

Vidya Vikas Mandal's  
Ramacrisna Madeva Salgaocar Higher Secondary School.  
Margao - Goa

Std: XI (OM)

SECOND TERMINAL EXAMINATION, MAR. 2024

Max. Marks: 50

Date:23/03/2024

SUB: BUSINESS ADMINISTRATION

Duration: 2hrs.

Instructions :

1. There are four sections in the question paper (A, B, C & D) consisting of 23 questions.
2. In section A there are eight questions of which question no. 1 to 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.20 & 23.
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

- Q1. Adaptability, flexibility, active listening necessary for human resource manager are examples of \_\_\_\_\_. 1
- Professional qualities.
  - Social qualities.
  - Personal qualities.
  - Extraordinary qualities.
- Q2. The activity of electronically buying and selling of products online or over the internet is called \_\_\_\_\_. 1
- E-Business.
  - E-Trading.
  - E-Commerce.
  - E-Banking.
- Q3. The services of Consumer to Government involve online transactions relating to help enable the true democratic process including voting, public opinion, feedback and government accountability is \_\_\_\_\_. 1
- E-Feedback.
  - E-Taxation.
  - E-Health.
  - E-Democracy.
- Q4. Money market mutual funds was introduced by reserve bank of India in the year \_\_\_\_\_. 1
- 1992.
  - 1991.
  - 1990.
  - 1989.
- Q5. Name the tourist who is inexperienced in travel, always asks unnecessary questions and has no language skills. 1
- Q6. Name the E-commerce model which involves electronic transactions for ordering, purchasing, as well as other administrative tasks between houses. 1
- Q7. What is Tourism? 1
- Q8. What is the full form of DFHI. 1

SECTION - B

- Q9. State any two objectives of human resource management. 2
- Q10. Explain the following: 2
- a) Performance appraisal.
  - b) Training and development.
- Q11. State any four factors that shape demand for tourism. 2
- Q12. State any two benefits of E-commerce. 2
- Q13. Explain any two E-governance models under government to government relationship. 2
- Q14. State any four characteristics of human wants. 2

SECTION -C

- Q15. Explain any three characteristics of human resource management. 3
- Q16. Explain any three types of accommodations. 3
- Q17. State any three advantages of EDI. 3
- Q18. State any six online services available under E-transportation. 3
- Q19. Explain any three features of business economics. 3
- Q20. Explain any three advantages of E-governance. 3

OR

Explain any three objectives of E-governance.

SECTION D

- Q21. Explain any four primary constituents of tourism. 4
- Q22. Explain any four features of E-commerce. 4
- Q23. Explain the following instruments traded in money market: 4
- a) Call and notice money market.
  - b) Treasury bill market.
  - c) Certificate of deposit.
  - d) The repo market.

OR

Explain the following non-banking companies:

- a) Chit funds.
- b) Nidhis.
- c) Loan or finance companies.
- d) Finance brokers.

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