

QUESTION BANK IN BUSINESS ADMINISTRATION ---- STD XII

CHAPTER 1----WORK CULTURE AND OFFICE EMPLOYEES (1+1+3)

- 1.State and explain three types of people working in an office.
2. Explain any six features of Work Culture.
3. State and explain five guiding principles of Work Culture.
4. What is Recruitment?
5. State six sources of internal Recruitment.
6. State and explain any three internal sources of Recruitment.
7. State and explain any three external sources of recruitment.
8. State and explain any three modern methods of Recruitment.

CHAPTER II -----MANAGEMENT OF BUSINESS SERVICES(2+5)

1. Write a short note on professional Services./What are Professional Services?
2. Explain five needs for marketing in professional services.
3. Write a short note on Storekeeping.
4. State and explain two types of Stores.
5. Explain four objectives of an efficient system of Storekeeping.
6. Explain five functions performed by the Stores Department .
7. State and explain the four sections in the process of Storekeeping.
8. Write a note on storage section of Stores.
9. Explain the procedure of receiving Inventory in the stores section .

CHAPTER III -Human RESOURCE MANAGEMENT (1+1+3=5)

- 1.State any two personal qualities of Human Resource Manager.
- 2.Write the meaning of the term promotion.
- 3.State any two professional qualities of H.R.M.
- 4.Write the meaning of word lay-off.
- 5.State the meaning of the term absenteeism.
- 6.Name a permanent separation of worker from work.
- 1.State any two social qualities of H.R.M.
- 2.State the importance of employee training (3 points)
- 3.Explain any three principles of promotion.
- 4.Explain any three steps of scientific selection procedure.
- 5.State any three objectives of public relations.
- 6.Explain any three purposes of recruitment in an office.

CHAPTER IV E-COMMERCE (1+2+3=6)

1. Write the meaning of Debit card.
2. Write the full form of HTML/HTTP/URL.
3. State the meaning of E-Trading.
4. What is Web Page?
 1. Write a note on Internet cheques.
 2. State and explain requirements of E-payment.
 3. Write the meaning of EFT.
 4. Write a note on smart card./credit card/E-money.
 5. State advantages/ disadvantages of E-Trading.
 6. State the importance of website.
 7. Explain phases in E-payment.
8. State and explain the steps in the procedure of online shopping.

CHAPTER V -----E-Governance(2+2+3)

1. Write a short note on Information Management.
2. State and explain six stages of Information Management.
3. Write a short note on Identity Management.
4. Write a short note on Access Management.
5. State and explain three stages involved in the process of Identity Management.
6. State and explain three stages involved in the process of Access Management.
7. Write a short note on Content Management.
8. What are the contents of a website?
9. Explain the three objects of Content Management.
10. State and explain three essentials of Content Management.
11. State and explain any three strategies of E-Governance in India.

CHAPTER VI -----Management of Hospitality Services. (2+5)

1. Distinguish between Formal and Informal sector in tourism with regard to Free entry & Mode of Production & Capital
2. Explain the types of activities in the informal sector of Tourism
3. Write a short note on Souvenir Seller in Open Stalls.
4. What are the basic qualities of the personnel working in a Travel Agency.
5. State and explain the factors that are important for Travel Agency.

6. State and explain the operations/functions of a Travel Agency.
7. Explain the functions/operations of a Tour Operator.
8. State and explain the different kinds of Tour Operators.
9. How are the Tour Operators classified according to the functions.
10. State and explain the categories of Tour operator.
11. What points will you consider for planning a Tour.
12. State and explain the parameters a Tour operator has to know for planning a tour.
13. Write a short note on Department of Tourism.
14. State and explain the categories of information available with the department of tourism.
15. Explain the kinds of operations undertaken by ITDC.
16. Write a short note on Railways.
17. State and explain the activities of the Railways.

Chapter VII-----Managerial Economics.(1+2+3)

1. What is Public Finance?
2. What is Public Revenue?
3. What is Tax Revenue?
4. What is Tax?
5. State and explain two types of Taxes.
6. What is a Direct Tax?
7. What is Indirect Tax?
8. What is Non-Tax Revenue?
9. State and explain the classification of Non- Tax Revenue. OR How is Non-Tax Revenue Classified? (3 points)
10. Explain four characteristics of Taxation.
11. What is Public Expenditure?
12. State six objectives which can be achieved through Public Expenditure.
13. State and explain three canons/ principles of Public Expenditure.
14. What is Revenue Expenditure?
15. What is Capital Expenditure?
16. What is Productive Expenditure?
17. What is Unproductive Expenditure?
18. What is Transfer Expenditure?
19. What is Non-transfer Expenditure?
20. What is Plan Expenditure?

21. What is Non-Plan Expenditure?
22. State and explain three types of Public Expenditure OR How is Public Expenditure classified?
(Three points)
23. What is Demand?
24. What is The Law of Demand? OR Write a short note on The Law of Demand.
25. State and explain three determinants of Demand.
26. What is Supply?
27. State and explain any three determinants of Supply.
28. What is "The Law of Supply" OR Write a short note on The Law of Supply".

CHAPTER—VIII Functions of Sales Management.(1+1+5)

1. What is Sales Management?
2. State and explain five principles which must be considered in price fixing of a product
3. What is advertising?
4. Distinguish between Advertising and Publicity/Advertising and Salesmanship.
5. What are the objectives of Advertising?
6. State and explain any five media of Advertisement.
7. State and explain any five other forms of Advertisement.
8. What is Sales promotion?
9. State and explain any five methods of Sales promotion.
10. State and explain any five personal qualities of a Salesman.