



B.K. BIRLA CENTRE FOR EDUCATION

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



MID-APRIL TEST 2025-26 BUSINESS ADMINISTRATION 833

Class: XII
Date: 21.04.25
Admission no:

Marking Scheme

Time: 1hr
Max Marks: 25
Roll no:

1.	Answer any 2 out of the given 3 questions. (iii is compulsory)	(1 X 2)	(2)
	i) Chief Executive Officer and Chief Financial Officer		
	ii) (C) Managing Director		
	iii) Ans: Understanding; Remembering; Evaluating and Responding		
2.	Answer any 3 out of the given 4 questions (iii is compulsory)	(1 X 3)	(3)
	i) Supervisory Management and Operational Management		
	ii) (A) It is the process of planning the work		
	iii) Intrinsic ; Extrinsic		
	iv) (C) Group		
3.	Answer any 3 out of the given 4 questions	(1 X 3)	(3)
	i) Peter M. Senge, Peter Drucker, Edwards Deming		
	ii) Stress is a state of feeling upset, annoyed and hopeless. There are times when we feel nothing is working right, we are not able to achieve our goals and feel hopeless.		
	iii) (D) Imperative		
	iv) Frederick Winslow Taylor ; Bethlehem Steel Co		
4.	Answer any 2 out of the given 3 questions	(1 X 2)	(2)
	i) Management is a doing function and Administration is a thinking function		
	ii) Six Sigma; multinational		
	iii) the dress, the dedication and the punctuality.		
	SECTION – B (STQ I) answer 3 out of the given 5 questions (Q5 compulsory)	(2 X 3)	(6)
5.	SENDER ----- ENCODING ----- CHANNEL ----- DECODING ----- RECEIVER ----- FEEDBACK		
6.	Noun : B.K.Birla, Ronaldo, Virat Kohli; Adjective: Small, Long, Tall, Short, Beautiful, Handsome Adverb: Easily, Rarely, Quickly, Slowly, Often	Pronoun : I, He, She, They, You Verb: Sit, Stand, Run, Walk, Think	
7.	Thus, “management is both a science as well as an art”. It is a science because it has an organized body of knowledge consisting of certain universal facts. It is known as an art because it involves creating results through practical application of knowledge and skills. However, art and science are complementary to each other. They are not mutually exclusive. Management cannot be exact science like Physics, Chemistry etc. But it is considered soft science or social science. Science teaches one to know and art to do.		
8.	ANY FOUR To represent the problems or grievances of workers before the middle level management. To plan & organize the activities of their unit.		

	<p>To provide training to workers.</p> <p>To maintain good working conditions & developing healthy relations between superior & subordinate.</p> <p>To communicate with workers, listen to their suggestions & motivate them to take initiative.</p> <p>To maintain discipline among the work force.</p> <p>To maintain standard of quality, ensure steady flow of output & minimize</p>	
9.	<p>“We have numerous special facilities which helps our employees maintain a work life balance. Every week on Friday, Google hosts TGIF (Thank God It's Friday) after 4 p.m. where everyone mingles and works together. This gives an open platform to employees to collaborate more. Furthermore, Google encourages its employees to pursue their passion, be it in music or drama or some other form of art,”</p> <p>Women’s empowerment is another focus area. Google offers academic scholarships to future leaders in technology and supporting employee resource groups like Women@Google.</p>	
	SECTION – B (STQ II) answer 2 out of the given 3 questions	(2 X 2) (4)
10.	<p>Motion Study – Motion study refers to the study of movement of an operator on machine involved in particular task. The purpose is to eliminate useless motions & determine the best way of doing the job. It increases the efficiency & productivity by cutting down all the wasteful motions. Taylor used cameras, stopwatches, symbols & colours to identify different motions & designed an efficient way of performing the work with productive motion.</p> <p>Method Study – Method study aims at eliminating unnecessary operations & achieving the best method to perform the required task. It contributes to increased efficiency by improving the current processes and procedures. It involves systematic recording and scrutinized inspection of existing and proposed ways of doing work.</p>	
11.	<p>Management as an Activity – Management is an activity just like playing, studying, teaching etc. It is an art of getting things done through efforts of other people.</p> <p>The management activities consist of • Interpersonal activities • Divisional Activities • Informative Activities.</p> <p>Management as a process – Management is considered as process as it comprises of series of interrelated functions which lead to achievement of organization goals.</p> <p>Management as a process has following implications. • Social Process • Integrated Process • Continuous Process • Interactive Process.</p>	
12.	<p>The execution or production work would be carried on by the following foremen –</p> <p>a) Gang Boss – To keep the machines & tools ready for operations.</p> <p>b) Speed Boss – To see that the job is completed in time.</p> <p>c) Repair Boss – To keep the machine & tools in proper working conditions.</p> <p>d) Inspector – To check and maintain quality of work.</p>	
	SECTION – C (LATQ) answer 1 out of 2 given questions	(5 X 1) (5)
13.	<p>Scientific Management was conceived by Fredrick Winslow Taylor. He was also considered as “Father of Scientific Management”. He felt that there is a scientific basis for designing & performing any job.</p> <p>Scientific Principles of Taylor :-</p> <p>(1) Science, Not rule of Thumb — Taylor suggested that each element of a job & the motions required to perform it should be scientifically analyzed and use the most efficient ways of doing it. It will not only save time but also reduce wastage.</p> <p>(2) Harmony, Not Discord — Taylor believed that the interest of employer & employees should be fully harmonized so as to secure mutual understanding between them. There should be no conflict between managers & workers. It is the combined efforts of management & its employees that helps a company to achieve its goals effectively & efficiently.</p> <p>(3) Maximum output in place of restricted output — Maximum output & optimum utilization of resources will bring higher profits for the employer and better wages as for the worker. Taylor believed that management & worker should have common interest in increasing productivity.</p> <p>(4) Development of each person to his greatest efficiency — Efficiency of any organization depends on the skills & capabilities of its employees. For this purpose proper training and selection of employees should be done. This is possible only through scientific approach. The work assigned to each employee should suit the workers physical, mental and intellectual capabilities. This ultimately helps to attain efficiency & prosperity for both organization & the employees.</p> <p>(5) Cooperation, Not Individualism – This Principle is an extension of ‘Harmony, not discord’. It lays stress on</p>	

	mutual cooperation between workers and Management. Cooperation, mutual confidence, sense of goodwill should prevail among both managers and workers. The intention is to replace internal competition with cooperation. Management should always welcome the suggestions of the workers and reward them of the suggestions which prove beneficial for the organization. At the same time workers should resist from going on strikes or making unnecessary demands from the management. According to Talyor, there should be equal division of work & responsibility between worker & management.	
14.	<p>A profession may be defined as an occupation backed by specialized knowledge & training and to which entry is regulated by a representative body. The corporate houses now prefer the individuals with specific qualifications & experience to manage the company.</p> <p>(i) Specialized body of knowledge – Every profession has a well-defined body of knowledge relevant to the area of specialization. In order to practice a profession, a person requires specialized knowledge of its principles and techniques. A manager must have intensive devotion and involvement to acquire expertise in the science of management. In addition, there should be competent application or judicious utilisation of this knowledge in solving complex problems.</p> <p>(ii) Restricted Entry – There exists institutions and universities to impart education and training for a profession. No one can enter a profession without going through the prescribed course of learning. For example one must do MBBS to become a doctor and practice medicine. Many institutes of management have been set up in India and abroad which offer courses for specialized training in management. But no minimum qualification or course of study has been prescribed for managers by law.</p> <p>(iii) Service motive – A profession is a source of livelihood but professionals are primarily motivated by the desire to serve the community. For example, a doctor earns his living from his medical practice. But he does not treat his patients only for the sake of money.</p> <p>(iv) Representative association – In every profession there is a statutory association or institution which regulates that profession. For example, In India, there is the All India Management Association. However, this association does not have the statutory power to regulate the activities of managers. Membership of this association is not compulsory in order to become a manager.</p> <p>(v) Code of conduct – Members of one profession have to abide by a code of conduct which contains rules and regulations providing the norms of honesty, integrity and professional ethics. The All India Management Association has framed code of conduct for mangers to regulate their activities. But this code does not have legal sanctions. However, observing business ethics is always helpful in becoming a more effective manager.</p> <p>Thus, management is, not strictly speaking, a full-fledged profession like medicine, law or chartered accountancy. From the above discussion it is clear that management cannot be categorized into science, art or profession. It's a combination of all the three</p>	

*****#####*****