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PAPER-II

Code No.: 021802FGM

BOOKLET FOR OBJECTIVE TYPE TEST

Answer all the Questions.

Full Marks : 100

Time Allowed : 1.30 Hours

GENERAL INSTRUCTIONS

Candidates should read the following instructions carefully before answering the questions:

1. Verify the seriality of the page numbers. If there is any discrepancy, bring it to the Invigilator's notice.
2. All the boxes, ovals and the entries in the Answer Sheet must be filled up using **Black Ball-Point Pen** only.
3. Before you mark in the Answer Sheet, please fill the following in the appropriate places:
 - Write name of the **Examination Centre**.
 - Write your full name in **Capital Letters**.
 - Put your Left Thumb Impression and full signature.
 - Write your Roll No. (10 digits) and darken the corresponding 10 ovals.
 - Darken the oval corresponding to your **Category**.
 - Darken the oval to denote your **Gender**.



4. All questions are of Multiple Choice answer type. Please darken only one of the four probable answers [A], [B], [C] or [D]. Darkening more than one oval means you are writing a wrong answer.
5. There will be negative marking for each wrong answer @1:4.
6. There are blank pages at the end of this Booklet for rough work.
7. **Hand over the OMR Answer Sheet to the Invigilator before leaving the Examination Hall.**
8. Please do not leave the Examination Hall until the examination is over.
9. Please do not fold, scratch, scrimp or tear any portion of the Answer Sheet by any chance as this will render the Answer Sheet unsuitable for computer evaluation. Keep the Sheet away from gum.
10. Please ensure that the blank dotted line along the left side of margin of side 1 as also the right side of side 2 is not damaged in any way as it may affect the computer evaluation.
11. If error is detected in any particular question the candidates are advised not to attempt the same. The Commission do not award any marks to questions having any type of error.

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Please Turn Over

SE

1. Management means forecasting, planning, organizing, directing, coordinating and controlling. Who said this?

- (A) Peter Drucker
- (B) Henri Fayol
- (C) Parkins
- (D) F W Taylor

2. Which of the following is not a part of management?

- (A) Planning
- (B) Staffing
- (C) Henri Fayol
- (D) Communication

3. 'Management is an art of getting work done by others'. The statement belongs to

- (A) Stanley Vense
- (B) Peter F Drucker
- (C) Henri Fayol
- (D) Harold Koontz

4. Management is concerned with

- (A) Legislative function
- (B) Administrative function
- (C) Executive function
- (D) All of the above

5. Democratic leader

- (A) can avoid the exercise of authority.
- (B) can avoid the responsibility for what happens to his organisation.
- (C) must be tough enough to win fight.
- (D) must kick an employee when he is down.

6. The fundamental components of management does not include

- (A) Planning
- (B) Organization
- (C) Motivation
- (D) Budgeting

7. According to Fayol, 'Functions of management' are

- (A) Planning and Organisation
- (B) Direction and Coordination
- (C) Control
- (D) All of the above

8. Effective management must be able

- (A) to assess the needs of the organisation.
- (B) to maintain personal relations with the subordinates.
- (C) to work overtime.
- (D) None of the above

9. Which is concerned with staffing?

- (A) Man-Power management
- (B) Present
- (C) Crap
- (D) Role

10. Human needs is related to

- (A) P F Drucker
- (B) Maslow
- (C) Taylor
- (D) Bass

11. Management is pervasive in the sense that
(A) it fulfills all purposes.
(B) it uses all resources effectively.
(C) it is relevant for all organisation.
(D) All of the above
12. Management provides
(A) New ideas
(B) Vision
(C) Imagination
(D) All of the above
13. _____ can remove all the problems and can run the business on the right track.
(A) Staffing
(B) Management
(C) Administration
(D) Coordination
14. Social quality of leadership is
(A) Tact
(B) Initiatives
(C) Communication skill
(D) All of the above
15. Non-budgetary control tool is
(A) Inventory control
(B) PERT
(C) Quality control
(D) All of the above
16. Fayol's principle is
(A) Division of work
(B) Clear
(C) Secure
(D) Investment
17. An autocratic leadership style exerts _____ control over the employees.
(A) partial
(B) no
(C) complete
(D) None of the above
18. Management establishes a sound organisation by
(A) dividing the work in departments.
(B) dividing the functions among the managers.
(C) allocating the work to employees only.
(D) None of the above
19. Lack of proper management results in
(A) failure of company
(B) wastage of time, money and efforts
(C) Both (A) and (B)
(D) Neither (A) nor (B)
20. To prepare plans regarding the work is performed by
(A) Lower level management
(B) Board of directors
(C) Middle level management
(D) All of the above

21. Management leads an enterprise towards growth and prosperity by

- (A) Proper directing
- (B) Planning
- (C) Organising
- (D) All of the above

22. Main function of management include

- (A) Directing
- (B) Innovation
- (C) Communication
- (D) Decision-making

23. The leaders that require a strong vision are called

- (A) Situational leaders
- (B) Transactional leaders
- (C) Transformational leaders
- (D) All of the above

24. Decision which can be changed or totally revoked are called

- (A) Irreversible
- (B) Trial and Error
- (C) Experimental
- (D) Reversible

25. 'To motivate employees to achieve higher productivity' is the function of

- (A) Middle level management
- (B) Lower level management
- (C) Top level management
- (D) None of the above

26. Span of management refers to

- (A) number of managers.
- (B) length of term for which a manager is appointed.
- (C) number of subordinates under a superior.
- (D) number of members in top management.

27. The last step in the process of controlling is

- (A) analysing deviations.
- (B) measurement of actual performance.
- (C) setting performance standards.
- (D) taking corrective action.

28. The main advantage of functional organisation is

- (A) simplicity
- (B) specialisation
- (C) experience
- (D) authority

29. Techniques of managerial control are a re-useful in

- (A) selection of plant location.
- (B) identifying appropriate technology.
- (C) profit planning.
- (D) conducting shareholder's meeting.

30. Focus of planning is on

- (A) forecasting of events
- (B) placement of employees
- (C) Both (A) and (B)
- (D) None of the above

31. Which of the following is an organizational barrier to communication?

- (A) Authority and status levels
- (B) Level of specialization
- (C) Different goals
- (D) All of the above

32. Management by exception is an important tool in the function of

- (A) Planning
- (B) Organizing
- (C) Controlling
- (D) Coordination

33. Which of the following is not a technique of control function?

- (A) Management by exception
- (B) Management by objectives
- (C) Budgetary control
- (D) Management audit

34. "Marketing is a human activity directed at satisfying needs and wants through exchange processes." Who said?

- (A) Philip Kotler provides this definition
- (B) D. S. Pauler
- (C) Hansi L.V.
- (D) None of the above

35. Which is the element of modern marketing?

- (A) It is operational
- (B) It is customer oriented
- (C) It is value driven
- (D) All of the above

36. Which is the element of marketing mix?

- (A) Product
- (B) Price
- (C) Place or Distribution
- (D) All of the above

37. 'Unity of Command' principle of effective direction means

- (A) subordinates should be responsible to one superior.
- (B) there should be unity amongst subordinates.
- (C) there should be unity amongst superior.
- (D) a superior can supervise a limited number of subordinates.

38. The assumptions about human being made in Theory X are

- (A) positive towards people
- (B) negative towards people
- (C) helpful in improving people
- (D) obstacle in improvement of people

39. Which of the following is not an assumption of Theory Y regarding human beings?

- (A) They are self-controlled
- (B) They inherently dislike work
- (C) They are creative and intelligent
- (D) They always try to achieve their goals

40. The function of directing flows

- (A) from top to bottom
- (B) from bottom to top
- (C) between the departments
- (D) among the related organization

41. A brand includes
(A) Symbol or Number or words
(B) Design
(C) Combination of Name and Symbol
(D) All of the above
42. Any paid form of non-personal presentation and promotion of ideas, goods or services by an identifiable sponsor is called as
(A) Advertising
(B) Sales planning
(C) Market research
(D) None of the above
43. Which concept of marketing is customer oriented?
(A) Modern concept of marketing
(B) Old concept of marketing
(C) Entity concept
(D) All of the above
44. Consumer behaviour consists of all human _____ that go in making purchase decision.
(A) behaviour
(B) codes of conduct
(C) character
(D) product
45. Which of the following cost may be used for pricing decision?
(A) Fixed cost
(B) Variable cost
(C) Average cost
(D) All of the above
46. Management of sales force involves
(A) Selection of salesman
(B) Remuneration to salesman
(C) Training of salesman
(D) All of the above
47. Which one of the following is controllable variable of marketing management?
(A) Political environment
(B) Legal environment
(C) Advertisement
(D) Packaging
48. The environmental factors of advertising are
(A) social and cultural factors
(B) legal factors
(C) economic factors
(D) All of the above
49. Personal selling is the element of
(A) Promotion Mix
(B) Time and Motion Studies
(C) Differential Wage Plan
(D) Modern Management
50. Who first used the term scientific management?
(A) F W Taylor
(B) Louis Brandies
(C) Max Weber
(D) Elton Mayo

51. Hierarchy has been described as the 'scalar process' by

- (A) M. E. Dimock
- (B) L. D. White
- (C) Mooney and Railley
- (D) P. H. Appleby

52. It is the simplest of the organisation charts. It is

- (A) Line pattern
- (B) Line and Staff
- (C) Functional
- (D) Line and Function

53. The basic view behind the development of scientific management theory by F. W. Taylor was

- (A) Higher industrial efficiency
- (B) Maximise productivity
- (C) Management
- (D) Motion study

54. In a complex organisation, the authority structure is complicated by the three threads of activity. These three threads are

- (A) Organisation, Management and Administration
- (B) Line, Staff and Functional
- (C) Supervision, Control and Administration
- (D) Any of the above

55. Importance of communication include

- (A) smooth working of enterprise
- (B) helps in guiding and inspiring employees
- (C) increase managerial efficiency
- (D) Both (A) and (B)

56. Need referred to as 'belonging needs' is

- (A) Job security
- (B) Pay
- (C) Bonus
- (D) Affection

57. Recruitment is the process by which an organisation locates the source of

- (A) Supply of finance
- (B) Supply of manpower
- (C) Supply of equipments
- (D) None of the above

58. Management is a _____ entity.

- (A) price
- (B) pure
- (C) distinct
- (D) relationship

59. Resistance to change in an organization can be overcome by

- (A) participation of employees in change
- (B) education and communication with employees
- (C) effective leadership
- (D) All of the above

60. Bureaucratic organisation is related to

- (A) Taylor
- (B) Max Weber
- (C) Drucker
- (D) Fayol

61. Which is/are part of Fayol's principle?

- (A) Order
- (B) Discipline
- (C) Unity of command
- (D) All of the above

62. Planning is a basic requirement of

- (A) Management process
- (B) Avoid
- (C) Approach
- (D) Concept

63. Human needs is related to

- (A) P. F. Drucker
- (B) Maslow
- (C) Taylor
- (D) Bass

64. Hygiene factor involves

- (A) Salary
- (B) Company policies
- (C) Status
- (D) All of the above

65. Leadership is a _____ quality.

- (A) sense
- (B) personal
- (C) group
- (D) decision

66. Which is an element of the process of communication?

- (A) Part
- (B) Receiver
- (C) Value
- (D) Use

67. The process of grouping of activities into units for the purpose of administration may be referred to as

- (A) Departmentalisation
- (B) Decentralisation
- (C) Coordination
- (D) Specialisation

68. PERT is a tool of

- (A) Message
- (B) Controlling
- (C) Planning
- (D) None of the above

69. Fayol's principle is

- (A) Division of work
- (B) Clear
- (C) Secure
- (D) Investment

70. Planning involves

- (A) Strategies
- (B) Fact
- (C) Risk
- (D) None of the above

71. Process of organizing involves

- (A) division of work
- (B) hierarchy
- (C) coordination
- (D) All of the above

72. Line organisation is associated with

- (A) organisation structure
- (B) plan
- (C) marketing
- (D) All of the above

73. Which is the moral quality of leader?

- (A) Integrity
- (B) Will power
- (C) Sense of responsibility
- (D) All of the above

74. When an organisation employs an outsider for effecting change in a planned way, the person is called

- (A) change executive
- (B) change agent
- (C) change manager
- (D) None of the above

75. The process of bringing positive change in the organization systematically over a long period of time is called

- (A) strategic change
- (B) change agent
- (C) operation research
- (D) organization development

76. The communication channel of an informal organization is called

- (A) Span of communication
- (B) Grape vine
- (C) Esprit de corps
- (D) Scalar change

77. Which of the following is an organizational barrier to communication?

- (A) Authority and status level
- (B) Level of specialization
- (C) Different goals
- (D) All of the above

78. The function of orderly synchronizing the efforts of various people in the organization is called as

- (A) Controlling
- (B) Coordinating
- (C) Leadership
- (D) Planning

79. Which of the following is a technique to achieve coordination?

- (A) Staff meetings
- (B) Committee formation
- (C) Leadership
- (D) All of the above

80. Presence of all managerial functions except one may make other functions also ineffective and that is

- (A) organizing
- (B) coordination
- (C) communication
- (D) motivation

81. Decisions related to the day-to-day functioning of the organization are known as

- (A) Strategic decision
- (B) Tactical decision
- (C) Irrational decision
- (D) Working decision

82. The assumptions about human being in theory are

- (A) positive towards people
- (B) negative towards people
- (C) helpful in improving people
- (D) obstacle in improvement of people

83. The principle of directing that there should be only one superior for every employee is termed as

- (A) unity of direction
- (B) esprit de corps
- (C) unity of command
- (D) unity of objectives

84. Which of the following is a theory of leadership?

- (A) ERG theory
- (B) Equity theory
- (C) Vroom's expectancy theory
- (D) Managerial grid

85. Principle of management which implies that there should be 'One Head and One Plan' for a group of activities having the same objective is

- (A) unity of direction
- (B) authority and responsibility
- (C) unity of command
- (D) None of the above

86. How many principles of management are given by Fayol?

- (A) 14
- (B) 21
- (C) 11
- (D) 16

87. Who is the father of principles of management?

- (A) Fleming
- (B) Barnard
- (C) F W Taylor
- (D) Henry Fayol

88. Which of the following is not a 'non-financial incentive'?

- (A) Pay
- (B) Employee participation
- (C) Bonus
- (D) Commission

89. The highest level need in the Maslow's need hierarchy theory is

- (A) Physical need
- (B) Belonging need
- (C) Self-actualization need
- (D) Status need

90. _____ seeks to attract suitable candidates to apply for available jobs.

- (A) Human resource planning
- (B) Orientation
- (C) Recruitment
- (D) Selection

91. _____ refer to those need satisfaction of which leads to self-confidence and prestige.
- (A) Self-actualization needs
 - (B) Safety needs
 - (C) Esteem needs
 - (D) Physiological needs
92. Important aspect of staffing includes
- (A) Recruitment
 - (B) Training
 - (C) Selection
 - (D) All of the above
93. Leadership is the part of
- (A) Planning
 - (B) Organising
 - (C) Directing
 - (D) Staffing
94. Effective communication does not require
- (A) Simplicity
 - (B) Clarity
 - (C) Ambiguity
 - (D) All of the above
95. Status comes under which of the type of barriers?
- (A) Semantic barrier
 - (B) Organisational barrier
 - (C) Psychological barrier
 - (D) Personal barrier
96. Leadership is the activity of influencing people to strive willingly for group objectives. Who said this?
- (A) Keith Davis
 - (B) George Terry
 - (C) Glueck
 - (D) None of the above
97. The incentive scheme offering company shares at a set price to employees is
- (A) Co-partnership
 - (B) Bonus
 - (C) Profit sharing
 - (D) None of the above
98. Importance of communication include
- (A) smooth working of enterprise
 - (B) help in guiding and inspiring employees
 - (C) increase managerial efficiency
 - (D) Both (A) and (B)
99. Which one of the following may not necessarily be an advantage of coordination?
- (A) Effective supervision
 - (B) Unity of direction
 - (C) Creative force
 - (D) Summarisation of all management functions
100. Communication process involves
- (A) Decoding
 - (B) Skill
 - (C) Tact
 - (D) Honesty