

Vidya Vikas Mandal's
R. M. Salgaocar Higher Secondary School.
Margao-Goa

Std:XI (OM) FIRST-TERM EXAMINATION, NOV. 2023 MarksAlloted:40
Date: 20/10/2023 SUB:BUSINESS ADMINISTRATION Duration:2hrs.

Instructions :

1. There are four sections in the question paper (A, B, C & D) consisting of 20 questions.
2. In section A there are eight questions of which question no. 1 & 4 are multiple choice questions, question no. 5& 6 are to be answered in one word, phrase or figure and question no. 7 & 8 are to be answered in one sentence each.
3. Attempt all questions however internal choice is given for question no. 18 & 20.
4. Figures to the right indicate marks allotted to each question.
5. Write the no. of each question clearly on the answer book.

SECTION - A

1. Purchase, production and/or sale of goods and services with the objective of earning profit is called _____. 1
a) Employment.
b) Profession.
c) Business.
d) Service.
2. The actions of organisations that maintains and improves the well being and functioning of people is called _____. 1
a) Services.
b) Objects.
c) Events.
d) Actions.
3. The process of passing information and understanding from one person to another is called _____. 1
a) Administration.
b) Mechanisation.
c) Organisation.
d) Communication.
4. A branch of management related with human factor in the organization is called _____. 1
a) Human resource development.
b) Human resource planning.
c) Human resource maintenance.
d) Human resource management.
5. Name the type of industry involved in rearing of animals and growing of plants to sell them or their products. 1
6. Name the two methods of expression with reference to communication. 1
7. What is E-Commerce? 1
8. What are the two channels of communication? 1

SECTION - B

9. Distinguish between economic and non-economic activities. (two points) 2
10. Explain the following terms: 2
- a) Administration.
 - b) Management.
11. State four elements involved in communication process. 2
12. What are the objectives of written communication? 2
13. State any four features of E-mail program 2
14. State any four objectives of human resource management. 2

SECTION -C

15. Distinguish between goods and services (three points). 3
16. Explain any three features of services. 3
17. Explain any three characteristics of human resource management. 3
18. Explain the following terms: 3
- a) Human resource planning.
 - b) Orientation and induction.
 - c) Training and development.

OR

Explain the following objectives of human resource management:

- a) Societal.
- b) Functional.
- c) Personal.

SECTION - D

19. Explain any four auxiliaries to trade. 4
20. -Communication plays important role in an organization. Explain in four points. 4

OR

Explain any four principles of effective communication.
