



# B.K. BIRLA CENTRE FOR EDUCATION

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



## Pre- Board 2 Examination, 2025-26 BUSINESS ADMINISTRATION (833)

Class: XII

Date: 17/12/2025

Admission no:

Time: 3Hrs

Max Marks: 60

Roll no:

### 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, 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 6 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

#### **Q1) Answer any 4 out of the given 6 questions on employability skills (1x4=4 marks)**

(i) Effective communication requires skills that help convey messages in a clear, concise, and \_\_\_\_\_ manner.

(ii) Identify the organisation under the Ministry of Power that is responsible for implementing the Electric Vehicle Programme.

(iii) An electronic file containing rows and columns that helps store data systematically and perform calculations is called a \_\_\_\_\_.

(A) Worksheet      (B) Workbook  
(C) Cell              (D) Spreadsheet

(iv) People who enjoy interacting with others and are naturally talkative are known as \_\_\_\_\_.  
(A) Introverts      (B) Extroverts  
(C) Explorers      (D) Introspect

(v) Government rules, taxation, environmental regulations etc. are examples of which barrier to entrepreneurship.

(vi) Mention any one technique that can help a person to maintain a positive outlook.

**Q2) Answer any 5 out of the given 7 questions (1x5 = 5 marks)**

(i) Management is known as art because it involves creating results through  
(A) Improvement through people  
(B) Communication  
(C) Personal skills  
(D) Practical application of knowledge and skills

(ii) Choose the statement that doesn't hold true about 'Formal Communication'.

(A) It is more effective in policy framing.  
(B) It helps in establishing procedures.  
(C) It doesn't incite fear in the minds of people.  
(D) It doesn't believe in open door policy.

(iii) "Management has emerged as specialized branch of knowledge." This statement highlights management as

(A) An activity  
(B) A process  
(C) An academic discipline  
(D) A group

(iv) Expectancy and Equity are part of \_\_\_\_\_ theory.

(A) Content  
(B) Process  
(C) Reinforcement  
(D) Behavioural

(v) NOIR Ltd. believes in corporate citizenship ideology. During Covid-19 it provided a financial aid to government to make medicines, machines, oxygen cylinders and make them available at rural parts of the country. Identify the type of social responsibility fulfilled by NOIR Ltd.

(A) Legal  
(B) Ethical  
(C) Economic  
(D) Philanthropic

(vi) It is the duty of the leader to provide continuous \_\_\_\_\_ of their performance to his team Member.

(A) help  
(B) reward  
(C) feedback  
(D) confidence

**Q3) Answer any 6 out of the given 7 questions (1x6 - 6 marks)**

(i) Management operations are useless unless the goals of management are well-defined and communicated to all the stakeholders. This signifies that management help in  
(A) Achievement of objectives  
(B) Determination of objectives  
(C) Achievement of personal objectives  
(D) Efficient use of resources

(ii) The objective of motion study is not to

(A) Study the movement undertaken while completing a task.  
(B) Determine the time taken to complete a task.

- (C) Eliminate the unnecessary diversities in production.
- (D) Eliminate the unproductive movements undertaken while completing a task.

(iii) Define Institutional Leaders.

(iv) 'CSR plays an important role in building customer loyalty based on distinctive ethical values. Company can separate them from the market competition'. Infer the benefit of CSR to companies indicated in the above statement.

- (A) Brand differentiation
- (B) Human Resource
- (C) Risk Management
- (D) Licence to operate cooperation

(v) Identify from the following a disadvantage of e-business.

- (A) Lower barriers to entry
- (B) Online shopping.
- (C) Security issues
- (D) Lower costs

(vi) Which department in large scale organisations perform the staffing function ?

(vii) \_\_\_\_\_ communication is useful for understanding thoughts and feelings of others.

- (A) Verbal communication
- (B) Written communication
- (C) Visual communication
- (D) Non-verbal communication.

**Q4) Answer any 5 out of the given 6 question (1x5=5 marks)**

(i) Purchase Manager is designation of which level of management?

(ii) Which technique of Scientific Management is an extension of principle of division of work?

- (A) Standardisation and Simplification of work
- (B) Functional foremanship
- (C) Time study
- (D) Motion study

(iii) Name any two non-financial incentives to motivate the employees.

(iv) What is Digital Marketing?

(v) "The existence of good control system has a positive impact on the behaviour of employees as they are observed by their superiors." This highlights which significance of a control system?

- (A) Facilitates discipline and order
- (B) Facilitates coordination
- (C) Basis of future action
- (D) Facilitates decision making

(vi) The ability of a leader to visualize things from other's point of view is known as \_\_\_\_\_.

- (A) Attitude
- (B) Aptitude
- (C) Foresight
- (D) Empathy.

**Q5) Answer any 5 out of the given 6 questions (1x5=5 marks)**

(i) A \_\_\_\_\_ is a special kind of plan formulated to meet the challenges of the policies of the

competitors.

- (A) Procedure
- (B) Strategy
- (C) Rule
- (D) Programme

(ii) Rohan, manager of XYZ Ltd., is very partial in dealing with people from different states. Which management principle is being violated here?

- (A) Discipline
- (B) Initiative
- (C) Order
- (D) Equity

(iii) 'A manager may become more connected with his subordinates and exchange ideas as well as knows the opinion.' This statement indicates that communication \_\_\_\_\_

- (A) helps in interacting with society
- (B) provides aids in decision making
- (C) provide effective leadership
- (D) increases cooperation and organisational peace.

(iv) Choose the statement that correctly explains the distinction between management and administration.

- (A) Management decides what is to be done, administration decides who should do it.
- (B) Management requires technical skills, administration requires conceptual skills.
- (C) Management is thinking function, administration is doing function.
- (D) Management is applicable to non-business organisations, administration is applicable to business organisations.

(v) From the following statements identify the responsibility of business towards investors.

- (A) Providing fair returns
- (B) Providing fair wages
- (C) Making payments on-time
- (D) Providing good quality products

(vi) \_\_\_\_\_ is also referred as vertical loading of the job.

- (A) Job Enlargement
- (B) Job Specification
- (C) Job Enrichment
- (D) Job Recruitment.

**Q6) Answer any 5 out of the given 6 questions (1x5=5marks)**

(i) Management Thinkers like Elton Mayo, Abraham Maslow are associated with which approach of management?

- (A) Classical Approach
- (B) Neo-Classical Approach
- (C) Contemporary Approach
- (D) Early Practices

(ii) Name the process which is concerned with introducing the employees to their new workplace, rules and regulations and fellow employees.

(iii) "At times, employees may not be willing to give suggestions." This is a disadvantage of

which leadership style?

- (A) Free Rein Leadership
- (B) Consultative Leadership
- (C) Democratic Leadership
- (D) Autocratic Leadership

(iv) Information is all about \_\_\_\_\_ and \_\_\_\_\_ of knowledge and data.

- (A) Establishing, Communicating
- (B) Communicating, Receiving
- (C) Receiving, Collaborating
- (D) Communicating, Collaborating

(v) Under functional foremanship, the duty of repair boss is \_\_\_\_\_

- (A) To check and maintain quality of work.
- (B) To keep machine and tools ready for operations.
- (C) To laydown sequence of operations.
- (D) To keep machine and tools in proper working conditions.

(vi) Mention the last step in controlling process.

### **SECTION – B: SUBJECTIVE TYPE QUESTIONS**

**Answer any 3 out of the given 5 questions in 20-30 words each (2x3=6 marks)**

- 7. Why is eye-contact important in active listening?
- 8. Name any 2 green jobs in Eco-Tourism.
- 9. Who are Professional Entrepreneurs?
- 10. Name any 4 softwares used for creating digital presentations.
- 11. List the 'Big Five Factors' that describe an individual's personality.

**Answer any 3 out of the given 5 questions in 20-30 words each (2x3=6marks)**

- 12. Explain the concept of 'Harmony, not Discord' as a principle of scientific management.
- 13. Write any 2 advantages of Authoritative style of Leadership.
- 14. Enumerate any two attributes of functional structure of organisation.
- 15. Explain any 2 traits of a Persuasive Leader.
- 16. Distinguish between Motivation and Inspiration.

**Answer any 2 out of the given 3 question in 30-50 words each (3x2=6marks)**

- 17. "Sanjana is running a restaurant in Kanpur. The employee turnover in her business is very high and she is always on a look out for new staff. She keeps on shifting the employees from one department to another." Identify and explain the principle of management which is being violated in the above case.
- 18. Explain any 3 advantages of Informal Communication.
- 19. Explain the Reinforcement Theory of Motivation.

**Answer any 3 out of given 5 questions in 50-80 words each (4x3=12 marks)**

- 20. Puneet is a qualified Pilot and had a dream of starting a company for manufacturing Aerial Crafts and fly them. He was able to arrange for loan and also found an angel investor to start his company. The company was soon registered under the Companies Act, 2013 by the name "Puneet Aerial & Co". He completed all the procedural formalities. As an owner he thought that he had a right to do what he pleased to run his business. But his consultant made him aware of social responsibilities of business towards various interest groups. Enumerate the social responsibilities

Puneet has to undertake towards Government, Employees, Society and Customers.

21. Sohan, Sales Manager of 'Kriti Ltd' is a good efficient manager who always motivated his team to perform to their best ability. Till the year 2023, he and his team were exceeding the targets. However, since the last six months, they were unable to meet their targets. On investigation it was found out that one of his team members had left the job and was offering the competitors' product to some of the clients of 'Kriti Ltd.' at lesser price.

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

(b) Identify the step in the process of the above function of management which helped the management to find out the fall in performance.

(c) Suggest any 2 ways which can help management to achieve the desired target in future.

22. Explain in detail as how the business enterprises are using Informational Technology in different functional areas of business.

23. Pluto Innovations, founded in 2016, specializes in developing sustainable energy solutions. Despite its innovative technology the company started facing significant challenges in 2020, like declining sales, low employee morale and high turnover rates. In 2021, Mr. Sharma took over as the CEO of Pluto Innovations, bringing with him a wealth of experience in leadership and management. He recognised the need for cultural transformation and create more collaborative organisation. Under his leadership, Pluto Innovations, experienced a significant turnaround like revenue growth, customer satisfaction, employee engagement.  
Analyse the role of leadership in determining the organisation's future.

24. Sujata is working in a private sector bank, where she is engaged in formulating overall policies of the bank. She is of the viewpoint that management is the art of getting the work done from others by mobilizing physical and human resources. She feels that success of any organisation lies in effective and efficient management. Her good leadership qualities, motivates her subordinates to work as a team and achieve the organisational goals.

(a) Identify the level at which Sujata is working.

(b) State briefly any 3 points highlighting the importance of management in the organisation.

**ALL THE BEST**

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