

CBSE|DEPARTMENT OF SKILL EDUCATION

BUSINESS ADMINISTRATION (SUBJECT CODE 833)

Blue-Print of Sample Question Paper for Class XI (Session 2023-24)

Max. Time: 3 Hours

Max. Marks: 60

PART A - EMPLOYABILITY SKILLS (10 MARKS):

UNIT NO.	NAM OF THE UNIT	OBJECTIVE TYPE QUESTIONS	SHORT ANSWER TYPE QUESTIONS	TOTAL QUESTIONS
		1 MARKS EACH	2 MARKS EACH	
1.	Communication Skills-III	1	1	2
2.	Self-Management Skills-III	2	1	3
3.	ICT Skills-III	1	1	2
4.	Entrepreneurial Skills-III	1	1	2
5.	Green Skills-III	1	1	2
TOTAL QUESTIONS		6	5	11
NO. OF QUESTIONS TO BE ANSWERED		Any 4	Any 3	07
TOTAL MARKS		1×4 = 4	2×3 = 6	10 Marks

PART B - EMPLOYABILITY SKILLS (10 MARKS):

UNIT NO.	NAM OF THE UNIT	OBJECTIVE TYPE QUESTIONS	SHORT ANS. TYPE QUES.-I	SHORT ANS. TYPE QUES.-II	DESCRIPTIVE/ LONG ANS. TYPE QUESTIONS	TOTAL QUESTIONS
		1 MARKS EACH	2 MARKS EACH	3 MARKS EACH	4 MARKS EACH	
1.	Introduction Business Operations	4	-	-	1	5
2.	Business Environment	5	1	1	-	7
3.	Products and services	4	1	-	1	6
4.	Types of organization	3	1	1	-	5
5.	Formation of partnership firm and joint stock company	4	-	1	1	6
6.	Business Correspondence	4	2	-	-	6
7.	Functional area of management	4	-	-	1	5
8.	Organizational behavior	4	-	-	1	5
TOTAL QUESTIONS		32	5	3	5	45
NO. OF QUESTIONS TO BE ANSWERED		26	Any 3	Any 2	Any 3	34
TOTAL MARKS		1×26 = 26	2×3 = 6	3×2 = 6	4×3 = 12	50 Marks

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BUSINESS ADMINISTRATION (SUBJECT CODE 833)

Sample Question Paper for Class XI (Session 2023-24)

Max. Time: 3 Hours

Max. Marks: 60

General Instructions:

1. Please read the instructions carefully.
2. This Question Paper consists of **24 questions** in two sections – Section A & Section B.
3. Section A has Objective type questions whereas Section B contains Subjective type questions.
4. **Out of the given (6 + 18 = 24) questions, candidate has to answer (6+11=17) questions in the allotted (maximum) time of 3 hours.**
5. All questions of a particular section must be attempted in the correct order.
6. **SECTION A - OBJECTIVE TYPE QUESTIONS (30 MARKS):**
 - i. This section has 06 questions.
 - ii. There is no negative marking.
 - iii. Do as per the instructions given.
 - iv. Marks allotted are mentioned against each question/part.
7. **SECTION B – SUBJECTIVE TYPE QUESTIONS (30 MARKS):**
 - i. This section contains 18 questions.
 - ii. A candidate has to do 11 questions.
 - iii. Do as per the instructions given.
 - iv. Marks allotted are mentioned against each question/part.

SECTION A : OBJECTIVE TYPE QUESTIONS

Q.1 Answer any 4 out of the given 6 questions on employability skills (1×4 = 4 marks)		
i	The Director Communicating the time of a meeting to the employee is an example of which aspect of communication skills - (a) Persuasion (b) Informing (c) Expressing (d) Influencing	1
ii	In the word TEAM Letter 'T' Stands for (a) Together (b) Take (c) True (d) Tomorrow	1
iii	What is the last step of CONNECT model of Networking skills.	1
iv	New, Open, Close, Same are _____ commands (a) View (b) Edit (c) Style (d) File	1
v	Price and location are two important aspects which should be considered while understanding costumers needs (a) True (b) False	1
vi	What is sustainable development? (a) A Economic Development (b) Political Development (c) Social Development (d) Development for Future Generation	1

Q.2 Answer any 5 out of the given 7 questions (1×5 = 5 marks)		
i	Which of the following is treated 'Profession'. (a) Ram is selling books on behalf of his employees (b) Riya is practicing law or doing legal practice. (c) A cart-vendor selling toys in a fair (d) None of the above	1

ii	The systems approach _____? (a) Emphasises the psychological and social aspects (b) Emphasises the technical requirements of organization and needs (c) Encourages managers to view the organization both as a whole and as part of a larger environment (d) All of the above	1
iii	Products are the facts that supply the consumer with benefits, nothing that production is usually separated by time and place for consumption." This definition is given by (a) Shostack (b) Phillip Kotler	1
iv	Members may come, members may go, but the _____ goes on forever. What is the appropriate word for company? (a) Separate Legal Entity (b) Perpetual Succession (c) Limited (d) Common Seal	1
v	Which clause of Memorandum of Association explains the scope and extent of company's power? (a) Situation Clause (b) Liability Clause (c) Object Clause (d) Capital Clause	1
vi	What does "Courtesy" in Communication Suggest?	1
vii	It refers to that process through which a special identification of product is Established. Which process is referred here (a) Branding (b) Grading (c) Standardization (d) Packaging	1

Q.3	Answer any 6 out of the given 7 questions (1×6 = 6 marks)	
i	Which model of Organisational Behavior is an extension of supportive model?	1
ii	Give the two examples of Non-Economic Activity.	1
iii	Environment is a source of various resources for running a business enterprise assembles various resources called inputs like Money, Machine, Material, Men, etc.	1

	from its environment including financiers, government and suppliers. Which importance of business environment is highlighted by this statement? (a) It helps in tapping useful resources. (b) It helps in coping with rapid changes. (c) It helps in assisting in planning and policy formulation. (d) It helps the firm to identify threats and early warning signals.	
iv	Difference between goods and services based on Physical existence.	1
v	"He enjoys all gains and bears all losses." To which business organization is this statement related?	1
vi	In which business organization the advantage of availability of more financial resources and continuity of business is available?	1
vii	'Rumors' are spread in which type of communication.	1

Q.4	Answer any 5 out of the given 6 questions (1×5 = 5 marks)	
i	Which of the following, is the function of marketing? (a) Promotion (b) Physical Distribution (c) Transport (d) All the above	1
ii	Macro Organizational behaviors done at _____ level. (a) Group Level (b) Individual Level (c) Organizational Level (d) All Level	1
iii	"Control by a single individual is the best in the world if that person is so capable of managing all the affairs by himself." This statement refers to which type of business organization?	1
iv	With the introduction of Photostat Machines in the market, the carbon paper industry was adversely affected. Which component of environment was responsible for it? (a) Economic (b) Political (c) Technological (d) All the above	1
v	Classify services on the basis of seller.	1
vi	'One person one vote' principle is related to which Business organisation? (a) Sole Proprietorship (b) Company (c) Partnership (d) Cooperative Society	1

Q.5 Answer any 5 out of the given 6 questions (1×5 = 5 marks)		
i	Following are the features of 'Partnership'. One is not. Identify the one which is not the features of partnership. (a) More than one person (b) Contractual Relationship (c) Profit Motive and sharing of profit (d) Limited Liability	1
ii	'Making appeal or request to superior' comes under" (a) Downward Communication (b) Upward Communication (c) Horizontal Communication (d) Informal Communication	1
iii	_____ is that process of examining the applicants which ensures that only the most appropriate persons have been appointed. (a) Recruitment (b) Selection (c) Training (d) Management	1
iv	Which refers to interaction of forces between group members in a social situation (a) Group Dynamics (b) Group cohesiveness (c) Group work (d) None of the above	1
v	Mention the name of that auxiliaries to trade which removes hindrance of place.	1
vi	Alphabet 'S' in SWOT refers as (a) Smart (b) Strength (c) Suitable (d) Satisfaction	1

Q.6 Answer any 5 out of the given 6 questions (1×5 = 5 marks)		
i	'Though branding adds to the cost, it provides several advantages to the consumers.' In the light of the statement, state any one advantage of branding to customers. In case of Homogeneous product.	1
ii	Reducing the role of public sector and increasing the role of private sector falls under _____. (a) Liberalisation (b) Privatisation (c) Liberalisation and Privatisation (d) Globalisation	1
iii	The limits of the company are specified by :	1

	(a) Articles of Association (b) Memorandum of Association (c) Prospectus (d) Certificate of incorporation	
iv	What is Business Letter?	1
v	Following are the functional area of management except one. Identify:- (a) Production Management (b) Financial Management (c) Marketing Management (d) Disaster Management	1
vi	Mention the type of Groups on the Basis of size.	1

SECTION B: SUBJECTIVE TYPE QUESTIONS

Answer any 3 out of the given 5 questions in 20-30 words each (2×3 = 6 marks).

Q.7	What does 'Gestures' as the type of Non-Verbal Communication imply? Give any one example of correct questions.	2
Q.8	Differentiate between Abilities & Interest.	2
Q.9	List any two benefits of using a word-Processor to write a report.	2
Q.10	Give the meaning of service-Business with the help of example.	2
Q.11	Mention any two roles of Government for the success of promoting Green Economy?	2

Answer any 3 out of the given 5 questions in 20-30 words each (2×3 = 6 marks)

Q.12	Explain any two elements of External environment of business.	2
Q.13	Identify and briefly explain those type of customers who remain Loyal towards the Brand.	2
Q.14	Shalu and Mohit bought a Godown, on which they invested the money equally. They rented amount equally between themselves. Are Shalu and Mohit partners? Explain with two reasons.	2
Q.15	Why Business correspondence should be simple and clear?	2
Q.16	Briefly mention the two types of Information Letter.	2

Answer any 2 out of the given 3 questions in 30-50 words each (3×2 = 6 marks)

Q.17	Explain the following features of Business Environment with relevant examples	3
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	(i) Complex (ii) Uncertainty	
Q.18	"Organization is the process of defining and grouping the activities of the enterprise and establishing the authority relationship among them." In the light of this statement. Explain the Three advantages of organization.	3
Q.19	Name the Principal document submitted to the Registrar of companies for the formation of a company. List its content.	3

Answer any 3 out of the given 5 questions in 50-80 words each (4×3 = 12 marks)

Q.20	Every business organization regardless of the company, nature of the business, size or type or location have to perform a few strategic operations so that the business process or workflow of the organization is smooth and it flows uninterrupted. Each strategic activity is highly interrelated and must be consistent with the other. Explain the major activities involved in management of business operations?	4
Q.21	There are different types of Consumer goods: a) One category of consumer goods require minimum Shopping efforts as these goods are brought frequently but not in large quantity. b) Some goods are Selected by the Consumers based on Suability, style, quality and price and closely compared from the available substitutes. c) Goods that the consumer does not know about but does not normally thing of buying. d) There is one more type of Consumer Goods which is not Mentioned above name & explains that types too.	4
Q.22	Partnership is considered by some to be a relatively unpopular form of business ownership? State any four Limitations of Partnership.	4
Q.23	Human Resource Management includes many specialized activities and duties which the human resource personnel must perform. In the light of this statement, explain any four such function performed by Human Resource Manager?	4
Q.24	Managers can describe How people behave in different condition and Understand why they behave differently. Also they tried to predict the future behavior of employee and control the behavior at work through team efforts Skill development etc. (i) Which concept has been highlighted in the above lines? (ii) Explain any three points of Importance of the identified concept?	4