

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. 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
2. Recruitment is a _____
 - (a) Positive Process
 - (b) Negative Process
 - (c) Parallel Process
 - (d) Vertical Process
3. 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
4. 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
5. 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
6. 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
7. 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
8. Dismissal of an employee means
 - (a) Retrenchment
 - (b) Retirement
 - (c) Terminating the services of an employee
 - (d) Suspending from work
9. Scientific Management is propounded by
 - (a) Keynes
 - (b) Henry Fayol
 - (c) F.W. Taylor
 - (d) Peter Drucker
10. Which of the following is not a 'General Management Principle?'
 - (a) Division of labour
 - (b) Unity of command
 - (c) Highest production
 - (d) Scalar chain
11. Planning is
 - (a) All pervasive
 - (b) Exhaustive
 - (c) Rigid
 - (d) None of the above
12. Decisions may be classified as
 - (a) Programmed and non-programmed decisions
 - (b) Standing decisions
 - (c) Long-outstanding decisions
 - (d) Managerial decisions

13. Which one of the following is not part of the staffing process?
 (a) Manpower Planning
 (b) Determination of compensation
 (c) Recruitment
 (d) Selection
14. 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
15. Which one is not a part of the communication process?
 (a) Encoding
 (b) Decoding
 (c) Formal Communication
 (d) Feedback
16. 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
17. Which of the following is the oldest type of Organization?
 (a) Line Organization
 (b) Functional Organization
 (c) Line and Staff Organization
 (d) Project Organization
18. 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
19. 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
20. Responsibility _____
 (a) Cannot be delegated
 (b) Can be delegated
 (c) Can be divided
 (d) Cannot be divided
21. Neo-classical theory of organization was pioneered by
 (a) F.W. Taylor
 (b) Elton Mayo
 (c) Henry Fayol
 (d) Keith Davies
22. Determinants of personality is/are
 (a) Heredity
 (b) Brain
 (c) Physic-features
 (d) All of the above
23. Which one of the following does not form attitudes?
 (a) Family
 (b) Personal experience
 (c) Association
 (d) Weather conditions
24. Errors in perception does not arise due to
 (a) Selective perception
 (b) Halo effect
 (c) Stereotyping
 (d) Testing
25. Which one of the following is not a behavioural science?
 (a) Anthropology
 (b) Sociology
 (c) Psychology
 (d) Physiology
26. CSF stands for _____
 (a) Central Security Force
 (b) Corporate Strategic Functions
 (c) Customer Satisfaction Functions
 (d) Critical Success Factors

27. 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
28. 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
29. _____ is the first step in the Strategic Planning Process
 (a) Profits
 (b) Mission
 (c) Goals and Objectives
 (d) Targets
30. The set of _____ defines the domain of the organization
 (a) Vision
 (b) Objectives
 (c) Goals
 (d) Targets
31. Authority should be _____ responsibility
 (a) Equal to
 (b) More than
 (c) Less than
 (d) Derived from
32. 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
33. Which one of the following is a democratic leader?
 (a) Participative leader
 (b) Authoritarian leader
 (c) Free-rein leader
 (d) None of the above
34. Decentralization is not _____
 (a) A Process or an act
 (b) End-result of delegation
 (c) Optional activity
 (d) Philosophy of Management
35. 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
36. Reason for role conflict is
 (a) Role ambiguity
 (b) Organizational positions
 (c) Personal characteristics
 (d) All of the above
37. Conflict Resolution do not include
 (a) Problem solving
 (b) Giving more power
 (c) Compromise
 (d) Confrontation
38. Resistance to change does not include _____
 (a) Fear of economic loss
 (b) Sunk costs
 (c) Ego-defensiveness
 (d) Unfreezing
39. Changing environment and challenges before management are _____
 (a) Economic changes
 (b) Technological changes
 (c) Neither of (a) and (b)
 (d) Both (a) and (b)
40. 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

41. 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
42. Which of the following is the reason for resistance to change?
(a) Peer Pressure
(b) Cost of production
(c) Profit earned
(d) Market conditions
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. 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
45. Disinvestment of shares is a measure of
(a) Privatization
(b) Nationalization
(c) Dissolution of a company
(d) Additional investment by Government
46. 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
47. 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
48. Control process include _____
(a) Feedback
(b) Establishment of standards
(c) Measurement of actual performance
(d) All of the above
49. 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
50. 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

Answer:

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