

National Testing Agency

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Institutional Management and Administrative Procedures

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Institutional Management and Administrative Procedures

Section Id :	27253913
Section Number :	1
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Mandatory or Optional :	Mandatory
Number of Questions :	100
Number of Questions to be attempted :	100
Section Marks :	100
Mark As Answered Required? :	Yes
Sub-Section Number :	1
Sub-Section Id :	27253913
Question Shuffling Allowed :	Yes

Question Number : 1 Question Id : 2725391201 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No
Correct Marks : 1 Wrong Marks : 0

Which term best describes the process of obtaining, deploying, and utilizing a variety of essential resources to contribute to an institution's success?

- 1) planning
- 2) organizing
- 3) staffing
- 4) management

Options :

2725394801. 1
2725394802. 2
2725394803. 3
2725394804. 4

Question Number : 2 Question Id : 2725391202 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

In Institutional management, the function of Budgeting is:

- 1) Financial Planning
- 2) Accounting
- 3) Control and expenditure
- 4) All of the Above

Options :

2725394805. 1
2725394806. 2
2725394807. 3
2725394808. 4

Question Number : 3 Question Id : 2725391203 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

In what order do institutional managers typically perform the managerial functions?

- 1) organising, planning, controlling, leading
- 2) organising, leading, planning, controlling
- 3) planning, organising, leading, controlling
- 4) planning, organising, controlling, leading

Options :

2725394809. 1
2725394810. 2
2725394811. 3
2725394812. 4

Question Number : 4 Question Id : 2725391204 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

Which one of the following statement is correct?

- 1) Planning and controlling are essentially one and the same
- 2) Controlling is a part of the planning process
- 3) Controlling is a substitute for planning
- 4) A control process is meaningless without pre-set goals

Options :

2725394813. 1
2725394814. 2
2725394815. 3
2725394816. 4

Question Number : 5 Question Id : 2725391205 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

Planning for the Institution should be based on:

- 1) Syllabus
- 2) Aims and Needs
- 3) Resources
- 4) All of the Above.

Options :

2725394817. 1
2725394818. 2
2725394819. 3
2725394820. 4

Question Number : 6 Question Id : 2725391206 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

Goals of the institution should be:

- 1) Relevant
- 2) Achievable
- 3) Specific
- 4) All of the Above

Options :

2725394821. 1
2725394822. 2
2725394823. 3
2725394824. 4

Question Number : 7 Question Id : 2725391207 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

The assumptions about the environment in which an institutional plans are formulated and executed are:

- 1) A regular follow-up
- 2) Derivative plans
- 3) Planning Premises
- 4) Setting of objectives

Options :

- 2725394825. 1
- 2725394826. 2
- 2725394827. 3
- 2725394828. 4

Question Number : 8 Question Id : 2725391208 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

Planning begins with:

- 1) assessing and choosing the best alternative
- 2) designing evaluation procedures
- 3) selecting material
- 4) setting of objectives

Options :

- 2725394829. 1
- 2725394830. 2
- 2725394831. 3
- 2725394832. 4

Question Number : 9 Question Id : 2725391209 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

Which level of management is responsible for implementing programs that are intended to carry out the broader objectives of an institution set by executives?

- 1) shop floor workers
- 2) middle level managers
- 3) first level managers
- 4) chief financial managers

Options :

- 2725394833. 1
- 2725394834. 2
- 2725394835. 3
- 2725394836. 4

Question Number : 10 Question Id : 2725391210 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

The ability of a manager to interface and work effectively with individuals and groups is descriptive of what type of managerial skill?

- 1) technical
- 2) administrative
- 3) interpersonal
- 4) organizational

Options :

2725394837. 1
2725394838. 2
2725394839. 3
2725394840. 4

Question Number : 11 Question Id : 2725391211 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

Which of the following characterize a manager as being effective?

- 1) They use a minimum amount of resources for the amount of outputs produced
- 2) They devote a large amount of time to planning
- 3) They achieve their goals
- 4) They interview, select, and train people who are most suitable to fill open jobs.

Options :

2725394841. 1
2725394842. 2
2725394843. 3
2725394844. 4

Question Number : 12 Question Id : 2725391212 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

Which of the following strategies aim at improving internal weaknesses by taking advantage of external opportunities?

- 1) SO
- 2) WO
- 3) SW
- 4) ST

Options :

2725394845. 1
2725394846. 2
2725394847. 3
2725394848. 4

Question Number : 13 Question Id : 2725391213 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

Which of the following requires an institution to establish annual objectives, devise policies, motivate employees and allocate resources for the execution of strategies?

- 1) Strategy formulation
- 2) Strategy evaluation
- 3) Strategy implementation
- 4) Strategy estimation

Options :

2725394849. 1
2725394850. 2
2725394851. 3
2725394852. 4

Question Number : 14 Question Id : 2725391214 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

Which of the following would you NOT expect to see in a vision statement?

- 1) Descriptions of desirable future interactions
- 2) Motivational Terminology
- 3) Focus on values to which an institution is committed
- 4) What an institution seeks to do to reach desirable future state

Options :

2725394853. 1
2725394854. 2
2725394855. 3
2725394856. 4

Question Number : 15 Question Id : 2725391215 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

Which of the following indicates an important functional area, of an institution, requiring change?

- 1) Core value
- 2) Thrust area
- 3) Change agent
- 4) Strategy

Options :

2725394857. 1
2725394858. 2
2725394859. 3
2725394860. 4

Question Number : 16 Question Id : 2725391216 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

What is the recommended length of an effective Mission statement?

- 1) One page
- 2) Less than 200 words
- 3) One sentence of 10 to 20 words
- 4) There is no recommendation, it can be as long as the institute management wants

Options :

- 2725394861. 1
- 2725394862. 2
- 2725394863. 3
- 2725394864. 4

Question Number : 17 Question Id : 2725391217 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

Which of the following is associated with successful strategies?

- 1) Creating superior value to customers
- 2) Exploitation of key success factors
- 3) Creating and maintaining strategic fit
- 4) All of the above

Options :

- 2725394865. 1
- 2725394866. 2
- 2725394867. 3
- 2725394868. 4

Question Number : 18 Question Id : 2725391218 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

Any person, group or organisation that can place a claim on an institution's attention/resources/output is called:

- 1) Customer
- 2) Top Management
- 3) Stakeholder
- 4) Consumer

Options :

- 2725394869. 1
- 2725394870. 2
- 2725394871. 3
- 2725394872. 4

Question Number : 19 Question Id : 2725391219 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

The following is NOT a principle of organisation:

- 1) Principle of exception
- 2) Principle of balance
- 3) Principle of complexity
- 4) Principle of co-ordination

Options :

2725394873. 1
2725394874. 2
2725394875. 3
2725394876. 4

Question Number : 20 Question Id : 2725391220 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

The process of dividing the work and then grouping them into units and subunits for the purpose of administration is known as:

- 1) Departmentation
- 2) Organisation structure
- 3) Committee
- 4) All of the above

Options :

2725394877. 1
2725394878. 2
2725394879. 3
2725394880. 4

Question Number : 21 Question Id : 2725391221 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

Each subordinate should have only one superior whose command he has to obey. This is known as:

- 1) Division of work
- 2) Exception principle
- 3) Unity of Command principle
- 4) Authority - responsibility principle

Options :

2725394881. 1
2725394882. 2
2725394883. 3
2725394884. 4

Question Number : 22 Question Id : 2725391222 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

Delegation of authority is linked to:

- 1) Managerial planning
- 2) Management coordination
- 3) Management control
- 4) Scientific management

Options :

2725394885. 1
2725394886. 2
2725394887. 3
2725394888. 4

Question Number : 23 Question Id : 2725391223 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

The main advantage of functional organisation is:

- 1) Specialisation
- 2) Simplicity
- 3) Expert advice
- 4) Experience

Options :

2725394889. 1
2725394890. 2
2725394891. 3
2725394892. 4

Question Number : 24 Question Id : 2725391224 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

In line and staff organisation, the authority lies in:

- 1) Line
- 2) Staff
- 3) Both line and staff
- 4) None of the above

Options :

2725394893. 1
2725394894. 2
2725394895. 3
2725394896. 4

Question Number : 25 Question Id : 2725391225 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

If the span of control is narrow, a number of managers would be required in each unit of the organization and there would be many managerial levels or layers, such an organizational structure is referred to as:

- 1) Flat structure
- 2) Tall structure
- 3) Matrix structure
- 4) Project structure

Options :

2725394897. 1
2725394898. 2
2725394899. 3
2725394900. 4

Question Number : 26 Question Id : 2725391226 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

What are group norms?

- 1) Modes of behaviours that are shared by some members of the group
- 2) Modes of behaviours that challenge group values and beliefs
- 3) Modes of behaviours that are acceptable to and shared by group members
- 4) Modes of behaviours that are different of those of other group members

Options :

2725394901. 1
2725394902. 2
2725394903. 3
2725394904. 4

Question Number : 27 Question Id : 2725391227 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

Teams occur when a number of people have _____ and recognise that their personal success is dependent on the success of others.

- 1) A shared work environment
- 2) A common goal
- 3) Similar jobs
- 4) The common boss

Options :

2725394905. 1
2725394906. 2
2725394907. 3
2725394908. 4

Question Number : 28 Question Id : 2725391228 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

Which of the following is a way to increase team participation?

- 1) Plan the team meetings and share agenda with people beforehand
- 2) Ask the leader of the group to run the meeting and talk the most.
- 3) Encourage everyone to talk whenever they have something to say, even if another person is talking
- 4) Point out dominating behavior to everyone.

Options :

2725394909. 1
2725394910. 2
2725394911. 3
2725394912. 4

Question Number : 29 Question Id : 2725391229 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

Which of the following is NOT a characteristic of an effective team?

- 1) The open expression of feelings and disagreements
- 2) The resolution of conflict by members themselves
- 3) A belief in shared aims and objectives
- 4) A sense of commitment by individual member's to their own goals and objectives

Options :

2725394913. 1
2725394914. 2
2725394915. 3
2725394916. 4

Question Number : 30 Question Id : 2725391230 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

Which of the following is NOT a Team Maintenance Role?

- 1) Encouraging
- 2) Compromising
- 3) Harmonising
- 4) Information giving

Options :

2725394917. 1
2725394918. 2
2725394919. 3
2725394920. 4

Question Number : 31 Question Id : 2725391231 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

From the point of view of an effective team, answer the following question:

Hari, a senior member of the team, and Ramesh, a junior member of the team, are on the opposite sides of an important issue. Both of their positions have merit. You notice that as Hari and Ramesh present their arguments, other team members:

- 1) Seem to be harsher in the criticisms of Ramesh's arguments
- 2) Are objective, and attentive to both arguments-the team values differences
- 3) Favour Hari slightly over Ramesh.
- 4) Don't pay much attention to either viewpoint

Options :

2725394921. 1

2725394922. 2

2725394923. 3

2725394924. 4

Question Number : 32 Question Id : 2725391232 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

Which of the following is NOT a symptom of Group Think?

- 1) Illusions of vulnerability
- 2) Belief in inherent group morality
- 3) Applying direct pressure to deviants
- 4) Self-censorship by members

Options :

2725394925. 1

2725394926. 2

2725394927. 3

2725394928. 4

Question Number : 33 Question Id : 2725391233 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

Which mode of recruitment is through advertisements, newspapers and want ads?

- 1). Direct
- 2). Indirect
- 3). On payroll
- 4). Third Pay

Options :

2725394929. 1

2725394930. 2

2725394931. 3

2725394932. 4

Question Number : 34 Question Id : 2725391234 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

Which of the following provides complete job related information (both positive and negative) to the applicants so that they can make right decisions before taking the job?

- 1). Job Compatibility Questionnaire
- 2). Realistic job preview
- 3). Market survey
- 4). None of the above

Options :

2725394933. 1
2725394934. 2
2725394935. 3
2725394936. 4

Question Number : 35 Question Id : 2725391235 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

Selection is _____ in its application as much as it seeks to eliminate as many unqualified applications as possible in order to identify the right candidates.

- 1). Positive
- 2). Negative
- 3). Both negative and positive
- 4). None of the above

Options :

2725394937. 1
2725394938. 2
2725394939. 3
2725394940. 4

Question Number : 36 Question Id : 2725391236 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

Which of the following topics are covered in employee orientation programme?

- 1) Training and education benefit
- 2) Relationship to other jobs
- 3) Disciplinary regulations
- 4) All of the above

Options :

2725394941. 1
2725394942. 2
2725394943. 3
2725394944. 4

Question Number : 37 Question Id : 2725391237 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

The allocation of people to jobs; it includes initial assignment of new employees, and promotion, transfer, or demotion of present employees is referred to as:

- 1) Recruitment
- 2) Placement
- 3) Selection
- 4) Orientation

Options :

2725394945. 1
2725394946. 2
2725394947. 3
2725394948. 4

Question Number : 38 Question Id : 2725391238 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

Which of the following is a benefit of employee training?

- 1) Improves morale
- 2) Helps people identify with institutional goals
- 3) Provides a good climate for learning, growth and co - ordination
- 4) None of the above

Options :

2725394949. 1
2725394950. 2
2725394951. 3
2725394952. 4

Question Number : 39 Question Id : 2725391239 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

What is the alternate name for incentives?

- 1) Gratuity
- 2) Paid holidays
- 3) Payments by result
- 4) None of the above

Options :

2725394953. 1
2725394954. 2
2725394955. 3
2725394956. 4

Question Number : 40 Question Id : 2725391240 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

Match the following components of remuneration with their inclusions -

- I. Fringe Benefits ----- A. Stock option
II. Job Context ----- B. Challenging job responsibilities
III. Perquisites ----- C. Group Plans
IV. Incentives ----- D. Medical Care
- 1) I-D, II-B, III-A, IV-C
2) I-B, II-A, III-C, IV-D
3) I-A, II-C, III-D, IV-B
4) I-C, II-B, III-D, IV-A

Options :

2725394957. 1
2725394958. 2
2725394959. 3
2725394960. 4

Question Number : 41 Question Id : 2725391241 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

Which of the following is a challenge mentioned in remuneration?

- 1) Employee participation
2) Pay secrecy
3) Comparable worth
4) All of the above

Options :

2725394961. 1
2725394962. 2
2725394963. 3
2725394964. 4

Question Number : 42 Question Id : 2725391242 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

When a higher level job is assigned to an individual without increase in salary, it is called:

- 1) Horizontal promotion
2) Vertical Promotion
3) Dry promotion
4) Diagonal promotion

Options :

2725394965. 1
2725394966. 2
2725394967. 3
2725394968. 4

Question Number : 43 Question Id : 2725391243 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

Payment to faculty on per class/period of teaching or output per period/hour basis is called:

- 1) Time rate method
- 2) Period rate method
- 3) Both (1) and(2)
- 4) None of the above

Options :

2725394969. 1
2725394970. 2
2725394971. 3
2725394972. 4

Question Number : 44 Question Id : 2725391244 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

Which of following is wrong statement in respect of CCS (Conduct) Rules 1964?

- 1) A Govt. servant qualified to vote at such election may exercise his right to vote.
- 2) A Govt servant shall canvass or otherwise interfere with or use his influence in connection with or take part in an election in legislature election only
- 3) Govt servant endeavour to prevent any member of his family from taking part in elections.
- 4) None of these

Options :

2725394973. 1
2725394974. 2
2725394975. 3
2725394976. 4

Question Number : 45 Question Id : 2725391245 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

The following act, conduct and commissions of a Government servant amount to misconduct:

- 1) If the act or conduct is prejudicial or likely to be prejudicial to the interests of the master or to the reputation of the master
- 2) If the act or conduct is inconsistent or incompatible with the due or peaceful discharge of his duty to his master
- 3) If the act or conduct of a servant makes it unsafe for the employer to retain him in service
- 4) All the above

Options :

2725394977. 1
2725394978. 2
2725394979. 3
2725394980. 4

Question Number : 46 Question Id : 2725391246 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

A sanction for any fresh charge shall, unless it is specifically renewed, lapse if no payment in whole or in part has been made during a period of:

- 1) 12 months from the date of issue of such sanction.
- 2) Financial year in which sanction accorded.
- 3) 6 months from the date of issue of such sanction.
- 4) 3 months from the date of issue of such sanction.

Options :

- 2725394981. 1
- 2725394982. 2
- 2725394983. 3
- 2725394984. 4

Question Number : 47 Question Id : 2725391247 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

If a bid is accepted during the process of auctioning the disposal, earnest money should immediately be taken on the spot from the successful bidder. The amount of the earnest money should be:

- 1) not less than 10%
- 2) not less than 20%
- 3) not less than 25%
- 4) not less than 30%

Options :

- 2725394985. 1
- 2725394986. 2
- 2725394987. 3
- 2725394988. 4

Question Number : 48 Question Id : 2725391248 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

A physical verification of all the consumable goods and materials should be undertaken at least once in:

- 1) one month
- 2) six months
- 3) one year
- 4) two years

Options :

- 2725394989. 1
- 2725394990. 2
- 2725394991. 3
- 2725394992. 4

Question Number : 49 Question Id : 2725391249 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

The process of recording financial data up to trial balance is:

- 1) Classifying
- 2) Summarising
- 3) Analyzing
- 4) Book keeping

Options :

2725394993. 1
2725394994. 2
2725394995. 3
2725394996. 4

Question Number : 50 Question Id : 2725391250 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

As per accrual concept, which of the followings is not true:

- 1) $\text{sales} + \text{gross profit} = \text{revenue}$
- 2) $\text{revenue} - \text{profit} = \text{expenditure}$
- 3) $\text{revenue} - \text{expenditure} = \text{profit}$
- 4) $\text{revenue} = \text{profit} + \text{expenditure}$

Options :

2725394997. 1
2725394998. 2
2725394999. 3
2725395000. 4

Question Number : 51 Question Id : 2725391251 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

A manager gets his authority by virtue of his position, while a _____ gets his authority from his followers.

- 1) Mentor
- 2) Counsellor
- 3) Leader
- 4) Coach

Options :

2725395001. 1
2725395002. 2
2725395003. 3
2725395004. 4

Question Number : 52 Question Id : 2725391252 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

Which of the following theories seeks to determine the personal characteristics of effective leaders?

- 1) Behavioural theory
- 2) Fiedler's contingency theory
- 3) House's Path Goal theory
- 4) Trait theory

Options :

2725395005. 1
2725395006. 2
2725395007. 3
2725395008. 4

Question Number : 53 Question Id : 2725391253 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

A style of leadership that takes account of others' views, opinions and ideas is:

- 1) Autocratic
- 2) Democratic
- 3) Laissez-faire
- 4) A mix of laissez-faire and democratic

Options :

2725395009. 1
2725395010. 2
2725395011. 3
2725395012. 4

Question Number : 54 Question Id : 2725391254 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

According to Fiedler's LPC scale, leaders with a low LPC score will gain satisfaction from:

- 1) Achieving objectives
- 2) Developing team relationships
- 3) Both (1) and (2)
- 4) Neither (1) nor (2)

Options :

2725395013. 1
2725395014. 2
2725395015. 3
2725395016. 4

Question Number : 55 Question Id : 2725391255 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

Referent power is based on the subordinate's perception that the leader has a right to exercise influence because of the leader's:

- 1) Ability to punish or reward
- 2) Position within an organization
- 3) Both (1) and (2)
- 4) Personal charisma

Options :

2725395017. 1
2725395018. 2
2725395019. 3
2725395020. 4

Question Number : 56 Question Id : 2725391256 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

The situational theory of leadership emphasises:

- 1) Environment
- 2) Events
- 3) Personality Traits
- 4) Political Situation

Options :

2725395021. 1
2725395022. 2
2725395023. 3
2725395024. 4

Question Number : 57 Question Id : 2725391257 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

Which of the following style of leadership leads to satisfied, motivated and more skilled employees, in turn leading to an optimistic work environment and encouraging creativity?

- 1) Autocratic
- 2) Bureaucratic
- 3) Democratic
- 4) Laissez Faire

Options :

2725395025. 1
2725395026. 2
2725395027. 3
2725395028. 4

Question Number : 58 Question Id : 2725391258 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

In which stage of the communication process, does the receiver interpret the message and translate it into meaningful information?

- 1) Encoding
- 2) Decoding
- 3) Feedback
- 4) Transmission

Options :

2725395029. 1
2725395030. 2
2725395031. 3
2725395032. 4

Question Number : 59 Question Id : 2725391259 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

Which of the following facial clues often reveals that a person is lying?

- 1) Failure to look you in the eye
- 2) Facial shift
- 3) Crooked smile
- 4) All of the above

Options :

2725395033. 1
2725395034. 2
2725395035. 3
2725395036. 4

Question Number : 60 Question Id : 2725391260 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

Upward communication flows from _____ by way of complaints, suggestions, advice, feedback etc.:

- 1) Customers
- 2) Clients
- 3) Competitors
- 4) Lower levels

Options :

2725395037. 1
2725395038. 2
2725395039. 3
2725395040. 4

Question Number : 61 Question Id : 2725391261 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

The formal greeting with which a business letter begins is called:

- 1) Body of the letter
- 2) Reference
- 3) Salutation
- 4) Subject

Options :

2725395041. 1
2725395042. 2
2725395043. 3
2725395044. 4

Question Number : 62 Question Id : 2725391262 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

Which of the following terms best describes the grapevine as a communication pattern?

- 1) Diagonal
- 2) Informal
- 3) Serial
- 4) Verbal

Options :

2725395045. 1
2725395046. 2
2725395047. 3
2725395048. 4

Question Number : 63 Question Id : 2725391263 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

When working to create and maintain a favourable relationship with a receiver, a sender should:

- 1) Use Positive wording
- 2) Stress mutual interests and benefits
- 3) Impress the receiver by using technical terms
- 4) Do just what the receiver expects

Options :

2725395049. 1
2725395050. 2
2725395051. 3
2725395052. 4

Question Number : 64 Question Id : 2725391264 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

Rearrange the following six steps of motivation logically:

- A. Engages in goal - directed behaviour
- B. Reassesses needs deficiencies
- C. Performs
- D. Identifies needs
- E. Searches for ways to satisfy the needs
- F. Receives either rewards or punishment

- 1) ABCDEF
- 2) BCDEAF
- 3) DFCAEB
- 4) DEACFB

Options :

- 2725395053. 1
- 2725395054. 2
- 2725395055. 3
- 2725395056. 4

Question Number : 65 Question Id : 2725391265 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

Which of the following is NOT an indicator of a Motivated Workforce?

- 1) High Productivity
- 2) Ingenuity in the use of Resources
- 3) High Employee Turnover
- 4) Work conscious

Options :

- 2725395057. 1
- 2725395058. 2
- 2725395059. 3
- 2725395060. 4

Question Number : 66 Question Id : 2725391266 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

Which of the following theories of motivation focus on the needs a person is trying to satisfy and the features of the work environment that seems to satisfy those needs?

- 1) Process theories
- 2) Situational theories
- 3) Content theories
- 4) Motivational theories

Options :

- 2725395061. 1
- 2725395062. 2
- 2725395063. 3
- 2725395064. 4

Question Number : 67 Question Id : 2725391267 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

Which is one of the following Techniques of Motivating Oneself?

- 1) Individualizing reinforcers
- 2) Making the task more intrinsically satisfying
- 3) Matching people to tasks
- 4) Providing opportunities to grow

Options :

2725395065. 1
2725395066. 2
2725395067. 3
2725395068. 4

Question Number : 68 Question Id : 2725391268 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

In which of the following employees 'career hazards' are dealt?

- 1) Coaching
- 2) Counselling
- 3) Development
- 4) Mentoring

Options :

2725395069. 1
2725395070. 2
2725395071. 3
2725395072. 4

Question Number : 69 Question Id : 2725391269 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

Which one of the following is the aim of Counselling?

- 1) Ensuring that clients are on the correct medication
- 2) Promoting personal growth and productivity
- 3) Providing a successful diagnosis in psychopathology
- 4) Solely addressing the behaviour

Options :

2725395073. 1
2725395074. 2
2725395075. 3
2725395076. 4

Question Number : 70 Question Id : 2725391270 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

Setting SMART goals imply:

- 1) Specific, Matching, Accurate, Realistic, Tactful
- 2) Specific, Measureable, Attainable, Relevant, Timely
- 3) Specific, Measureable, Accurate, Reliable, Tactful
- 4) Strategic, Measureable, Attainable, Relevant, Timely

Options :

2725395077. 1
2725395078. 2
2725395079. 3
2725395080. 4

Question Number : 71 Question Id : 2725391271 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

Goals are the _____ of Management action.

- 1) Starting points
- 2) Planning
- 3) End points
- 4) Directions

Options :

2725395081. 1
2725395082. 2
2725395083. 3
2725395084. 4

Question Number : 72 Question Id : 2725391272 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

Which of the following time management technique refers to eating meals on the run to make good use of time ordinarily spent on sitting down for meals?

- 1) Grazing
- 2) Greasing
- 3) Snacking
- 4) Snagging

Options :

2725395085. 1
2725395086. 2
2725395087. 3
2725395088. 4

Question Number : 73 Question Id : 2725391273 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

An example of streamlining your work effort to eliminate time wasting tasks is:

- 1) Assist your secretary with routine phone calls
- 2) Be a good employee and help others routinely with their tasks
- 3) Look for duplication of effort and waste; then, take action to eliminate them
- 4) Read and reply to e-mail hourly

Options :

- 2725395089. 1
- 2725395090. 2
- 2725395091. 3
- 2725395092. 4

Question Number : 74 Question Id : 2725391274 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

Work attitudes can be reflected in an institution/organization through:

- 1) Job Satisfaction
- 2) Organizational Commitment
- 3) Both (1) and (2)
- 4) Neither (1) nor (2)

Options :

- 2725395093. 1
- 2725395094. 2
- 2725395095. 3
- 2725395096. 4

Question Number : 75 Question Id : 2725391275 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

Which of the following is NOT the component of Attitudes?

- 1) Psycho-motor
- 2) Cognition
- 3) Behaviour
- 4) Affect

Options :

- 2725395097. 1
- 2725395098. 2
- 2725395099. 3
- 2725395100. 4

Question Number : 76 Question Id : 2725391276 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

Which of the following is not one of the stages in Kurt Lewin's famous three-stage prescriptive model of change developed in the 1950s?

- 1) Moving to a new level
- 2) Refreezing attitudes at the new level
- 3) Unfreezing current attitudes
- 4) Melting resistance

Options :

2725395101. 1
2725395102. 2
2725395103. 3
2725395104. 4

Question Number : 77 Question Id : 2725391277 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

Which of the following is NOT a way of overcoming resistance to change?

- 1) Communication and discussion
- 2) Involving those who resist in the change process
- 3) Bullying and harassing people into towing the line
- 4) Giving incentives

Options :

2725395105. 1
2725395106. 2
2725395107. 3
2725395108. 4

Question Number : 78 Question Id : 2725391278 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

Which of the following will NOT affect the choice of planned change programme in an institution?

- 1) Culture
- 2) Leadership style
- 3) Nature of institution
- 4) Government policy

Options :

2725395109. 1
2725395110. 2
2725395111. 3
2725395112. 4

Question Number : 79 Question Id : 2725391279 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

Which of the following is a part of the six-point plan for strategic change?

- 1) Foster consensus for the new vision, competence to enact it and cohesion to move it along
- 2) Institute revitalisation through formal policies, systems and structures
- 3) Monitor and adjust strategies in response to problems in the revitalisation process
- 4) All of the above

Options :

- 2725395113. 1
- 2725395114. 2
- 2725395115. 3
- 2725395116. 4

Question Number : 80 Question Id : 2725391280 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

Which of the following is NOT a key task for those involved in seeking political agreements over planned change in an institution?

- 1) Seek out potential opposition and attempt to change opinions or, at least, to neutralise them
- 2) Identify potential and influential supporters and persuade them to support the new strategy
- 3) Negotiate any necessary 'side deals' to get people on side
- 4) Build the maximum consensus for the new proposals, preferably prior to any formal decision meeting

Options :

- 2725395117. 1
- 2725395118. 2
- 2725395119. 3
- 2725395120. 4

Question Number : 81 Question Id : 2725391281 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

The personalities of creative people tend to have all of the following characteristics except:

- 1) A positive self-image without being blindly self-confident
- 2) Can work along in isolation necessary for developing ideas
- 3) Frequently considered to be nonconformists and do not need strong approval from the group
- 4) Have a low tolerance for ambiguity, must have clear directions on all task

Options :

- 2725395121. 1
- 2725395122. 2
- 2725395123. 3
- 2725395124. 4

Question Number : 82 Question Id : 2725391282 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

Creativity is likely to occur when three components come together which involve expertise, creative thinking skills and:

- 1) proper lighting in the work environment
- 2) right type of motivation
- 3) stable economical conditions
- 4) extrinsically motivating conditions in the work environment

Options :

- 2725395125. 1
- 2725395126. 2
- 2725395127. 3
- 2725395128. 4

Question Number : 83 Question Id : 2725391283 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

The last step in a control process is:

- 1) Allocate resources
- 2) Taking corrective action
- 3) Select a strategy
- 4) Set standards

Options :

- 2725395129. 1
- 2725395130. 2
- 2725395131. 3
- 2725395132. 4

Question Number : 84 Question Id : 2725391284 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

The weakest form of control is:

- 1) Pre-control
- 2) Simultaneous control
- 3) Post-control
- 4) Dual control

Options :

- 2725395133. 1
- 2725395134. 2
- 2725395135. 3
- 2725395136. 4

Question Number : 85 Question Id : 2725391285 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

What is the term for the monitoring of events both internal and external to the institution that affects strategy?

- 1) Operational control
- 2) Strategic surveillance
- 3) Strategic control
- 4) Environmental scanning

Options :

2725395137. 1
2725395138. 2
2725395139. 3
2725395140. 4

Question Number : 86 Question Id : 2725391286 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

The main characteristics of an effective control system are:

- 1) Flexibility, measurability, timeliness and objectivity
- 2) Flexibility, accuracy, relevance and objectivity
- 3) Flexibility, accuracy, timeliness and relevance
- 4) Flexibility, accuracy, timeliness and objectivity

Options :

2725395141. 1
2725395142. 2
2725395143. 3
2725395144. 4

Question Number : 87 Question Id : 2725391287 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

Budget is an instrument of:

- 1) planning only
- 2) control only
- 3) both planning and control
- 4) none of these

Options :

2725395145. 1
2725395146. 2
2725395147. 3
2725395148. 4

Question Number : 88 Question Id : 2725391288 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

The full form of "BARS" is:

- 1) Baseline Accounting and Reporting System
- 2) Behaviourally Anchored Rating Scales
- 3) Budgeting Accounting and Reporting System
- 4) Behaviourally Anchored Reporting Scales

Options :

2725395149. 1
2725395150. 2
2725395151. 3
2725395152. 4

Question Number : 89 Question Id : 2725391289 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

Which of the following is an advantage of the critical incidents methods while performing performance appraisal?

- 1) Minimise inventory costs
- 2) Negative incidents are generally more noticeable than positive ones
- 3) Evaluation is based on actual job behaviour
- 4) None of the above

Options :

2725395153. 1
2725395154. 2
2725395155. 3
2725395156. 4

Question Number : 90 Question Id : 2725391290 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

Which of the following performance appraisal methods undertakes maximum time?

- 1) Rating Scales
- 2) Critical incident
- 3) Tests and Observation
- 4) Essay method

Options :

2725395157. 1
2725395158. 2
2725395159. 3
2725395160. 4

Question Number : 91 Question Id : 2725391291 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

The first person to give the concept of Management by Objectives was:

- 1) Edwards Deming
- 2) D.W. Cheetham
- 3) Peter F. Drucker
- 4) Hershey Blanchard

Options :

- 2725395161. 1
- 2725395162. 2
- 2725395163. 3
- 2725395164. 4

Question Number : 92 Question Id : 2725391292 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

Which of these options are the activities that constitute the core of performance management?

- 1) Performance interview
- 2) Archiving performance data
- 3) Use of appraisal data
- 4) All of the above

Options :

- 2725395165. 1
- 2725395166. 2
- 2725395167. 3
- 2725395168. 4

Question Number : 93 Question Id : 2725391293 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

“Disciplinary action is contemplated” means:

- 1) Employee is suspended
- 2) Prima facie decision is taken on file to penalise the employee
- 3) Prima facie decision is taken on file to file charges against employee
- 4) Employee should be removed from service

Options :

- 2725395169. 1
- 2725395170. 2
- 2725395171. 3
- 2725395172. 4

Question Number : 94 Question Id : 2725391294 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

The time limit for completing the inquiry and submit report by Inquiring Authority is:

- 1) 3 months
- 2) 6 months
- 3) 9 months
- 4) 18 months

Options :

2725395173. 1
2725395174. 2
2725395175. 3
2725395176. 4

Question Number : 95 Question Id : 2725391295 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

Which of the following involves collecting and analysing information about a programme's activities, characteristics and outcomes:

- 1) Academic audit
- 2) Education evaluation
- 3) Programme evaluation
- 4) Organisational assessment

Options :

2725395177. 1
2725395178. 2
2725395179. 3
2725395180. 4

Question Number : 96 Question Id : 2725391296 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

Which of the following is NOT a component of institutional evaluation?

- 1) Systematic collection of evidence
- 2) Process identification
- 3) Judgement of value
- 4) Interpretation of evidence

Options :

2725395181. 1
2725395182. 2
2725395183. 3
2725395184. 4

Question Number : 97 Question Id : 2725391297 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

A standard for performance, settled/ established early on, for later comparison is called :

- 1) Scope line
- 2) Base line
- 3) Performance line
- 4) Boundary line

Options :

2725395185. 1
2725395186. 2
2725395187. 3
2725395188. 4

Question Number : 98 Question Id : 2725391298 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

In institutional evaluation, "Plausibility" means:

- 1) To check whether the goals or targets set by an institution were met or not
- 2) To check whether the institute has attained the expected goals
- 3) To determine the true effect of an intervention on the indicators of interests
- 4) To determine the success of programme's activities and outcomes

Options :

2725395189. 1
2725395190. 2
2725395191. 3
2725395192. 4

Question Number : 99 Question Id : 2725391299 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

Which of the following statement is WRONG about academic audit?

- 1) Framework for finding fault with a system or individual faculty and staff
- 2) Externally directed surprise spot checks
- 3) An arid collection of awkward questions lacking a philosophy and coherence with the purpose of institute
- 4) All of the above

Options :

2725395193. 1
2725395194. 2
2725395195. 3
2725395196. 4

Question Number : 100 Question Id : 2725391300 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 1 Wrong Marks : 0

Academic Audit report contains all of the following except:

- 1) Current status
- 2) Strengths and weaknesses
- 3) Criticism of non performing units/individuals
- 4) Action plan for future improvements

Options :

2725395197. 1

2725395198. 2

2725395199. 3

2725395200. 4