

V.V.M's
R. M. Salgaocar Higher Secondary School.
Margao – Goa.
First Quarterly Test, AUG. 2022

STD: XI (OM)

DATE: 05/08/2022

SUB: BUSINESS ADMINISTRATION

MARKS: 20

DURATION: 1hr

INSTRUCTIONS:

- I. All questions are compulsory.
- II. There are three sections in this question paper section A, B & C.
- III. Section A consists of 2 multiple choice questions & 2 questions to be answered in one sentence each.
- IV. Section B consists of 5 questions of 2 marks each.
- V. Section C consists of 2 questions of 3 marks each.
- VI. Figures to the right indicate marks allotted to each question.
- VII. Write the number of each question clearly.

SECTION – A

1. The actions of organisations that maintains and improves the well being and functioning of people is called _____ (1)
 - a) Goods.
 - b) Events.
 - c) Actions.
 - d) Services.
2. The process of passing information and understanding from one person to another is called _____ (1)
 - a) Organisation.
 - b) Communication .
 - c) Mechanisation.
 - d) Motivation.
3. What is oral communication? (1)
4. What is E-mail? (1)

SECTION - B

5. State any four features of services. (2)
6. Mention the reasons for growth of services. (2)
7. Describe the classification of services based on profit orientation. (2)
8. State any four purposes of communication. (2)
9. What are the objectives of written communication? (2)

SECTION - C

10. Distinguish between goods and services. (any three points) (3)
11. Explain any three principles of communication. (3)
