



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



POST MID TERM (2024-25)
BUSINESS ADMINISTRATION (833)

MARKING SCHEME

Class : **XI Commerce**
Date : **7/01 /2025**

Duration: **1Hr.**
Max. Marks: **25**

1.	(d) All of the above	(1)
2.	True	(1)
3.	Demerit of informal groups: [any one] Resistance to Change, Restriction of Output, Role conflict, Rumour, Politics of Informal Leaders, Social Costs.	(1)
4.	Organisational behaviour: is a systematic study of behaviour of people in an organisation and how it affects the performance.	(1)
5.	(c) Sign which communicates that an area is a no smoking zone.	(1)
6.	Merit of Informal groups: [any two] Support to Formal Structure, Filling up the Gaps in Managers' Abilities, Fast communication, Better Relations and Coordination, Solving Work problems, Social Functions, Norms of Behaviour.	(2)
7.	Group dynamics are concerned with the formation of groups, their structure and processes and the way they affect individual members, other groups and the organisation.	(2)
8.	Describe your family in 5–6 sentences. [student will express it in his own words]	(2)
9.	Levels of analysis Organisational behaviour: 1. Individual Level The study of behaviour at individual level is called as micro organisational behaviour. It is important to understand the human behaviour at the individual level as the individual members are the ones who are affected by the internal and the external environment. 2. Group Level The study of behaviour at the group level is known as meso organisational behaviour. Group formation is common in the organisational which are generally made due to cooperation or competition. Besides this, various factors affect behaviour of groups such as leadership, group goals, communication, etc. 3. Organisational Level The study of behaviour at the organisational level is referred as macro organisational behaviour. This level encompasses a thorough analysis of an organization's culture, values, inter-organizational conflicts and environmental variables.	(3)
10.	Which is your favourite festival? Write two paragraphs about your favourite festival. [student will express it in his own words]	(3)

11.	<p>7 Actions for Practicing Assertive Communication.</p> <p>Be confident When someone walks into a room smartly and with confidence, he or she gets the attention of others easily.</p> <p>Speak slowly and clearly Talking too fast will not give people the time to listen and understand you. If someone is accusing you wrongly or shouting and behaving aggressively, stay calm and reply slowly and firmly.</p> <p>Dress correctly People make judgments based on how we look. Dress neatly, smartly and correctly according to the place and occasion</p> <p>Be honest Being honest builds trust and results in open communication</p> <p>Don't be aggressive Getting angry, shouting, using bad language and pushing is not assertive communication</p> <p>Speak up Express your thoughts, ideas and opinions without worrying about other people's reactions</p> <p>Learn to say 'NO' If you do not feel right doing something, then do not do it. It is okay to refuse.</p>	(4)
12.	<p><u>Models of Organisational Behaviour</u></p> <p>1. Autocratic Model The autocratic model is dependent on power of the boss and the employee orientation is also obedience to the boss. This model is ideal for situations where the workers are lazy and work shirkers. It is generally an authority oriented model.</p> <p>2. Custodial Model The custodial model revolves around the concept of providing economic security to improve employer-employee relations. Here, the employer emphasises on security needs to motivate the employees. Hereby, the employees look upon the organisation for their welfare and development needs instead of their boss.</p> <p>3. Supportive Model The supportive model is an improvement over the earlier two models. In this model, instead of money or power, preference is given to leadership. The managers try to create a favourable atmosphere in the organisation so that workers take responsibility and make contributions.</p> <p>4. Collegial Model The collegial model is an extension of the supportive model. This model takes into account that workers are partners in the organisation. There is a respect for each other between the workers and the management. It has been observed that the workers have job satisfaction, job commitment and job involvement in case of custodial model.</p>	(4)
