



B.K. BIRLA CENTRE FOR EDUCATION

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



PRE MID TERM EXAM, 2026-27 BUSINESS ADMINISTRATION 833 (SET-II)

Class: XII
Date: 15.07.2026
Admission no:

Time: 1hr
Max Marks: 25
Roll no:

General Instructions:

Read the following instructions very carefully and strictly follow them:

- This question paper contains 15 questions. Divided into Section A and Section B
- All questions are compulsory.
- Marks are indicated against each question.

Q.No	SECTION A (9 marks)	Marks
1.	A manager sends an official memo to all employees outlining the new company policy on remote work (work from home). The memo is sent personally to each worker and also sends through the official email of the organisation. What type(s) of communication is being used? (A) written and formal communication (B) written and informal communication (C) non-verbal and official communication (D) written and verbal communication	(1)
2.	Which one of the following is not a barrier to communication? (A) Semantic barriers (B) Demographic barriers (C) Organizational barriers (D) Psychological barriers	(1)
3.	Which of the following is not a type of communication? (A) Written (B) Emotional (C) Verbal (D) Visual	(1)
4.	Find the odd one out. (A) Authority and Accountability (B) Clarity and Accuracy (C) Quick and Spontaneous (D) Record Keeping and evidence	(1)
5.	Assertion (A): Communication is a two-way process. Reason (R): Communication is of four types written, oral, non-verbal and visual. Choose the correct option. (A) Both A and R are true, and R is the correct explanation of A (B) Both A and R are true, but R is not the correct explanation of A (C) A is true, R is false (D) A is false, R is true	(1)
6.	Statement 1: Every manager at top level of the management hierarchy is responsible for motivation Statement 2: Content theories emphasise on the idea that motivation depends upon the individual needs. (A) Both statements are true (B) Both statements are false (C) Statement 1 is true and statement 2 is false (D) Statement 1 is false and statement 2 is true	(1)
7.	Equity theory of motivation was suggested by (A) Adam Smith (B) A.J. Adams (C) S.J. Adams (D) J.S. Adams	(1)
8.	Frederick Herzberg referred it as vertical loading of the job. (A) Job Enrichment (B) Job Enlargement (C) Job Satisfaction (D) Job Status	(1)
9.	Which one of these is NOT an assumption of Theory X as given by McGregor? (A) Most people are not creative to solve organisational problems	(1)

	(B) Most human beings are motivated with physiological and safety needs. (C) Most human beings have ambition and thus want to take responsibility. (D) Most human beings are self centred and indifferent to the organisational goals.	
10.	State any four significance of communication.	(2)
11.	One of need according to David McClelland's model of motivation is need for power , explain it.	(2)
12.	"On the basis of requirements, manager can use both positive and negative motivation for better performance" Give examples of positive and negative motivation.	(2)
13.	State three differences between written and oral communication.	(3)
14.	Explain any three importance of motivation.	(3)
15.	XYZ Ltd. is a multinational company with branches across India mostly in non metropolitan cities. During a virtual meeting, the CEO who was a graduate from Oxford University presented the company's new policies. He spoke using words which were generally not used in communicative English. However, several employees faced problems: a) The internet connection was unstable, causing interruptions. b) Some employees from rural areas were not comfortable with English, the language used in the meeting. c) The CEO spoke very fast as he had another meeting scheduled and used complex terms, making it difficult for junior staff to follow. d) As a result, many employees misunderstood the policies, leading to errors in implementation. Qi) Identify and explain three hurdles of communication faced by XYZ Ltd. in the above case. Qii) Bring out two outcomes of this communication. Qiii) Suggest three measures that XYZ Ltd. can adopt to overcome such hurdles in future.	(4)

ALL THE BEST