



# B.K. BIRLA CENTRE FOR EDUCATION

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

ANNUAL EXAMINATION 2026  
BUSINESS ADMINISTRATION (833)

MARKING KEY

SET – B

Class: XI  
Date: 20.02.26  
Admission no:

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 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

Q 1. Answer any 4 out of the given 6 questions on Employability Skills (1 x 4 = 4 marks)

1. Grapevine is 1
  - a) Formal communication
  - b) Barrier to communication
  - c) Lateral communication
  - d) **Informal communication**
2. Write shortcut key is used to create a new document? 1
  - a) Ctrl + c
  - b) **Ctrl + n**
  - c) Ctrl + m
  - d) Ctrl + d
3. Identifying strengths 1
  - a) Take time off to think about what you do well
  - b) Think of anything that you are always good at
  - c) Think about what others appreciate about you.
  - d) **All of the above**

4. \_\_\_\_\_, often known as ‘areas for improvement’, refers to the things we don’t do well or  
5. aren’t very good at. 1
- a) **Weaknesses**  
b) Strength  
c) Interest  
d) Abilities
6. An \_\_\_\_\_ is a person who tries to meet the needs of a customer through new ideas or ways of  
doing business and makes profit in return. 1
- a. **Entrepreneurship**  
b. Businessman  
c. Planner  
d. None of the above
7. Which of the following activities would be harmful to the green agriculture sector? 1
- a) **Using chemical fertilizers**  
b) Using organic manure  
c) Growing vegetables using vermicomposting  
d) Buying or selling organic potatoes

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

1. Identify the related feature of a company, " its Assets and liabilities are separate from those  
of its owners." 1
- a) Artificial person  
b) Perpetual succession  
c) Common seal  
d) **Separate legal entity**
2. What happens if a minor is admitted to the benefits of a partnership? 1
- a) **His share in the property and profits of the firm shall be the share to which he was  
entitled as a minor.**  
b) His rights and liabilities as a minor continue up to the date on which he becomes a partner.  
c) He also becomes personally liable to third parties for all acts of the firm done since he was  
admitted to the benefits of partnership.  
d) All of the above.
3. What is the primary objective of a business? 1
- a) Providing employment  
b) **Earning profit**  
c) Social service  
d) Environmental sustainability
4. Corporate Social Responsibility (CSR) refers to: 1
- a) Focusing solely on maximizing profits  
b) **Contributing positively to society through ethical business practices**  
c) Ignoring environmental impact  
d) Maximizing shareholder value at all costs
5. Registration is compulsory in this form of business. 1
- a) Partnership and Joint Hindu Family  
b) **Cooperative societies and Joint stock company**

- c) Joint Hindu Family and Sole Proprietorship  
d) Partnership and Joint stock company
6. Which of the following is NOT a support service activity for trade? 1  
a) Banking  
b) Warehousing  
c) Insurance  
**d) Mining**
7. A written agreement among partners in a partnership is called: 1  
a) Partnership contract  
**b) Partnership deed**  
c) Agreement  
d) Partnership Act

**Q3. Answer any 6 out of the given 7 questions (1 x 6 = 6 marks)**

1. Which of the broad categories of industries covers oil refinery and sugar mills? 1  
a) Primary  
**b) Secondary**  
c) Tertiary  
d) None of these
2. Which of the following is NOT a characteristic of a service? 1  
a) Intangibility  
b) Perishability  
c) Inseparability  
**d) Homogeneity**
3. What is the main purpose of "job enrichment"? 1  
a) Increasing the number of tasks a person performs  
b) Improving job efficiency  
**c) Increasing job satisfaction by adding more challenging tasks**  
d) Reducing the number of tasks a person performs
4. What is the term for the simultaneous production and consumption of a service? 1  
a) Perishability  
b) Intangibility  
c) Heterogeneity  
**d) Inseparability**
5. 'One person one vote' principle is related to which Business organisation? 1  
a) Sole Proprietorship  
b) Company  
c) Partnership  
**d) Cooperative Society**
6. Classify services on the basis of seller. 1)

On the basis of **seller**, services are classified into the following types :

**1. Public Services**

These services are provided by the **government** for the welfare of the public.

*Examples:* Postal services, railways, police, public hospitals, municipal services.

## 2. Private Services

These services are provided by **private individuals or organisations** with a profit motive.

*Examples:* Banking, insurance companies, private schools, hotels, transport companies.

7. What is the main purpose of product simplification? 1
- a) To increase the number of product variations
  - b) To make products easier to manufacture and use**
  - c) To target a wider range of customers
  - d) To create a more complex product offering

### Q. 4 Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)

1. The Head of the joint Hindu family business is called 1
- a) Proprietor
  - b) B. Director
  - c) Karta**
  - d) Manager
2. Which of the following is an example of passive voice in business writing? 1
- a) "The manager approved the proposal."
  - b) "The proposal was approved by the manager."**
  - c) "The manager approved, and the proposal was accepted."
  - d) "The proposal was approved."
3. Business environment includes 1
- a) Surroundings of Business
  - b) Forces, Factors, Institutions which directly or indirectly effect business**
  - c) Customers and Employees
  - d) None of the above
4. Which of the following is NOT a characteristic of effective email subject lines? 1
- a) They are clear and concise
  - b) They are relevant to the email's content
  - c) They are lengthy and detailed**
  - d) They are specific
5. The forces in Business Environment that effect all the business houses are known as 1
- (a) General**
  - (c) Particular
  - (b) Specific
  - (d) Influential
6. A partner whose association with the firm is unknown to the general public is called 1
- A. Active partner
  - B. Sleeping partner
  - C. Nominal partner
  - D. Secret partner**

### Q. 5 Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)

1. What is the primary purpose of proofreading a business document? 1
- (a) To make it look longer
  - (b) To identify and correct errors**
  - (c) To add more details
  - (d) To impress the reader

2. Coordination is 1  
 (a) A function of management  
 (b) **An essence of management**  
 (c) Part of Management  
 (d) None of the above
3. It is compulsory that advertisement on baby food must inform that mother's milk is the best is related to 1  
 (a) Social Environment  
 (c) Political Environment  
 (b) Economic Environment  
 (d) **Legal Environment**
4. Which function of management ensures work accomplishment as per plan? 1  
 (a) Planning  
 (b) Directing  
 (c) **Controlling**  
 (d) Organising
5. Relaxation or removal of strict rules and regulations is part of 1  
 (a) **Liberalisation**  
 (c) Privatisation  
 (b) Globalisation  
 (d) All of the above
6. Which of the following is NOT a key element of effective business writing? 1  
 (a) Clarity  
 (b) Conciseness  
 (c) **Jargon**  
 (d) Accuracy

**Q. 6 Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)**

1. Which level of management is concerned to coordinate the activities of different departments according to overall objectives? 1  
 (a) Top level  
 (b) Supervisory level  
 (c) **Middle level**  
 (d) Operational level
2. Opening doors for private sector in the area reserved for public sector is known as 1  
 (a) **Privatisation.**  
 (b) Liberalisation  
 (c) Globalisation  
 (d) None of the above
3. Which of the following is NOT a primary element of organizational behavior? 1  
 a) People  
 b) Technology  
 c) Structure  
 d) **Financial statements**

4. Which of the following is a characteristic of a strong organizational culture? 1  
 a) It has a minimal influence on employee behavior  
 b) It always leads to a more productive environment  
 c) **It is more likely to have a positive impact on organizational effectiveness**  
 d) It is more likely to be found in large organizations
5. Organizational behavior is: 1  
 a) A science  
 b) An art  
 c) **A science as well as an art**  
 d) None of the above
6. Ankita is engaged in manufacturing chocolates and biscuits by using environmental friendly methods of production. Which management objective is used here? 1  
 (a) Individual objective  
 (b) Organizational objective  
 (c) **Social objective**  
 (d) Economic objective

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

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

**Answer each question in 20 – 30 words.**

Q7. What are the steps taken by the Government of India under the sustainable development or green economy? 2

A: Government promotes renewable energy, organic farming, waste management, electric vehicles, green skill development programs, and policies like National Solar Mission to support sustainable development and green economy.

Q8. What are the different doubts and fears that come in an entrepreneur mind? 2

A: Entrepreneurs often fear financial loss, market competition, failure risk, lack of support, uncertainty about demand, and decision-making pressure while starting or expanding a business.

Q9. What are the different types of keys in Keyboard? 2

A: Keyboard keys include alphabet keys, numeric keys, function keys, control keys, navigation keys, and special keys. Each type performs specific functions for typing, editing, and operating commands.

Q10. State any four factors influencing team work 2

A: Factors influencing teamwork include communication, leadership, trust among members, clear goals, cooperation, mutual respect, and conflict management.

Q11. What is visual communication? 2

A: Visual communication is communication through images, symbols, charts, graphs, signs, and videos to convey information clearly and quickly without using many words.

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

Q12. Akshay took a fire insurance policy for his property worth 5, 00,000 with two insurers: ICI Lombard General Insurance Co. Ltd. for 4,00,000 and Bajaj Allianz General Insurance Co. Ltd. for 2,00,000. An electric short circuit in his property caused fire and it resulted in a loss of 1,50,000. He filed a claim for 1,50,000 against each of the two insurance companies.

(a) Can Akshay recover 1,50,000 each from the two insurers.

No, Akshay cannot recover Rs.1,50,000 from both insurers. He can recover only actual loss amount. Insurance follows indemnity principle and contribution principle.

(b) State which principle of insurance has been highlighted in the given case? 2

A: Principle of Contribution — when multiple insurers cover same risk, each insurer contributes proportionately to the loss amount.

Q13. State the important privileges available to a private company. 2

A: Private company privileges include fewer members requirement, no need to issue prospectus, easy management decisions, restriction on share transfer, and exemption from some statutory compliances.

Q14. What is the difference between formal and informal language in business writing? 2

A: Formal language is professional, structured, and respectful. Informal language is casual, conversational, and used in friendly communication rather than official business communication.

Q15. The sale of greeting cards, sweets, chocolate, etc. increases in India during Diwali, Id, Guruparv and Christmas. Name and explain the dimension of environment related to this. What are some common mistakes to avoid in business writing? 2

A: This reflects Social Environment — festivals increase demand.

Common business writing mistakes: spelling errors, long sentences, unclear message, excessive jargon, and poor structure.

Q16. What are some common mistakes to avoid in business writing? 2

Some common mistakes to avoid in business writing are:

1. **Using informal or casual language** – Business writing should be professional and polite.
2. **Poor grammar and spelling errors** – These create a bad impression and reduce credibility.
3. **Lack of clarity** – Messages should be clear, precise, and to the point.
4. **Using unnecessary jargon or long sentences** – This makes the message difficult to understand.
5. **Not structuring the content properly** – Absence of proper paragraphs, headings, or logical flow can confuse the reader. Any two points.

**Answer any 2 out of the given 3 questions in 30– 50 words each (3 x 2 = 6 marks)**

Q17. Give Importance of Business Environment. 3

A: Business environment helps in identifying opportunities, facing competition, planning strategies, improving performance, adapting to changes, and ensuring business survival and growth.

Q18. Farmina N&D Private Limited is a well-known company dealing in pet food and accessories. Keeping in view the growing demand for its products the company has decided to increase its production turnover. The expansion plan will necessitate setting up of a new factory. In order to meet, its increased financial needs the management of the company has decided to 'go public' that is to change the form of business from a private limited company to a public limited company.

Why do you think the management of the company has decided to convert the company into a public limited company?

A: (a) To raise large capital, expand business, improve brand image, and allow public investment.

(a) State any five privileges that it now enjoys as a private limited company over public limited company. 3

A: (b) Private company privileges:

- Restricts share transfer
- Minimum members only two
- No prospectus required
- Less legal formalities
- Greater control over management

Q19. How does a cooperative society exemplify democracy and secularism? Explain. 3

A: Cooperative societies follow democratic principles through one member one vote. They promote secularism by allowing membership regardless of caste, religion, or social background and focus on mutual benefit.

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

Q20. Ram, Rahim, Rohan, Sohan and Mohan are partners in a partnership firm. The firm has different types of partners. Mr. Ram has contributed capital and participates in the management of firm. He shares profits and losses and is liable to an unlimited extent to the creditors of firm. Mr. Rahim has contributed capital and shares its profits and losses. He also has unlimited liability but he does not take part in day to day activities of business. Association of Mr. Rohan with firm is unknown to general public but in all other respects he is like an active partner. Mr. Sohan has allowed the firm to use his name as he enjoys good reputation among client but he does not either contribute capital or take part in the management, Master Mohan, 15 years of age is entitled to the benefits of partnership with mutual consent of all other members. He is not eligible to take part in management of firm and shares only profits and not losses.

(a) In the given case, how many types of partners are involved in the partnership firm?

A: (a) Five types of partners — Active, Sleeping, Secret, Nominal, Minor partner.

(b) Who is working as an active partner and what is the nature of his liability?

A: (b) Ram is active partner with unlimited liability.

(c) Who is working as a sleeping partner and what is the nature of his liability?

A: (c) Rahim is sleeping partner with unlimited liability.

(d) Who is working as a secret partner and what is the nature of his liability? 4

A: (d) Rohan is secret partner with unlimited liability.

Q21 Human Resource Management has become very crucial in the present complex business environment. A HR Manager has to perform variety of functions starting from finding out the number of employees needed in different departments to providing them best remuneration to retain them. To source the best manpower, HR department attracts as many candidates as possible for the vacant post. After eliminating candidates at every stage of hiring process, finally selects the best candidate.

a) Identify and explain the functions performed by HR manager/HR department in the above case by quoting relevant lines. 4

## **a) Functions performed by HR Manager / HR Department in the given case**

### **1. Human Resource Planning**

*Relevant line:* “**finding out the number of employees needed in different departments**”

**Explanation:** This function involves assessing the present and future manpower requirements of the organisation so that the right number of employees are available at the right time.

2. **Recruitment**

*Relevant line:* “**HR department attracts as many candidates as possible for the vacant post**”

**Explanation:** Recruitment is the process of searching for and attracting potential candidates to apply for vacant positions in the organisation.

3. **Selection**

*Relevant line:* “**After eliminating candidates at every stage of hiring process, finally selects the best candidate**”

**Explanation:** Selection refers to choosing the most suitable candidate from the pool of applicants through various tests and interviews.

4. **Compensation / Remuneration**

*Relevant line:* “**providing them best remuneration to retain them**”

**Explanation:** This function involves deciding wages and incentives to motivate and retain employees in the organisation.

Q22 Payal and Pawan are the students of class XI. Their teacher, Ms. Singh, taught that there are different types of consumer goods. One category of consumer goods require minimum shopping effort as these goods are bought frequently but not in large quantity. While some goods are selected by the consumers based on suitability, style, quality, and price and closely compared from the available substitutes. She added there are certain goods that the consumer does not know about or know about but does not normally think of buying.

(i) Identify the types of products, discussed by MS. Singh by quoting relevant lines.

(ii) There is one more type of consumer goods which Ms. Singh did not discuss. Name and explain that type too

**(i) Types of consumer goods discussed by Ms. Singh**

1. **Convenience Goods**

*Relevant line:* “**require minimum shopping effort as these goods are bought frequently but not in large quantity**”

**Explanation:** Convenience goods are those goods which are purchased frequently, immediately, and with minimum effort by consumers.

2. **Shopping Goods**

*Relevant line:* “**selected by the consumers based on suitability, style, quality, and price and closely compared from the available substitutes**”

**Explanation:** Shopping goods are goods where consumers compare different brands on the basis of price, quality, and style before purchasing.

3. **Unsought Goods**

*Relevant line:* “**goods that the consumer does not know about or know about but does not normally think of buying**”

**Explanation:** Unsought goods are those goods which consumers are generally unaware of or do not plan to buy under normal circumstances.

**(ii) One more type of consumer goods not discussed by Ms. Singh**

**Specialty Goods**

**Explanation:** Specialty goods are goods with unique characteristics or brand identity for which consumers are willing to make special purchasing efforts, such as designer clothes, luxury cars, or branded watches.

Q23 Explain the organizational behavior process?

4)

- a) Describing behavior: People behave in different situations
- b) Understanding behavior: Understand why people behave differently
- c) Predicting Behaviour: Predict future behavior of employees
- d) Controlling behavior: Control human behavior of employees through team effort, skill development.

Q24. Aarav Foods Pvt. Ltd. is a small company that manufactures packaged snacks such as chips and namkeen. The company procures raw materials like potatoes, oil, and spices from local farmers and wholesalers. These raw materials are processed in the factory using machines and skilled workers. After processing, the finished products are packed, branded, and stored in a warehouse. Aarav Foods sells its products through retail shops, supermarkets, and online platforms. The company ensures timely transportation of goods and maintains proper records of production, sales, and expenses. The main objective of the company is to provide quality products to consumers while earning a reasonable profit.

- a) Identify any two business operations carried out by Aarav Foods Pvt. Ltd. 2)
- b) Explain how production is an important business operation in the given case. 1)
- c) State one objective of business highlighted in the case study. 1)

**a) Identify any two business operations carried out by Aarav Foods Pvt. Ltd. (2 marks)**

- 1. **Production operation** – Aarav Foods processes raw materials like potatoes, oil, and spices into finished snack products using machines and skilled workers.
- 2. **Marketing / Distribution operation** – The company sells its products through retail shops, supermarkets, and online platforms and ensures timely transportation of goods.

**b) Explain how production is an important business operation in the given case. (1 mark)**

Production is an important business operation for Aarav Foods because it involves converting raw materials such as potatoes and spices into finished packaged snacks that can be sold to consumers.

**c) State one objective of business highlighted in the case study. (1 mark)**

One objective of business highlighted in the case study is **earning a reasonable profit while providing quality products to consumers.**

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