

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

Std:XI (OM)

FIRST-TERM EXAMINATION, OCT. 2025

Marks Alloted:40

Date:09/10/2025

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. The industry which focuses on extracting different products from the specific raw material is called _____. 1
a) Analytical.
b) Synthetical.
c) Assembling.
d) Processing.
2. The action(s) of organization(s) that maintains and improves the well-being and functioning of people is called _____. 1
a) Objects.
b) Services.
c) Events.
d) Actions.
3. Conveying of information 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 maintenance.
c) Human resource maintenance.
d) Human resource management.
5. Industries which extract the resources already available with nature. 1
6. A path through which information flows throughout the organization. 1
7. What is Retail trade? 1
8. What is E-mail? 1

SECTION - B

- | | |
|---|---|
| 9. Distinguish between Economic and Non-economic activity. (two points) | 2 |
| 10. Explain the following terms: | 2 |
| a) Trade. | |
| b) Business. | |
| 11. State any two advantages of written communication. | 2 |
| 12. State any two purposes of communication? | 2 |
| 13. State any two disadvantages of informal communication. | 2 |
| 14. Name any two characteristics of organization development. | 2 |

SECTION -C

- | | |
|---|---|
| 15. Explain any three features of services. | 3 |
| 16. Explain any three reasons for growth 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 any four objectives of human resource management.

SECTION - D

- | | |
|--|---|
| 19. Explain any four social objectives of business. | 4 |
| 20. Explain any four elements involved in communication process. | 4 |

OR

Explain any four principles of effective communication.
