

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. Planning is
 - (a) All pervasive
 - (a) Exhaustive
 - (b) Rigid
 - (d) None of the above
2. Decisions may be classified as
 - (a) Programmed and non-programmed decisions
 - (b) Standing decisions
 - (c) Long-outstanding decisions
 - (d) Managerial decisions
3. Which one of the following is not part of the staffing process?
 - (a) Manpower Planning
 - (b) Determination of compensation
 - (c) Recruitment
 - (d) Selection
4. 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
5. Which one is not a part of the communication process?
 - (a) Encoding
 - (b) Decoding
 - (c) Formal Communication
 - (d) Feedback
6. 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
7. 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
8. Control process include _____
 - (a) Feedback
 - (b) Establishment of standards
 - (c) Measurement of actual performance
 - (d) All of the above
9. 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
10. 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
11. Authority should be _____ responsibility
 - (a) Equal to
 - (b) More than
 - (c) Less than
 - (d) Derived from
12. Which one of the following is a democratic leader?
 - (a) Participative leader
 - (b) Authoritarian leader
 - (c) Free-rein leader
 - (d) None of the above

13. 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
14. Decentralization is not _____
(a) A Process or an act
(b) End-result of delegation
(c) Optional activity
(d) Philosophy of Management
15. Which one of the following is not a dysfunctional aspect of conflict?
(a) Disequilibrium in organization
(b) Stress and tension
(c) Diversion of energy
(d) Change without notice
16. Reason for role conflict is _____
(a) Role ambiguity
(b) Organizational positions
(c) Personal characteristics
(d) All of the above
17. Conflict Resolution do not include
(a) Problem solving
(b) Giving more power
(c) Compromise
(d) Confrontation
18. Resistance to change does not include.
(a) Fear of economic loss
(b) Sunk costs
(c) Ego-defensiveness
(d) Unfreezing
19. Changing environment and challenges before management are _____
(a) Economic changes
(b) Technological changes
(c) Neither of (a) and (b)
(d) Both (a) and (b)
20. 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
21. 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
22. Which of the following is the reason for resistance to change?
(a) Peer Pressure
(b) Cost of production
(c) Profit earned
(d) Market conditions
23. Which of the following is not the future managerial Task?
(a) Standard of living
(b) Trusteeship
(c) Business Forecasting
(d) Initiative and Creativity
24. 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
25. Disinvestment of shares is a measure of
(a) Privatization
(b) Nationalization
(c) Dissolution of a company
(d) Additional investment by Government
26. 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

27. Which of the following is the oldest type of Organization?
 (a) Line Organization
 (b) Functional Organization
 (c) Line and Staff Organization
 (d) Project Organization
28. 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
29. 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
30. Responsibility _____
 (a) Cannot be delegated
 (b) Can be delegated
 (c) Can be divided
 (d) Cannot be divided
31. Neo-classical theory of organization was pioneered by
 (a) F.W. Taylor
 (b) Elton Mayo
 (c) Henry Fayol
 (d) Keith Davies
32. Determinants of personality is/are
 (a) Heredity
 (b) Brain
 (c) Physic-features
 (d) All of the above
33. Which one of the following does not form attitudes?
 (a) Family
 (b) Personal experience
 (c) Association
 (d) Weather conditions
34. Errors in perception does not arise due to
 (a) Selective perception
 (b) Halo effect
 (c) Stereotyping
 (d) Testing
35. Which one of the following is not a behavioural science?
 (a) Anthropology
 (b) Sociology
 (c) Psychology
 (d) Physiology
36. CSF stands for
 (a) Central Security Force
 (b) Corporate Strategic Functions
 (c) Customer Satisfaction Functions
 (d) Critical Success Factors
37. 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
38. _____ is the first step in the Strategic Planning Process
 (a) Profits
 (b) Mission
 (c) Goals and Objectives
 (d) Targets
39. 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
40. The set of _____ defines the domain of the organization
 (a) Vision
 (b) Objectives
 (c) Goals
 (d) Targets

41. 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
42. Recruitment is a _____
- (a) Positive Process
 - (b) Negative Process
 - (c) Parallel Process
 - (d) Vertical Process
43. 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
44. 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
45. 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
46. 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
47. Internal sources of recruitment refers to
- (a) Recruitment within die country
 - (b) Recruitment through personal reference
 - (c) Giving promotion to existing employees
 - (d) Through advertisement
48. Dismissal of an employee means
- (a) Retrenchment
 - (b) Retirement
 - (c) Terminating the services of an employee
 - (d) Suspending from work
49. Scientific Management is propounded by
- (a) Keynes
 - (b) Henry Fayol
 - (c) F.W. Taylor
 - (d) Peter Drucker
50. Which of the following is not a 'General Management Principle?'
- (a) Division of labour
 - (b) Unity of command
 - (c) Highest production
 - (d) Scalar chain

Answer.

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