



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 (833) SET I

Class: XII

Date: 7/09/2026
Max Marks: 60

Time: 3 Hrs.
Admission no:

General Instructions:

- I. Please read the instructions carefully.
 - II. This question Paper Consists of 24 questions in two sections – Section A & 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, candidate has to answer (6+11=17) questions
- All questions of a particular section must be attempted in the correct order.

SECTION A- OBJECTIVE TYPE QUESTIONS (30 MARKS)

- I. This section has 6 questions.
- II. Marks allotted are mentioned against each question/part.

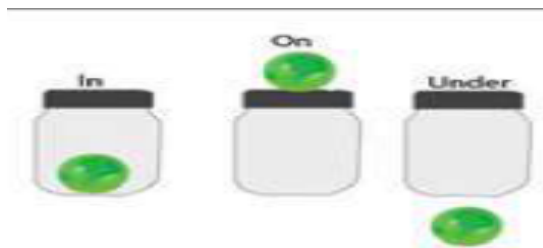
SECTION B – SUBJECTIVE TYPE QUESTIONS (30 MARKS)

- I. This section contains 18 questions.
- II. A candidate has to do 11 questions.
- III. Marks allotted are mentioned against each question/ part.

SECTION A

Q1) Answer any 4 out of 6 Employability Skill. (1X 4= 4 marks)

- i) An effective message is clear, _____, and _____.



- ii) The above picture represents

(A) Article (B) Conjunctions (C) Interjection (D) Preposition

- iii) We also use an _____ to indicate the shortened form of some words in informal speech.

(A) article (B) apostrophe (C) exclamation mark (D) question mark

- iv) In active voice, the subject _____ the action . In passive voice, the subject _____ the action.

- v) _____ comes from within (enjoyment), while _____ is driven by external rewards (incentives).

- vi) Ajay is a very talented and confident musician he loves making friends and is ready to give his suggestion on music whenever it is asked. Ajay shows.

(A) Neuroticism (B) Consciousness (C) Extraversion (D) Openness

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

- i) Certain things of dabbawalas has not changed the dress, the _____ and the _____

ii) Henri Fayol was regarded as the Father of Scientific Management. State true or false, correct it if false

iii) At Bright Pharma Ltd., a worker receives instructions from both the production manager and the quality control manager. This leads to confusion and mistakes in work. Later, the company decides that each worker should receive orders from only one superior. The management also emphasizes punctuality and adherence to rules.

Which principles of Fayol are violated initially and later applied in the case?

- (A) Unity of Command (B) Division of work
(C) Authority and Responsibility (D) Unity of Direction

iv) Two colleagues one has passed out from IIM and another from a Local university refuse to cooperate because of personality conflicts. They resist changes suggested by management and avoid proper communication. Which hurdle is present here?

- (A) Language hurdle (B) Systematic hurdle
(C) Emotional hurdle (D) Attitudinal hurdle

v) Equity theory of Motivation was suggested by

- (A) Vroom (B) J.S.Adams (C) William Ouchi (D) Adam Smith

vi) A good leader needs require to be physically, _____ and _____ strong.

vii) Match the following:

(i) Supervision	(a) Controlling
(ii) Recruitment	(b) Staffing
(iii) Standards	(c) Planning
(iv) Objectives	(d) Directing

- (A) i-b, ii-a, iii-c, iv-d (B) i-b, ii-c, iii-a, iv-d
(C) i-d, ii-b, iii-a, iv-c (D) i-d, ii-a, iii-c, iv-b

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

i) Management = Manage + Men + _____

- (A) Technically (B) Thoughtfully (C) Timely (D) Tactfully

ii) Find out the odd one out:

- (A) Purchase Manager (B) Executive Officer
(C) Sub-Department executives (D) Plant Superintendent

iii) Match the following

Principle	Description
a) Unity of Command	i) One boss, one order
b) Discipline	ii) Obedience and respect for rules
c) Scalar Chain	iii) Chain of authority from top to bottom
d) Equity	iv) Fair treatment to employees

- (A) a → i, b → ii, c → iii, d → iv (B) a → i, b → iii, c → ii, d → iv
(C) a → iii, b → ii, c → i, d → iv (D) a → ii, b → iii, c → i, d → iv

iv) Assertion (A): Organizing defines authority relationships.

Reason (R): Organizing means accurately classifying and grouping different activities to avoid duplication.

Choose the correct option:

- (A) Both A and R are true and R is the correct explanation of A
(B) Both A and R are true but R is not the correct explanation of A
(C) A is true, R is false

(D) A is false, R is false

v) During a team meeting, Meera notices her colleague sitting with crossed arms and avoiding eye contact. She interprets this as resistance to the ideas being discussed.

- (A) Written Communication (B) Non-Verbal Communication
(C) Visual Communication (D) Formal Communication

vi) Adolf Hitler dictator of Germany is an example of _____ leader.

vii) What is the basic objective of a business enterprise?

- A) To maximize taxes paid to the government
B) To develop, produce, and supply goods and services to customers
C) To eliminate all competitors from the market
D) To focus exclusively on philanthropic donations

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

i) Assertion **(A)**: Philanthropic responsibility involves supporting society through donations.

Reason **(R)**: Businesses should help society only when they are not making profits.

Choose the correct option

- (A) Both A and R are true and R is the correct explanation of A
(B) Both A and R are true but R is not the correct explanation of A
(C) A is true, R is false
(D) A is false, R is false

ii) What the COO in relation to management?

- (A) Child Office Operator (B) Cheap Official Operator
(C) Chief Official Operator (D) Chief Operating Officer

iii) 5000 dabbawalas wore _____ on their shirts to show their support for AIDS prevention

iv) Statement I: Controlling is forward-looking.

Statement II: Controlling compares actual performance with standards.

Choose the correct option for

- (A) Both statements are true (B) Both statements are false
(C) Statement I is true, II is false (D) Statement I is false, II is true

v) Open Door policy is an advantage of _____ communication.

vi) Expectancy theory of motivation was propounded by _____ and developed by-----.

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

i) _____ involves guiding and motivating subordinates.

ii) Which of the following is NOT a legal responsibility of business?

- (A) Paying taxes on time (B) Following labour laws
(C) Donating to charity (D) Keeping account books clean

iii) Rahul sends an official email to his team about a new HR policy. Later, he casually discusses the same policy with his colleagues over WhatsApp. Which combination of communication types is Rahul using?

- (A) Formal and Informal Communication (B) Formal and Non-Verbal Communication
(C) Informal and Written Communication (D) Verbal and Visual Communication

iv) Theory X is based on a _____ view of human nature, while Theory Y adopts an _____ perspective.

v) An intellectual leader wins the trust of subordinates primarily on the basis of their.

- (A) High-risk-taking capability (B) Official stature or position in the firm
(C) Intelligence and specialized expert knowledge (D) Use of rewards and strict punishments

vi) Cooperation, not individualism is an extension of which principle

- (A) Unity of Command (B) Unity of direction
(C) Science, Not rule of thumb (D) Harmony not discord

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

i) Which step of the staffing function is shown below?



- (A) Manpower Planning (B) Recruitment (C) Selection (D) Compensation

ii) Management as an activity consists of

- (A) Informative activities (B) Intrapersonal activities
(C) Interpersonal activities (D) Intellectual activities

iii) Alderfer's ERG Theory reduces Maslow's five categories of needs into which three needs?

- (A) Existence, Relatedness, Growth (B) Ego, Relatedness, Growth
(C) Existence, Realism, Gains (D) Effort, Reward, Growth

iv) How do businesses primarily provide a direct benefit to suppliers, co-workers, and distributors?

- (A) By setting up international legal frameworks (B) By creating jobs so they can support their families
(C) By avoiding interaction with the local media (D) By offering free speculative market shares

v) Assertion (A): Charismatic leaders are typically dynamic, act as high-risk takers, and can be reliably relied upon during crises

Reason (R): Charisma is a form of interpersonal attraction that inspires support and deep acceptance from followers.

Choose the correct option

- (A) Both A and R are true and R is the correct explanation of A
(B) Both A and R are true but R is not the correct explanation of A
(C) A is true, R is false
(D) A is false, R is false

vi) Find the odd one out

- (A) Elton Mayo (B) Fritz (C) Maslow (D) Drucker

SECTION – B: SUBJECTIVE TYPE QUESTIONS

Answer any 3 out of the given 5 questions Employability Skills (2x3=6 marks)

Q7) Identify the five basic parts of speech from the sentences below.

- a) The old man gently fed the hungry dog.
b) I carefully placed my red bag on the table.

Q8) Describe three barriers to active listening and suggest ways to overcome each.

Q9) What does the acronym RESPECT stand for in active listening?

Q10) Discuss three techniques to manage stress effectively and explain why each is useful.

Q11) Describe the Five Factor Model of personality and give one trait with its characteristics.

Answer any 3 out of the given 5 questions (2x3=6marks)

Q12) Name the steps in organising process. Explain the first step.

Q13) State two advantages each of formal and informal communication?

Q14) “ Motivation is a psychological process that influences human behaviour” Comment.

Q15) Draw the Maslow Need Theory diagram ?

Q16) Differentiate between democratic and autocratic leaders based on team inputs.

Answer any 2 out of the given 3 question (3x2=6marks)

Q17) State any six principles of management given by Henri Fayol .

Q18) What do you mean by planning? State six importance of planning.

Q19) Briefly explain the three approaches to CSR highlighted in the unit's visual model.

Answer any 3 out of given 5 questions (4x3=12 marks)

Q20) Differentiate between Management and Administration on the basis of i) Nature ii) Skills; iii) Process and iv) Function

Q21) Sunrise Textiles Pvt. Ltd. recently hired a new batch of workers for its production unit. The production manager, Ms. Sharma, ensures that she regularly oversees the work of these new employees, providing them with clear instructions and feedback. She also encourages open dialogue, inviting workers to share their suggestions and concerns. To inspire the team, Ms. Sharma sets a personal example by working alongside them during busy periods and recognizes outstanding performers in team meetings. Additionally, she introduces a monthly 'Employee of the Month' award to motivate everyone to perform their best.

Identify and explain the elements of directing demonstrated by Ms. Sharma in the above case. How do these elements contribute to effective management?

Q22) What are the 5 C's of effective communication? Explain any four.

Q23) Define 'leadership' and explain any four points highlighting its significance in an organisation.

Q24) Discuss the importance of motivation in organisations.

ALL THE BEST