



# **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:**

**Marking Scheme**

**Time: 3 Hrs.  
Max Marks: 60  
Roll no:**

### **General Instructions:**

1. Please check this question paper contains 7 printed pages.
2. This question paper contains 34 questions.
3. Marks are indicated against each question.
4. Answers should be brief and to the point.
5. Answers to the questions carrying 3 marks may be from 50 to 75 words.
6. Answers to the questions carrying 4 marks may be about 150 words.
7. Answers to the questions carrying 6 marks may be about 200 words.
8. Attempt all parts of the questions together.

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

- (i) **Courteous**
- (ii) **EESL (Energy Efficiency Services Limited)**
- (iii) **Spreadsheet (D)**
- (iv) **Extroverts (B)**
- (v) **Legal/Political barriers**
- (vi) **Positive self-talk / Meditation / Visualization (any one)**

**Q2 (1 × 5 = 5 marks)**

- (i) **Personal skills (C)**
- (ii) **It doesn't incite fear in the minds of people (C)**
- (iii) **An academic discipline (C)**
- (iv) **Process (B)**
- (v) **Philanthropic (D)**
- (vi) **Feedback (C)**

**Q3 (1 × 6 = 6 marks)**

- (i) **Achievement of objectives (A)**
- (ii) **Determine the time taken to complete a task (B)**
- (iii) **Institutional leaders are those who hold positions of authority and influence within an organisation and guide it towards objectives.**
- (iv) **Brand differentiation (A)**
- (v) **Security issues (C)**
- (vi) **HR Department / Human Resource Department**
- (vii) **Non-verbal communication (D)**

**Q4 (1 × 5 = 5 marks)**

- (i) **Middle level management**
- (ii) **Functional foremanship (B)**

- (iii) **Praise, Recognition, Job security, Status** (any two)
- (iv) **Digital marketing is the promotion of goods and services using digital platforms and online channels.**
- (v) **Facilitates discipline and order** (A)
- (vi) **Empathy** (D)

**Q5 (1 × 5 = 5 marks)**

- (i) **Strategy** (B)
- (ii) **Equity** (D)
- (iii) **Increases cooperation and organisational peace** (D)
- (iv) **Management requires technical skills, administration requires conceptual skills** (B)
- (v) **Providing fair returns** (A)
- (vi) **Job Enrichment** (C)

**Q6 (1 × 5 = 5 marks)**

- (i) **Neo-Classical Approach** (B)
- (ii) **Orientation / Induction**
- (iii) **Autocratic Leadership** (D)
- (iv) **Communicating, Receiving** (B)
- (v) **To keep machines and tools in proper working conditions** (D)
- (vi) **Taking corrective action**

## **SECTION B — SUBJECTIVE TYPE**

**Q7. Importance of Eye Contact (20–30 words)**

Eye contact shows attentiveness and interest, builds trust with the speaker, and helps the listener understand the speaker's emotions. It also encourages better communication and reduces misunderstanding.

**Q8. Two Green Jobs in Eco-Tourism**

Nature guides and Wildlife conservation assistants.

**Q9. Professional Entrepreneurs**

Professional entrepreneurs are those who establish a business, run it successfully, and then hand it over to others to start a new enterprise. They create and manage ventures professionally.

**Q10. Four Software for Digital Presentations**

PowerPoint, Google Slides, Keynote, Prezi.

**Q11. Big Five Personality Factors**

Openness, Conscientiousness, Extraversion, Agreeableness, Neuroticism.

**Q12. Harmony, Not Discord**

It means cooperation between workers and management. Taylor emphasised that disputes should be replaced with mutual understanding and teamwork to improve efficiency.

**Q13. Two Advantages of Authoritative Leadership**

It enables quick decision-making and ensures clear direction, helping employees understand expectations and reducing confusion.

**Q14. Attributes of Functional Structure**

Work is divided based on specialised functions; it improves efficiency due to expert supervision.

**Q15. Traits of a Persuasive Leader**

They communicate convincingly and influence others through logic and emotional appeal to gain support.

**Q16. Motivation vs Inspiration**

Motivation is external encouragement to act, while inspiration comes from within and drives a person emotionally to achieve goals.

**30–50 Words**

**Q17. Principle Violated**

The principle of **Stability of Tenure** is violated. Frequent shifting and high turnover reduce employees' efficiency and create insecurity. Stability helps employees perform better, gain experience and contribute effectively.

**Q18. Three Advantages of Informal Communication**

It is quick, builds strong relations, and helps management get honest feedback. It also spreads information faster and boosts employee morale.

**Q19. Reinforcement Theory**

Reinforcement theory states that behaviour is shaped by consequences. Positive reinforcement encourages desired behaviour through rewards, while negative reinforcement discourages unwanted behaviour through penalties.

**50–80 Words**

**Q20. Social Responsibilities**

**Towards Government:** Pay taxes honestly, follow laws.

**Towards Employees:** Provide fair wages, safe working conditions.

**Towards Society:** Reduce pollution, contribute to social welfare.

**Towards Customers:** Provide quality products, ensure safety and fair prices.

**Q21. Management Function**

(a) **Controlling**

(b) **Comparison of actual performance with standards**

(c) Set realistic targets, train employees, improve motivation levels, strengthen supervision.

**Q22. Use of IT in Functional Areas**

Businesses use IT in marketing (digital ads, CRM), finance (online payments, accounting software), HR (e-recruitment, payroll systems), and production (automation, inventory control). IT improves accuracy, speed, and efficiency across operations.

**Q23. Role of Leadership**

Leadership shapes organisational culture, motivates employees, and sets a clear vision. The CEO encouraged collaboration, improved morale, and introduced reforms that helped in revenue growth and employee engagement. Effective leadership determines long-term success through inspiration and strategic direction.

**Q24.**

(a) **Top level management**

(b) Management ensures goals are achieved efficiently, helps in optimum use of resources, coordinates activities, motivates employees, and maintains discipline.

\*\*\*\*\***ALL THE BEST**\*\*\*\*\*