



BK BIRLA CENTRE FOR EDUCATION
SARALA BIRLA GROUP OF SCHOOLS
SENIOR SECONDARY CO-ED DAY CUM BOYS' RESIDENTIAL SCHOOL



PERIODIC TEST-2 (2024-25)

BUSINESS ADMINISTRATION (833)

MARKING SCHEME

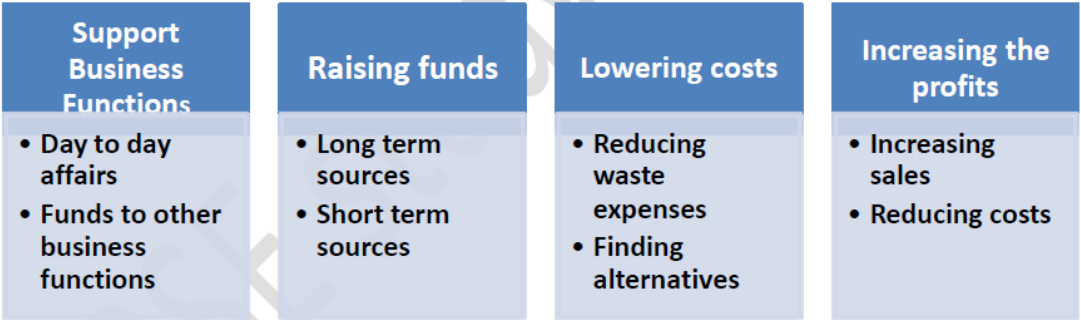
Class : **XI Commerce**

Duration: **1Hr.**

Date : **03/12 /2024**

Max. Marks: **25**

1.	d) Two-way	(1)
2.	c) Business correspondence	(1)
3.	True	(1)
4.	a) Finance	(1)
5.	b) Human Resource Planning	(1)
6.	Downward Communication is the process of <i>information flowing from the upper levels</i> of a hierarchy. It is initiated by the top management in to convey orders, instructions, warnings or responsibilities to the subordinates working in the organisation.	(2)
7.	Upward Communication is the process of <i>information flowing from the lower levels</i> of a hierarchy to the upper levels in an organisation. Upward communication flows from subordinate to superior.	(2)
8.	Job Analysis: A job analysis is a detailed process whereby information regarding duties, responsibilities, skills and work environment for a particular job is collected. This helps in making job descriptions.	(2)
9.	Formal Communication	Informal Communication
	<i>Formal Communication</i> is the communication which takes through hierarchical channels in an organisation. This type of communication takes place between managers or employees of same level or between superiors and subordinates and vice-versa.	
		[1.5+1.5]
10.	Financial Management involves procurement of required funds and making sure that they are parked at the right place. Objectives of the Financial Management: [ANY TWO]	(3)

	 <p style="text-align: right;">[1+2]</p>	
11.	<p>Objectives of Production Management:</p> <p>1. Right Quantity The most important objective of production management is ensuring production of right amount of goods so there is no shortage of goods in comparison to the demand. On the other hand, excess production leads to blockage of inventory and capital.</p> <p>2. Right Quality The quality of the product is set on the basis of customers' needs. These needs are decoded by the manufacturing department into measurable objectives. Besides this, the production management has to maintain a trade-off between cost and quality.</p> <p>3. Costs The manufacturing department fixes the cost of the product prior to actual production. Hence, it has to minimum variance between the actual cost and fixed cost of the final product.</p> <p>4. Right time The production department has to make sure that the goods should be produced in the stipulated time limit. This requires planning the resources and scheduling of the work in advance.</p> <p style="text-align: right;">[1+1+1+1]</p>	(4)
12.	<p>1. Clarity Communication is a result of careful thought and planning. There should be clarity in thoughts and clarity of expression.</p> <p>2. Completeness The communication should be complete. It should aim at providing all the relevant information including all the facts, figures and all the details related to the message.</p> <p>3. Conciseness The term <i>conciseness</i> refers to speech or writing that is brief and to the point. In business writing, the communicator needs to be careful that the information sent to the receiver constitutes few words.</p> <p>4. Correctness Business communication is meant to achieve certain objectives. Therefore, the message transmitted by the sender should be correct and authentic in every sense. This includes all the facts and figures.</p> <p style="text-align: right;">[1+1+1+1]</p>	(4)
