

## FOUNDATION COURSE EXAMINATION

June 2013

## Organization and Management Fundamentals

Full Marks: 50

*Answer all the questions. Each question carries 1 mark. Each question has four alternatives. You are required to indicate the most appropriate alternative by darkening the circle in the OMR sheet.*

1. CSF stands for \_\_\_\_\_
  - (a) Central Security Force
  - (b) Corporate Strategic Functions
  - (c) Customer Satisfaction Functions
  - (d) Critical Success Factors
  
2. Which one is not a step in the implementation of Strategy?
  - (a) Understanding the problem
  - (b) Making the system work
  - (c) Developing additional machinery
  - (d) Changing Institutional Structure to eliminate the cause of conflict
  
3. Co-optation may be defined as the process of:
  - (a) absorbing new elements in the policy determining structure
  - (b) arriving at an agreement between two or more organization thru' give and take
  - (c) competing between organization for the same resources of the society
  - (d) combination of two or more organization without losing their identities
  
4. \_\_\_\_\_ is the first step in the Strategic Planning Process
  - (a) Profits
  - (b) Mission
  - (c) Goals and Objectives
  - (d) Targets
  
5. The set of \_\_\_\_\_ defines the domain of the organization
  - (a) Vision
  - (b) Objectives
  - (c) Goals
  - (d) Targets
  
6. Which one of the following is not a function of HRM?
  - (a) Resolving conflicts among employees
  - (b) Promotion of employees
  - (c) Motivation of employees
  - (d) Dismissal of employees
  
7. Recruitment is a \_\_\_\_\_
  - (a) Positive Process
  - (b) Negative Process
  - (c) Parallel Process
  - (d) Vertical Process
  
8. For Dismissal of an employee, which one is not necessary?
  - (a) Charge Sheet
  - (b) Holding enquiry
  - (c) Issue of notice of enquiry
  - (d) Response Sheet
  
9. Training is related with
  - (a) Learning the basic skills and knowledge
  - (b) Growth of individuals in all respects
  - (c) Present and future period
  - (d) Managers and executives
  
10. Which of the following is not a source of recruitment outside the organization?
  - (a) Advertisement
  - (b) Recommendation
  - (c) Gate Recruitment
  - (d) Transfer from other units of the undertaking
  
11. Human Resource Management means
  - (a) The number of employees in the organization
  - (b) Effective use of man-power in an organization
  - (c) Money earned by the members of an organization
  - (d) Exchange of man-power between two countries

12. Internal sources of recruitment refers to  
 (a) Recruitment within the country  
 (b) Recruitment through personal reference  
 (c) Giving promotion to existing employees  
 (d) Through advertisement
13. Dismissal of an employee means  
 (a) Retrenchment  
 (b) Retirement  
 (c) Terminating the services of an employee  
 (d) Suspending from work
14. Scientific Management is propounded by  
 (a) Keynes  
 (b) Henry Fayol  
 (c) F.W. Taylor  
 (d) Peter Drucker
15. Which of the following is not a 'General Management Principle?'  
 (a) Division of labour  
 (b) Unity of command  
 (c) Highest production  
 (d) Scalar chain
16. Planning is  
 (a) All pervasive  
 (b) Exhaustive  
 (c) Rigid  
 (d) None of the above
17. Decisions may be classified as  
 (a) Programmed and non-programmed decisions  
 (b) Standing decisions  
 (c) Long-outstanding decisions  
 (d) Managerial decisions
18. Which one of the following is not part of the staffing process?  
 (a) Manpower Planning  
 (b) Determination of compensation  
 (c) Recruitment  
 (d) Selection
19. Application Blank means \_\_\_\_\_  
 (a) An application form left blank by the candidates  
 (b) Written record of the candidate's qualification etc.  
 (c) Kept in the stores of a company for future use  
 (d) Blank columns of the application to be filled by the candidate later on
20. Which one is not a part of the communication process?  
 (a) Encoding  
 (b) Decoding  
 (c) Formal Communication  
 (d) Feedback
21. Which one of the following is not a maintenance factor as per Herzberg's Model?  
 (a) Company policy and administration  
 (b) Technical supervision  
 (c) Salary  
 (d) Responsibility
22. Which one of the following is not a motivating factor as per Herzberg's Model?  
 (a) Achievement  
 (b) Recognition  
 (c) Work itself  
 (d) Working conditions
23. Control process include \_\_\_\_\_  
 (a) Feedback  
 (b) Establishment of standards  
 (c) Measurement of actual performance  
 (d) All of the above
24. The main purpose of conducting employment interview is  
 (a) to assess the strength and weaknesses of the candidate  
 (b) to verify the qualification of the candidate  
 (c) to give pre-recruitment training  
 (d) All of the above

25. The process of Staffing Function refers to  
 (a) Payment of wages and bonus  
 (b) Man-power Planning to placement  
 (c) Organizing training programmes  
 (d) None of the above
26. Authority should be \_\_\_\_\_ responsibility  
 (a) Equal to  
 (b) More than  
 (c) Less than  
 (d) Derived from
27. Prof. Bernard has given four essential qualities of leadership. Which one he has not given?  
 (a) Vitality  
 (b) Decisiveness  
 (c) Power of endurance  
 (d) Emotional Stability
28. Which one of the following is a democratic leader?  
 (a) Participative leader  
 (b) Authoritarian leader  
 (c) Free-rein leader  
 (d) None of the above
29. Decentralization is not \_\_\_\_\_  
 (a) A Process or an act  
 (b) End-result of delegation  
 (c) Optional activity  
 (d) Philosophy of Management
30. Which one of the following is not a disfunctional aspect of conflict?  
 (a) Disequilibrium in organization  
 (b) Stress and tension  
 (c) Diversion of energy  
 (d) Change without notice
31. Reason for role conflict is \_\_\_\_\_  
 (a) Role ambiguity  
 (b) Organizational positions  
 (c) Personal characteristics  
 (d) All of the above
32. Conflict Resolution do not include  
 (a) Problem solving  
 (b) Giving more power  
 (c) Compromise  
 (d) Confrontation
33. Resistance to change does not include \_\_\_\_\_  
 (a) Fear of economic loss  
 (b) Sunk costs  
 (c) Ego-defensiveness  
 (d) Unfreezing
34. Changing environment and challenges before management are\_\_\_\_  
 (a) Economic changes  
 (b) Technological changes  
 (c) Neither of (a) and (b)  
 (d) Both (a) and (b)
35. There cannot be a gap of more than \_\_\_\_\_months between two Board Meetings of a listed company  
 (a) 3  
 (b) 4  
 (c) 5  
 (d) 6
36. Which one of the following is not the objective of a public sector enterprise?  
 (a) Generation of employment  
 (b) Planned economic development  
 (c) Compulsory payment of dividend  
 (d) Profit earning
37. Which of the following is the reason for resistance to change?  
 (a) Peer Pressure  
 (b) Cost of production  
 (c) Profit earned  
 (d) Market conditions
38. Which of the following is not the future managerial task?  
 (a) Standard of living  
 (b) Trusteeship  
 (c) Business Forecasting  
 (d) Initiative and Creativity

39. Public Enterprises in India are suffering from  
(a) Low Profit Objective  
(b) Lack of Industrial Relationship  
(c) Lack of proper Man Power Planning  
(d) Lack of Public Support
40. Disinvestment of shares is a measure of  
(a) Privatization  
(b) Nationalization  
(c) Dissolution of a company  
(d) Additional investment by Government
41. The term Organization refers to :  
(a) An ongoing business activity  
(b) An ongoing business unit  
(c) A static structure of responsibilities  
(d) All of the above
42. Which of the following is the oldest type of Organization?  
(a) Line Organization  
(b) Functional Organization  
(c) Line and Staff Organization  
(d) Project Organization
43. Which one is not related to Delegation?  
(a) Vehicle for co-ordination  
(b) Reduction of manager's burden  
(c) Expansion of business  
(d) Securing secrecy
44. Which one does not refer to an Informal Organization?  
(a) Interactions and human relationships  
(b) Emerges spontaneously  
(c) Basis of friendship  
(d) Voting among members of the group
45. Responsibility \_\_\_\_\_  
(a) Cannot be delegated  
(b) Can be delegated  
(c) Can be divided  
(d) Cannot be divided
46. Neo-classical theory of organization was pioneered by  
(a) F.W. Taylor  
(b) Elton Mayo  
(c) Henry Fayol  
(d) Keith Davies
47. Determinants of personality is/are  
(a) Heredity  
(b) Brain  
(c) Physic-features  
(d) All of the above
48. Which one of the following does not form attitudes?  
(a) Family  
(b) Personal experience  
(c) Association  
(d) Weather conditions
49. Errors in perception does not arise due to  
(a) Selective perception  
(b) Halo effect  
(c) Stereotyping  
(d) Testing
50. Which one of the following is not a behavioural science?  
(a) Anthropology  
(b) Sociology  
(c) Psychology  
(d) Physiology

Answer.

1. d – Critical Success Factors
2. a – Understanding the problem
3. a – Absorbing new elements in the policy determining structure
4. c – Goals & Objectives
5. b - Objectives
6. a – Resolving conflicts among employees
7. a – Positive Process
8. d – Response Sheet
9. a – Learning the basic skills and knowledge
10. d – Transfer from other units of the undertaking
11. b – Effective use of man-power in an organization
12. c – Giving promotion to existing employees
13. c – Terminating the services of an employee
14. c – F.W. Taylor
15. c – Highest production
16. a – All pervasive
17. a – Programmed and non-programmed decisions
18. b – Determination of compensation
19. b – Written record of the candidate's qualification etc.
20. c – Formal Communication
21. d - Responsibility
22. d – Working condition
23. d – All of the above
24. a – To assess the strength and weaknesses of the candidate
25. b – Man-power Planning to placement
26. a – Equal to
27. d – Emotional Stability
28. a – Participative leader
29. a – A process or an act
30. d – Change without notice
31. d – All of the above
32. b – Giving more power
33. d - Unfreezing
34. d – Both (a) and (b)
35. a - 3
36. c – Compulsory payment of dividend
37. a – Peer Pressure
38. a – Standard of living
39. c – Lack of proper Man Power Planning
40. a - Privatization
41. d – All of the above
42. a – Line Organisation
43. d – Securing secrecy
44. d – Voting among members of the group
45. a – Cannot be delegated
46. b – Elton Mayo
47. d – All of the above
48. d – Weather conditions
49. d - Testing
50. d - Physiology