



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)

Class: XII

SET-2

Date: 7/09/2026

Time: 3 Hrs.

Admission no:

Max Marks: 60

Roll 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. A candidate has to do 11 questions.
- II. Marks allotted are mentioned against each question/ part.

SECTION A

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

- i) Speaking, _____, _____ and writing are the parts of communication.
- ii) A group of words, which does not make complete sense, is known as a ' _____ ',
(A) incomplete sentence (B) phrase (C) conjunction (D) preposition
- iii) We also use an _____ to indicate the shortened form of some words in informal speech.
(A) article (B) exclamation mark (C) question mark (D) apostrophe
- iv) _____ is a state of feeling upset, annoyed and hopeless.
- v) A bats man has set a goal, of scoring 100 on his last innings before he retires. This is an example of
(A) Timely goal (B) Result oriented goal (C) Hypothetical goal (D) Ordinary goal
- vi) Mohit is a very highly qualified software engineer he loves making friends and is ready to give his suggestion whenever it is asked. Mohit 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 dabbawals has not changed the dress the _____ and the _____
- ii) Max Weber was an American engineer. State true or false, correct it if false
- iii) One must be a MBBS degree holder to do medical practice in India. This statement proves
(A) Specialised body of Knowledge (B) Restricted Entry
(C) Service Motive (D) Code of Conduct
- 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) In Maslow's Hierarchy of Needs, food, air, water, and shelter are classified under:

- (A) Safety Needs (B) Social Needs (C) Esteem Needs (D) Physiological Needs

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

vii) Assertion (A): Controlling is the first function of management.

Reason (R): Controlling ensures activities are performed as per plans.

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

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) There are two types of organisation structure _____ structure and _____ structure.

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) Which are the games employees at Google can play

- a) Lawn tennis b) water polo c) air hokey d) football
 (A) a) and b) (B) a),b) and c) (C) b) c) and d) (D) c) and d)

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

iv) Match the following

Principle	Description
a) Planning	i) Reduce business risks
b) Directing	ii) Interdependence of units
c) Controlling	iii) Achieves coordination
d) Coordination	iv) Basis of future action

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

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) Management as an activity consists of

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

ii) 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

iii) 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

iv) Assertion (A): The autocratic leadership style permits exceptionally quick decision-making.

Reason (R): Power and authority are completely centralized in the hands of the single authoritarian leader.

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) Which function of management is shown below?



- (A) Organizing
- (B) Controlling
- (C) Coordinating
- (D) Staffing

vi) Who is regarded as the Father of Scientific Management?

SECTION – B: SUBJECTIVE TYPE QUESTIONS

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

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

- a) She always wears a beautiful dress to parties.
- b) They happily shared their delicious cake with friends.

Q8) Define active listening.

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) Name the various content theories of motivation?

Q16) Who are Laissez-faire leaders? State two advantage of this Leadership style.

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

Q17) PQR Automobiles Ltd. is a company engaged in manufacturing car parts. Recently, the company has

faced several challenges due to duplication of tasks, unclear communication channels, and lack of accountability among managers.

Employees in the Design Department often perform overlapping tasks, wasting time and resources.

Workers complain that communication is irregular and they are unsure whom to approach for problem-solving, leading to delays.

Managers give orders but do not take responsibility for the outcomes, frustrating employees.

What principles of management can be identified from the above case? How can they help PQR Automobiles Ltd. overcome their problems?

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) A hospital is experiencing a shortage of qualified nurses. The HR department conducts a manpower planning exercise, recruits candidates from nursing colleges, conducts interviews and tests, and finally selects and trains the new hires before assigning them to different departments.

Which function of management is being demonstrated? Outline the steps of this function as seen in the hospital's approach.

Q22) There are various hurdles of the communication process. Explain any four.

Q23) Discuss Participative (Democratic) leadership, highlighting its benefits and major limitations.

Q24) Alpha Pvt. Ltd. is a growing IT company. The management has noticed that employees are leaving the organisation frequently. To address this, the HR department introduced several measures:

i) Increased salaries and provided housing allowance.

ii) Introduced health insurance and ensured safe working conditions.

iii) They organised team-building activities and encouraged friendships at work.

iv) They started an "Employee of the Month" award and gave certificates of appreciation.

v) They offered challenging projects and involved employees in decision-making.

Q: Using Maslow's hierarchy of needs, explain how the company attempted to motivate its employee.

ALL THE BEST

