



B.K. BIRLA CENTRE FOR EDUCATION

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

ANNUAL EXAMINATION 2026 BUSINESS ADMINISTRATION (833)

Class: XI

Date: 20.02.26

Admission no:

SET-A

Marking Key

Time: 3 hours

Max Marks: 60

Roll no:

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 06 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

1. ANSWER ANY 4 OUT OF THE GIVEN 6 QUESTIONS ON EMPLOYABILITY SKILLS (1×4 = 4 MARKS)

i The Director Communicating the time of a meeting to the employee is an example of which aspect of communication skills - 1

- (a) Persuasion (b) Informing (c) Expressing (d) Influencing

ii In the word TEAM Letter 'T' Stands for 1

- (a) Together (b) Take (c) True (d) Tomorrow

iii What is the last step of CONNECT model of Networking skills. 1

- (a) Communicate (b) Network (c) Engage (d) Take action

iv Bold, Italics and Underline are _____ options.

- (a) File (b) Style (c) Format (d) Insert

v. Price and location are two important aspects which should be considered while understanding costumers needs 1

(a) True (b) False

vi What is sustainable development? 1

- (a) A Economic Development (b) Political Development
(c) Social Development (d) **Development for Future Generation**

2. ANSWER ANY 5 OUT OF THE GIVEN 7 QUESTIONS (1×5 = 5 MARKS)

i Which of the following is treated 'Profession'. 1

- (a) Ram is selling books on behalf of his employees (b) **Riya is practicing law or doing legal practice.**
(c) A cart-vendor selling toys in a fair (d) None of the above

ii The systems approach _____? 1

- (a) Emphasises the psychological and social aspects (b) Emphasises the technical requirements of organization and needs
(c) Encourages managers to view the organization both as a whole and as part of a larger environment (d) **All of the above**

iii Products are the facts that supply the consumer with benefits, nothing that production is usually separated by time and place for consumption." This definition is given by 1

- (a) Shostack (b) **Phillip Kotler**

iv Members may come, members may go, but the _____ goes on forever. What is the appropriate word for company? 1

- (a) Separate Legal Entity (b) **Perpetual Succession**
(c) Limited (d) Common Seal

v Which clause of Memorandum of Association explains the scope and extent of company's power? 1

- (a) Situation Clause (b) Liability Clause (c) **Object Clause** (d) Capital Clause

vi What does "Courtesy" in Communication Suggest? 1

- (a) Using technical language (b) **Being polite and respectful**
(c) Speaking loudly and clearly (d) Giving lengthy explanations

vii It refers to that process through which a special identification of product is Established. Which process is referred here 1

- (a) **Branding** (b) Grading (c) Standardization (d) Packaging

3. ANSWER ANY 6 OUT OF THE GIVEN 7 QUESTIONS (1×6 = 6 MARKS)

i Which model of Organisational Behavior is an extension of supportive model? 1

A: The collegial model is an extension of the supportive model of organisational behavior.

ii Give the two examples of Non-Economic Activity. 1

A: Household work and charitable activities are examples of non-economic activities.

iii Environment is a source of various resources for running a business enterprise assembles various resources called inputs like Money, Machine, Material, Men, etc. from its environment including financiers, government and suppliers. Which importance of business environment is highlighted by this statement? 1

- (a) **It helps in tapping useful resources.** (b) It helps in coping with rapid changes.
(c) It helps in assisting in planning and policy formulation.
(d) It helps the firm to identify threats and early warning signals.

iv Difference between goods and services based on Physical existence. 1
A: Goods have physical existence, whereas services do not.

v "He enjoys all gains and bears all losses." To which business organization is this statement related? 1
A: The statement refers to a sole proprietorship, where the owner bears all profits and losses.

vi In which business organization the advantage of availability of more financial resources and continuity of business is available? 1
A: A joint stock company provides more financial resources and continuity of business.

vii 'Rumors' are spread in which type of communication. 1
A: Rumours are spread through grapevine (informal) communication.

4 ANSWER ANY 5 OUT OF THE GIVEN 6 QUESTIONS (1×5 = 5 MARKS)

i Which of the following, is the function of marketing? 1
(a) Promotion (b) Physical Distribution (c) Transport (d) All the above

ii Macro Organizational behaviors done at _____ level. 1
(a) Group Level (b) Individual Level (c) Organizational Level (d) All Level

iii "Control by a single individual is the best in the world if that person is so capable of managing all the affairs by himself." This statement refers to which type of business organization? 1
(a) Partnership (b) Joint Stock Company (c) Sole Proprietorship
(d) Cooperative Society

iv With the introduction of Photostat Machines in the market, the carbon paper industry was adversely affected. Which component of environment was responsible for it? 1
(a) Economic (b) Political (c) Technological (d) All the above

v Classify services on the basis of seller. 1
A: On the basis of seller, services are classified into Government services and Private services.

vi 'One person one vote' principle is related to which Business organisation? 1
(a) Sole Proprietorship (b) Company (c) Partnership (d) Cooperative Society

5. ANSWER ANY 5 OUT OF THE GIVEN 6 QUESTIONS (1×5 = 5 marks)

i Following are the features of 'Partnership'. One is not. Identify the one which is not the features of partnership. 1
(a) More than one person (b) Contractual Relationship
(c) Profit Motive and sharing of profit (d) Limited Liability

ii 'Making appeal or request to superior' comes under'' 1
(a) Downward Communication (b) Upward Communication
(c) Horizontal Communication (d) Informal Communication

iii _____ is that process of examining the applicants which ensures that only the most appropriate persons have been appointed. 1
(a) Recruitment (b) Selection (c) Training (d) Management

- iv Grouping of activities on the basis of functions is a part of:** 1
- (a) Decentralized organisation (b) Divisional organisation
(c) **Functional organisation** (d) Centralized organisation

- v Give the classification of External trade.** 1
- External trade is classified into the following three types:

1. **Import Trade**
It refers to the purchase of goods and services by a country from other countries.
2. **Export Trade**
It refers to the sale of goods and services by a country to other countries.
3. **Entrepôt Trade (Re-export Trade)**
It refers to importing goods from one country and exporting them to another country after some processing or without any processing.

- vi Alphabet 'S' in SWOT refers as** 1
- (a) Smart (b) **Strength** (c) Suitable (d) Satisfaction

6. ANSWER ANY 5 OUT OF THE GIVEN 6 QUESTIONS (1×5 = 5 MARKS)

- i 'Though branding adds to the cost, it provides several advantages to the consumers.' In the light of the statement, state any one advantage of branding to customers. In case of Homogeneous product.** 1

A: Branding helps customers identify and choose a particular product easily even if the product is homogeneous.

- ii Reducing the role of public sector and increasing the role of private sector falls under _____.** 1
- (a) Liberalisation (b) **Privatisation** (c) Liberalisation and Privatisation
(d) Globalisation

- iii The limits of the company are specified by :** 1
- (a) Articles of Association (b) **Memorandum of Association**
(c) Prospectus (d) Certificate of incorporation

- iv What is Business Letter?** 1
- A:** A business letter is a formal written communication used by a business to convey information, requests, or responses to another party.

- v Following are the functional area of management except one. Identify:-** 1
- (a) Production Management (b) Financial Management
(c) Marketing Management (d) **Disaster Management**

- vi Mention the type of Groups on the Basis of size.** 1
- A:** On the basis of size, groups are classified as Small Groups and Large Groups.

SECTION B

ANSWER ANY 3 OUT OF THE GIVEN 5 QUESTIONS IN 20-30 WORDS EACH (2×3 = 6 MARKS)

- 7** What does 'Gestures' as the type of Non-Verbal Communication imply? Give any one example of correct questions. 2

A: Gestures as a type of Non-Verbal Communication. Gestures are body movements or hand signals used to convey messages without words. Example: Nodding the head to show agreement.

8. One difference between Formal and Informal Communication:

- **Formal communication** follows official channels and is officially recognized in an organization, whereas
- **Informal communication** does not follow official channels and spreads through personal contacts.

9 Write the steps to insert a sheet in a workbook. **2**

Steps to insert a sheet in a workbook:

1. Open the workbook in Excel.
2. Right-click on any existing sheet tab at the bottom.
3. Click on **Insert** from the menu.
4. Select **Worksheet** and click **OK**.

10. Give the meaning of service-Business with the help of example. **2**

A: A service business provides intangible products to satisfy customer needs. Example: A travel agency offering tour planning and ticketing services.

11. Mention any two roles of Government for the success of promoting Green Economy? **2**

A: Two roles of Government in promoting Green Economy

1. Implementing policies and regulations that encourage renewable energy and reduce pollution.
2. Providing financial incentives, subsidies, and support for green technology and sustainable business practices.

ANSWER ANY 3 OUT OF THE GIVEN 5 QUESTIONS IN 20-30 WORDS EACH (2×3 = 6 MARKS)

12. Explain any two elements of External environment of business. **2**

A: Two elements of External Environment of Business

1. Economic Environment: Includes factors like inflation, interest rates, and economic policies that affect business operations.
2. Technological Environment: Advances in technology that influence production, marketing, and communication methods.

13. Identify and briefly explain those type of customers who remain Loyal towards the Brand. **2**

A: Type of customers who remain loyal towards the brand. Brand-loyal customers consistently prefer and purchase the same brand due to trust, satisfaction, or emotional attachment, ignoring competing products.

14. Shalu and Mohit bought a Godown, on which they invested the money equally. They rented amount equally between themselves. Are Shalu and Mohit partners? Explain with two reasons. **2**

A: No, Shalu and Mohit are **not partners** because:

1. Partnership requires a mutual agreement to share profits and losses from a business.
2. They only invested equally and shared rent, not business profits or management responsibilities.

15. Why Business correspondence should be simple and clear? **2**

A: Simple and clear correspondence avoids misunderstandings, saves time, conveys information effectively, and maintains professional communication with the reader.

16. Briefly mention the two types of Information Letter. **2**

A: Two types of Information Letters

1. **Circular Letters:** Sent to many recipients to inform about company updates, events, or policies.
2. **Individual Letters:** Sent to a specific person to provide information or clarification regarding a particular matter.

ANSWER ANY 2 OUT OF THE GIVEN 3 QUESTIONS IN 30-50 WORDS EACH (3×2 = 6 MARKS)

17. Explain the following features of Business Environment with relevant examples **3**

(i) Complex (ii) Uncertainty

A: Features of Business Environment

(i) Complex: Business environment consists of multiple interrelated factors such as economic, social, legal, and technological forces. Example: A company must consider competitors, government policies, and consumer preferences simultaneously.

(ii) Uncertainty: Future events and market conditions are unpredictable, creating risk in business decisions. Example: Sudden changes in raw material prices or new government regulations affecting production.

18. "Organization is the process of defining and grouping the activities of the enterprise and establishing the authority relationship among them." In the light of this statement. Explain the Three advantages of organization. **3**

A: Three advantages of Organization

- Specialization of work: Clearly defined tasks allow employees to focus on specific roles, improving efficiency.
- Coordination: Grouping activities and establishing authority ensures smooth functioning and reduces conflicts.
- Clarity in responsibility: Authority-responsibility relationships define who is accountable for what, improving decision-making and control.

19. Name the Principal document submitted to the Registrar of companies for the formation of a company. List its content. **3**

A: Principal document submitted to Registrar of Companies

The Memorandum of Association (MOA) is the principal document for company formation. Its contents include:

- Name Clause – Name of the company
- Object Clause – Purpose and scope of business
- Situation Clause – State where registered office is located
- Liability Clause – Liability of members
- Capital Clause – Authorized share capital
- Subscription Clause – Names of subscribers and shares taken

ANSWER ANY 3 OUT OF THE GIVEN 5 QUESTIONS IN 50-80 WORDS EACH (4×3 = 12 MARKS)

20. Every business organization regardless of the company, nature of the business, size or type or location have to perform a few strategic operations so that the business process or workflow of the organization is smooth and it flows uninterrupted. Each strategic activity is highly interrelated and

must be consistent with the other. Explain the major activities involved in management of business operations? 4

A: Major activities involved in management of business operations

The management of business operations involves several interrelated strategic activities:

- Planning: Setting objectives and determining strategies to achieve them.
- Organizing: Allocating resources, defining roles, and establishing authority relationships.
- Staffing: Recruiting, training, and developing employees for effective performance.
- Directing: Leading and motivating employees to achieve organizational goals.
- Controlling: Monitoring operations, comparing results with standards, and taking corrective actions to ensure smooth workflow.

21. There are different types of Consumer goods:

- a) One category of consumer goods require minimum Shopping efforts as these goods are brought frequently but not in large quantity.
- b) Some goods are selected by the Consumers based on Suability, style, quality and price and closely compared from the available substitutes.
- c) Goods that the consumer does not know about but does not normally thing of buying.
- d) There is one more type of Consumer Goods which is not Mentioned above name & explains that types too. 4

A: Types of Consumer Goods

- a) Convenience Goods: Frequently bought with minimum effort, e.g., bread, milk.
- b) Shopping Goods: Selected after comparing quality, price, and style, e.g., clothes, electronics.
- c) Unsought Goods: Consumers do not usually think of buying, e.g., insurance, fire extinguishers.
- d) Specialty Goods: Unique products for which consumers make special effort to buy, e.g., luxury cars, branded watches.

22. Partnership is considered by some to be a relatively unpopular form of business ownership? State any four Limitations of Partnership. 4

A: Four limitations of Partnership

- Unlimited Liability: Partners are personally liable for business debts.
- Limited Capital: Raising funds depends on the partners' resources.
- Lack of Continuity: Partnership dissolves on death, insolvency, or withdrawal of a partner.
- Conflicts: Differences in opinion among partners may affect decision-making and operations.

23. Human Resource Management includes many specialized activities and duties which the human resource personnel must perform. In the light of this statement, explain any four such function performed by Human Resource Manager? 4

A: Four functions of Human Resource Manager

- Recruitment and Selection: Hiring suitable candidates for the organization.
- Training and Development: Enhancing employees' skills, knowledge, and capabilities.
- Performance Appraisal: Evaluating employee performance to identify strengths and areas for improvement.
- Employee Welfare and Motivation: Ensuring job satisfaction, maintaining discipline, and fostering a positive work environment.

24. Managers can describe how people behave in different condition and Understand why they behave differently. Also they tried to predict the future behaviour of employee and control the behaviour at work through team efforts Skill development etc.

(i) Which concept has been highlighted in the above lines?

(ii) Explain any three points of Importance of the identified concept? 4

A: (i) Concept Highlighted: Organizational Behavior (OB)

(ii) Importance of Organizational Behavior

- Understanding Employee Behavior: Helps managers comprehend why employees behave differently in various situations.
- Predicting Behavior: Enables managers to anticipate responses to policies, changes, and incentives.
- Controlling and Improving Performance: Through team efforts, motivation, and skill development, OB helps improve productivity and workplace harmony.

*****All the best*****