

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. Disinvestment of shares is a measure of
 - (a) Privatization
 - (b) Nationalization
 - (c) Dissolution of a company
 - (d) Additional investment by Government

2. 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

3. Which of the following is not the future managerial task?
 - (a) Standard of living
 - (b) Trusteeship
 - (c) Business Forecasting
 - (d) Initiative and Creativity

4. Which of the following is the reason for resistance to change?
 - (a) Peer Pressure
 - (b) Cost of production
 - (c) Profit earned
 - (d) Market conditions

5. 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

6. 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

7. Changing environment and challenges before management are _____
 - (a) Economic changes
 - (b) Technological changes
 - (c) Neither of (a) and (b)
 - (d) Both (a) and (b)

8. Resistance to change does not include.
 - (a) Fear of economic loss
 - (b) Sunk costs
 - (c) Ego-defensiveness
 - (d) Unfreezing

9. Conflict Resolution do not include
 - (a) Problem solving
 - (b) Giving more power
 - (c) Compromise
 - (d) Confrontation

10. Reason for role conflict is _____
 - (a) Role ambiguity
 - (b) Organizational positions
 - (c) Personal characteristics
 - (d) All of the above

11. 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

12. Decentralization is not _____
 - (a) A Process or an act
 - (b) End-result of delegation
 - (c) Optional activity
 - (d) Philosophy of Management

13. Which one of the following is a democratic leader?
 (a) Participative leader
 (b) Authoritarian leader
 (c) Free-rein leader
 (d) None of the above
14. 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
15. Authority should be _____ responsibility
 (a) Equal to
 (b) More than
 (c) Less than
 (d) Derived from
16. 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
17. 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
18. Control process include _____
 (a) Feedback
 (b) Establishment of standards
 (c) Measurement of actual performance
 (d) All of the above
19. 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
20. 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
21. Which one is not a part of the communication process?
 (a) Encoding
 (b) Decoding
 (c) Formal Communication
 (d) Feedback
22. 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
23. Which one of the following is not part of the staffing process?
 (a) Manpower Planning
 (b) Determination of compensation
 (c) Recruitment
 (d) Selection
24. Decisions may be classified as
 (a) Programmed and non-programmed decisions
 (b) Standing decisions
 (c) Long-outstanding decisions
 (d) Managerial decisions
25. Planning is
 (a) All pervasive
 (b) Exhaustive
 (c) Rigid
 (d) None of the above
26. Which of the following is not a 'General Management Principle?'
 (a) Division of labour
 (b) Unity of command
 (c) Highest production
 (d) Scalar chain

27. Scientific Management is propounded by
 (a) Keynes
 (b) Henry Fayol
 (c) F.W. Taylor
 (d) Peter Drucker
28. Dismissal of an employee means
 (a) Retrenchment
 (b) Retirement
 (c) Terminating the services of an employee
 (d) Suspending from work
29. 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
30. 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
31. 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
32. 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
33. 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
34. Recruitment is a _____
 (a) Positive Process
 (b) Negative Process
 (c) Parallel Process
 (d) Vertical Process
35. 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
36. The set of _____ defines the domain of the organization
 (a) Vision
 (b) Objectives
 (c) Goals
 (d) Targets
37. _____ is the first step in the Strategic Planning Process
 (a) Profits
 (b) Mission
 (c) Goals and Objectives
 (d) Targets
38. 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
39. 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
40. CSF stands for _____
 (a) Central Security Force
 (b) Corporate Strategic Functions
 (c) Customer Satisfaction Functions
 (d) Critical Success Factors

41. Which one of the following is not a behavioural science?
(a) Anthropology
(b) Sociology
(c) Psychology
(d) Physiology
42. Errors in perception does not arise due to
(a) Selective perception
(b) Halo effect
(c) Stereotyping
(d) Testing
43. Which one of the following does not form attitudes?
(a) Family
(b) Personal experience
(c) Association
(d) Weather conditions
44. Determinants of personality is/are
(a) Heredity
(b) Brain
(c) Physic-features
(d) All of the above
45. Neo-classical theory of organization was pioneered by
(a) F.W. Taylor
(b) Elton Mayo
(c) Henry Fayol
(d) Keith Davies
46. Responsibility _____
(a) Cannot be delegated
(b) Can be delegated
(c) Can be divided
(d) Cannot be divided
47. 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
48. 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
49. Which of the following is the oldest type of Organization?
(a) Line Organization
(b) Functional Organization
(c) Line and Staff Organization
(d) Project Organization
50. 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

Answer :

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