



**B K BIRLA CENTRE FOR EDUCATION**  
**SARALA BIRLA GROUP OF SCHOOLS**  
**SENIOR SECONDARY CO-ED DAY CUM BOYS' RESIDENTIAL SCHOOL**  
**PRACTICE TEST (2025-26)**  
**BUSINESS ADMINISTRATION (030)**



**CLASS XI**  
**MARKING KEY**  
**SECTION - A**

1. Transport
2. (a) Group Dynamics.
3. (b) Informing
4. (d) File
5. (b) Setting clear goals and managing time to complete tasks independently

**SECTION - B**

6. Advantages of using a word processor (any two):
  - Easy editing and formatting
  - Spell-check and grammar tools
  - Save and reuse documents
  - Insert tables, images, charts
7. Posture in non-verbal communication & example:
  - Posture shows confidence, attitude, attentiveness through body position.
  - Example: Sitting straight during an interview shows interest and respect.

8. Difference between Interests and Abilities:

Interests

What a person likes to do

Example: liking music

Abilities

What a person can actually do well

Example: ability to play an instrument

9. Dealing with informal groups:
  - Recognize their importance
  - Communicate openly
  - Involve them positively in decisions
  - Avoid suppressing them forcefully

Example: Using opinion leaders to spread correct information.

10. Four key areas:

Location, Process, Equipment & Labour

11. Features of organisations by ownership (any two):
  - Sole Proprietorship: One owner, personal control, unlimited liability
  - Partnership: Two or more partners share profit and risk
  - Joint Stock Company: Separate legal entity, limited liability of shareholders
  - Co-operative Society: Formed for mutual benefit, democratic control

12. Organisational behaviour process (briefly):

- Describing behaviour: In different conditions.
- Understanding behaviour: Why people behave differently in different situations
- Predicting Behaviour: Predict the future behaviour of employees
- Controlling behaviour: Human behaviour to be controlled team work ,skill development.

## SECTION – C

### 13. CASE STUDY

a) Type of business activity:

Industry (Manufacturing/Assembling) — assembling parts into finished products.

b) Auxiliary to trade used:

Warehousing (storage of goods)

c) Value violated:

Social and ethical responsibility

(Child labour, underpayment, unsafe conditions, ignoring safety norms)

### 14. Autocratic vs Custodial models of organisational behaviour

Autocratic Model

- Power is centralized with the manager
- Employees obey out of fear and authority
- Little participation

*Example:* Boss orders work to be done without discussion.

Custodial Model

- Focus on economic security and benefits for employees
- Motivation comes from job security and welfare
- Employees become dependent but more content

*Example:* Organisation provides good salary, medical benefits, canteen, housing.

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