

## 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. 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
  
2. 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
  
3. Dismissal of an employee means
  - (a) Retrenchment
  - (b) Retirement
  - (c) Terminating the services of an employee
  - (d) Suspending from work
  
4. Scientific Management is propounded by
  - (a) Keynes
  - (b) Henry Fayol
  - (c) F.W. Taylor
  - (d) Peter Drucker
  
5. Which of the following is not a 'General Management Principle?'
  - (a) Division of labour
  - (b) Unity of command
  - (c) Highest production
  - (d) Scalar chain
  
6. Planning is
  - (a) All pervasive
  - (b) Exhaustive
  - (c) Rigid
  - (d) None of the above
  
7. Decisions may be classified as
  - (a) Programmed and non-programmed decisions
  - (b) Standing decisions
  - (c) Long-outstanding decisions
  - (d) Managerial decisions
  
8. Which one of the following is not part of the staffing process?
  - (a) Manpower Planning
  - (b) Determination of compensation
  - (c) Recruitment
  - (d) Selection
  
9. 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
  
10. Which one is not a part of the communication process?
  - (a) Encoding
  - (b) Decoding
  - (c) Formal Communication
  - (d) Feedback
  
11. 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
  
12. 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

13. Control process include \_\_\_\_\_
- Feedback
  - Establishment of standards
  - Measurement of actual performance
  - All of the above
14. The main purpose of conducting employment interview is
- to assess the strength and weaknesses of the candidate
  - to verify the qualification of the candidate
  - to give pre-recruitment training
  - All of the above
15. The process of Staffing Function refers to
- Payment of wages and bonus
  - Man-power Planning to placement
  - Organizing training programmes
  - None of the above
16. Authority should be \_\_\_\_\_ responsibility
- Equal to
  - More than
  - Less than
  - Derived from
17. Prof. Bernard has given four essential qualities of leadership. Which one he has not given?
- Vitality
  - Decisiveness
  - Power of endurance
  - Emotional Stability
18. Which one of the following is a democratic leader?
- Participative leader
  - Authoritarian leader
  - Free-rein leader
  - None of the above
19. Decentralization is not \_\_\_\_\_
- A Process or an act
  - End-result of delegation
  - Optional activity
  - Philosophy of Management
20. Which one of the following is not a disfunctional aspect of conflict?
- Disequilibrium in organization
  - Stress and tension
  - Diversion of energy
  - Change without notice
21. The term Organization refers to :
- An ongoing business activity
  - An ongoing business unit
  - A static structure of responsibilities
  - All of the above
22. Which of the following is the oldest type of Organization?
- Line Organization
  - Functional Organization
  - Line and Staff Organization
  - Project Organization
23. Which one is not related to Delegation?
- Vehicle for co-ordination
  - Reduction of manager's burden
  - Expansion of business
  - Securing secrecy
24. Which one does not refer to an Informal Organization?
- Interactions and human relationships
  - Emerges spontaneously
  - Basis of friendship
  - Voting among members of the group
25. Responsibility \_\_\_\_\_
- Cannot be delegated
  - Can be delegated
  - Can be divided
  - Cannot be divided
26. Neo-classical theory of organization was pioneered by
- F.W. Taylor
  - Elton Mayo
  - Henry Fayol
  - Keith Davies

27. Determinants of personality is/are  
 (a) Heredity  
 (b) Brain  
 (c) Physic-features  
 (d) All of the above
28. Which one of the following does not form attitudes?  
 (a) Family  
 (b) Personal experience  
 (c) Association  
 (d) Weather conditions
29. Errors in perception does not arise due to  
 (a) Selective perception  
 (b) Halo effect  
 (c) Stereotyping  
 (d) Testing
30. Which one of the following is not a behavioural science?  
 (a) Anthropology  
 (b) Sociology  
 (c) Psychology  
 (d) Physiology
31. CSF stands for \_\_\_\_\_  
 (a) Central Security Force  
 (b) Corporate Strategic Functions  
 (c) Customer Satisfaction Functions  
 (d) Critical Success Factors
32. 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
33. 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
34. \_\_\_\_\_ is the first step in the Strategic Planning Process  
 (a) Profits  
 (b) Mission  
 (c) Goals and Objectives  
 (d) Targets
35. The set of \_\_\_\_\_ defines the domain of the organization  
 (a) Vision  
 (b) Objectives  
 (c) Goals  
 (d) Targets
36. 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
37. Recruitment is a \_\_\_\_\_  
 (a) Positive Process  
 (b) Negative Process  
 (c) Parallel Process  
 (d) Vertical Process
38. 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
39. 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
40. 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

41. Disinvestment of shares is a measure of  
(a) Privatization  
(b) Nationalization  
(c) Dissolution of a company  
(d) Additional investment by Government
42. 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
43. Which of the following is not the future managerial task?  
(a) Standard of living  
(b) Trusteeship  
(c) Business Forecasting  
(d) Initiative and Creativity
44. Which of the following is the reason for resistance to change?  
(a) Peer Pressure  
(b) Cost of production  
(c) Profit earned  
(d) Market conditions
45. 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
46. 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
47. Changing environment and challenges before management are \_\_\_\_\_  
(a) Economic changes  
(b) Technological changes  
(c) Neither of (a) and (b)  
(d) Both (a) and (b)
48. Resistance to change does not include \_\_\_\_\_  
(a) Fear of economic loss  
(b) Sunk costs  
(c) Ego-defensiveness  
(d) Unfreezing
49. Conflict Resolution do not include  
(a) Problem solving  
(b) Giving more power  
(c) Compromise  
(d) Confrontation
50. Reason for role conflict is \_\_\_\_\_  
(a) Role ambiguity  
(b) Organizational positions  
(c) Personal characteristics  
(d) All of the above

**Answer.**

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