a way that is derivative of some rules. Similarly, when you are presenting your communicate, you need to be coherent. You need to understand what goes where and what comes when. Courteous: We know that all business communications should have some degree of formal flavor. The presenter should try his best to be honest, respectful, considerate, open and polite with the receiver of the information. The message when supplemented with proper care and kindness will definitely find an audience. A rude presenter will have no audience even if the message he delivers is perfectly effective and important. Offensive words can put off certain factions of people.	(4)
23.	Definition: Leadership is the act of influencing the behaviour of others. It represents the capacity to direct and guide a group of people toward the realization of a shared goal. Significance of Leadership: (Any four points) i) Motivating the Employees: A leader combines people's inherent ability with willingness, driving them into positive organizational action. ii) Facilitating the Process of Change: Leaders convince employees of the necessity and benefits of organizational changes, providing the support required to execute them smoothly. iii) Building Team Spirit: A leader instils a sense of collective effort, helping individuals see that working as a team ultimately fulfills their personal goals. iv) Creating Confidence: Leaders help subordinates recognize their true potential and capabilities while providing a conducive environment for individual growth. v) Maintaining Discipline: Leaders use their influence to ensure subordinates commit to and adhere to organizational rules and regulations. Participative leadership involves the leader and employees collaborating in the decision-making process. The leader consults the group and considers their strong points and grievances, though the leader retains final authority and ultimate responsibility.	(4)
24.	A: i) Motivation plays a crucial role in organisational success: ii) Ensures cooperation and alignment with organisational goals. iii) Improves productivity and efficiency by encouraging employees to use their skills. iv) Enhances job satisfaction, leading to loyalty and commitment. v) Reduces complaints and grievances, improving workplace relations. vi) Builds a positive image of the organisation as a good employer.	(4)

