



B.K. BIRLA CENTRE FOR EDUCATION

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

PRE MID TERM EXAMINATION, 2025-26
BUSINESS ADMINISTRATION (833)

MARKING SCHEME

Class: XII

Date: 5/08/2025

Admission no:

Time: 1hr

Max Marks: 25

Roll no:

SECTION – A

Q1. Answer **any 2** out of the given 3 questions. (1X2)=2

i. Identify the object in the sentence, "The children played football."

- (a) The Children
- (b) Children Played
- (c) Played
- (d) **Football**

ii. Ravi has feeling of emptiness, abandonment and suicide. What type of personality disorder is this?

- (a) **Borderline**
- (b) Dependent
- (c) Avoidant
- (d) Obsessive

iii. Mona is helping her sister to overcome a personality disorder. What should she do?

- (a) Talk to her sister
- (b) Engage her in hobbies
- (c) Help her build confidence
- (d) **All of the above**

Q2. Answer **any 3** out of the given 4 questions (**ii is compulsory**) (1X3)=3

i. What is meant by 'NOISE' in communication process?

Ans) noise refers to any interference that disrupts or distorts the message being transmitted from a sender to a receiver, hindering effective understanding. It can occur at any stage of the communication process and can be physical, psychological, semantic, or cultural.

ii. _____ Communication includes the use of body language, facial expression, and gestures to convey information to others.

Ans) Non verbal communication

iii. Maslow's need hierarchy of needs includes all EXCEPT which of the following.

- a) **Cognition**
- (b) Physiological
- (c) Safety
- (d) esteem

iv. In Vroom's theory, motivation is a product of _____

- (a) Expectancy
- (b) Instrumentally
- (c) Valence
- (d) **All of the above**

Q3. Answer **any 3** out of the given 4 questions

(1X3)=3

i. Formal communication is characterized by:

- a) Personal tone
b) **Established channels and structure**
c) Informality
d) Random interaction
- ii. Jargon in communication can be a barrier because:
a) It adds clarity
b) It is a visual tool
c) **It may not be understood by everyone**
d) It simplifies messages
- iii. Which of the following is not an advantage of Job enlargement?
(a) Variety of tasks
(b) Increases frustration of the employee
(c) Optimum utilization of abilities
(d) Problem with union members
(A) (b) and (c) (B) (a) and (c) **(C) (b) and (d)** (D) (a) and (d)
- iv. _____ attributed with the development of the two-factor theory of motivation.
(a) Abraham Maslow
(b) Frederick Herberg
(c) David McClelland
(d) William Ouchi

Q4. Answer **any 2** out of the given 3 questions (1X2)=2

- i. _____ communication is also known as informal communication. It refers to the unofficial and unstructured way information spreads within an organization, often outside of formal channels.

Ans) Grapevine communication

- ii. Mentions the needs given by Alderfer's ERG Theory.

Ans) Existence , Relatedness and growth

- iii. Match the following

i) Theory Z	a) Abraham Maslow
ii) Need Hierarchy Model	b) J. S. Adams
iii) Equity Theory	c) McGregor
iv) Theory X and Y	d) William Ouchi

Select the appropriate options:

(a) i) – a, ii) – b iii) – c iv) – d

(b) i) – d, ii) – a iii) – b iv) – d

(c) i) – a, ii) – c iii) – b iv) – d

(d) i) – d, ii) – b iii) – c iv) a

SECTION – B (STQ I) Answer any 3 out of the given 5 questions

(2X3)=6

- Q5. Explain the types of communication.

Ans) Verbal (formal and informal), non verbal, written and visual.

- Q6. Write the advantages of informal communication.
Ans) open door policy, does not incite fear, encourage people to share their problems.
- Q7. Write the characteristics of Motivation?
Ans) Psychological process, Continuous, complex, pervasive, influences behaviour, positive and negative.
- Q8. What are the different kinds of financial incentives?
Ans) Pay and allowances, Bonus, Profit sharing, Commision, Performance appraisal, Stock option.
- Q9. Mention Frederick Herzberg suggestions to management to enrich the job.
Ans) * provide freedom to employees regarding the decisions about pace and technique at the place of work.
- **By encouraging participation of the employees.**
 - **By increasing the responsibility of the job.**
 - **By giving continuous feedback to employees.**
 - **By instilling the feeling of achievement.**

SECTION – B (STQ II) Answer any 2 out of the given 3 questions

(2X2)=4

- Q10. Describe basic personality traits
Ans)
The Big Five Personality Traits, also called the Five Factor Model, is described as a way to understand the different elements of a person's personality. These traits together describe the character of an individual and are remembered by an acronym called OCEAN.
- **O - Openness**
 - **C - Conscientiousness**
 - **E - Extraversion**
 - **A - Agreeableness**
 - **N - Neuroticism**
- Q11. Differentiate between active and passive voice.
Ans)
In active voice, the subject performs the action, while in passive voice, the subject receives the action. Active voice emphasizes the doer of the action, making sentences clear and direct. Passive voice can be used to de-emphasize the doer or when the doer is unknown or unimportant.
- Active Voice:**
- **Focus:** Subject performing the action.
 - **Structure:** Subject + Verb + Object.
 - **Example:** "The dog chased the ball." (The dog is the subject and performs the action of chasing).
- **Focus:** Action being done to the subject.
 - **Structure:** Object (of the active sentence) + Auxiliary verb + Past participle of the verb + (by + subject).
 - **Example:** "The ball was chased by the dog." (The ball is the subject, but it receives the action of being chased).
- Q12. Describe common personality disorder.

Ans)

Cluster A: Odd or Eccentric Behaviors

- **Paranoid Personality Disorder:** Marked by distrust and suspicion of others, often without justification.
- **Schizoid Personality Disorder:** Characterized by detachment from social relationships and a limited range of emotional expression.
- **Schizotypal Personality Disorder:** Involves eccentric thinking and behavior, social anxiety, and discomfort with close relationships.

Cluster B: Dramatic, Emotional, or Erratic Behaviors

- **Antisocial Personality Disorder:** A disregard for the rights of others, deceitfulness, and manipulation.
- **Borderline Personality Disorder:** Instability in relationships, self-image, and emotions, along with impulsivity.
- **Histrionic Personality Disorder:** Excessive emotionality and attention-seeking behavior.
- **Narcissistic Personality Disorder:** A grandiose sense of self-importance, a need for admiration, and a lack of empathy.

Cluster C: Anxious or Fearful Behaviors

- **Avoidant Personality Disorder:** Social inhibition, feelings of inadequacy, and hypersensitivity to negative evaluation.
- **Dependent Personality Disorder:** A pervasive need to be taken care of, leading to submissive and clinging behavior.
- **Obsessive-Compulsive Personality Disorder:** Preoccupation with orderliness, perfectionism, and control.

SECTION – C (LATQ) Answer any 1 out of 2 given questions

(5X1)=5

Q13. Differentiate between motivation and inspiration.

Ans)

Points	Motivation	Inspiration
Meaning	Inner drive or desire to take action	A spark or influence that stimulates ideas
Source	Comes from within	Often external or from external sources
Trigger	Needs, desires, rewards, or consequences	Ideas, role models, experiences, or values
Type	Can be extrinsic or intrinsic	Primarily intrinsic
Short-term vs. Long-term	Often short-term goals or tasks	More focused on long-term vision or purpose
Outcome	Achieving specific goals or tasks	Fostering personal growth and creativity

Q14. Amit Verma joined the ABC Technologies in January after having worked at HKY Computers where he had worked as an Software developer. Amit felt that ABC offered better career prospects, as it was growing and much faster than HKY which was relatively smaller company. Amit joined as a senior software developer at ABC Technologies with a good pay hike. He joined Archita Mehta's five membership team. While she was efficient at what she did and extremely intelligent. She had neither the time nor the learning to know her team members. Time and again, Amit found himself thinking about Ram Kapoor, his old boss and how he had been such a positive influence. Archita, on the other hand even without actively doing anything, had managed to significantly lower his motivation level.

(a) What could be the reason for Amit was feeling demotivated, using Maslow's Hierarchy of needs?

Ans) Amit motivation can be lowered due to lack of fulfillment at higher level of Maslow's hierarchy of needs, specially Esteem Needs and Self Actualization Needs.

Need to explain below points:

Esteem Needs

Self Actualisation Needs

(b) What should Amit do to overcome his tension? What can the team leader do to ensure high levels of motivation among his/her team members?

Ans) Amit should proactively address his situation and the team leader Archita needs to implement strategies to foster a motivating environment.

Amit should:

Communicate his concerns

Seek mentorship

Focus on personal development

Archita should:

Address Esteem needs

Foster supportive environment

Promote self actualization

ALL THE BEST

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