

2986270	Which term best describes the process of obtaining, deploying, and utilizing a variety of essential resources to contribute to an institution's success? (<i>Difficulty Level : UNDEFINED</i>)
<u>A)</u>	planning
B)	organizing
C)	staffing
D)	management
Correct Answer Key*	A
Marks*	1.0
Negative Marks	0.0

2986271	In Institutional management, the function of Budgeting is: (<i>Difficulty Level : UNDEFINED</i>)
<u>A)</u>	Financial Planning
B)	Accounting
C)	Control and expenditure
D)	All of the Above mentioned
Correct Answer Key*	A
Marks*	1.0
Negative Marks	0.0

2986272	In what order do institutional managers typically perform the managerial functions? (<i>Difficulty Level : UNDEFINED</i>)
<u>A)</u>	organising, planning, controlling, leading
B)	organising, leading, planning, controlling
C)	planning, organising, leading, controlling
D)	planning, organising, controlling, leading
Correct Answer Key*	A
Marks*	1.0
Negative Marks	0.0

2986273	Which one of the following statement is correct? (<i>Difficulty Level : UNDEFINED</i>)
<u>A)</u>	Planning and controlling are essentially one and the same
B)	Controlling is a part of the planning process
C)	Controlling is a substitute for planning
D)	A control process is meaningless without pre-set goals
Correct Answer Key*	A
Marks*	1.0
Negative Marks	0.0

2986274	Planning for the Institution should be based on: (<i>Difficulty Level : UNDEFINED</i>)
<u>A)</u>	Syllabus
B)	Aims and Needs
C)	Resources
D)	All of the Above mentioned
Correct Answer Key*	A
Marks*	1.0
Negative Marks	0.0

2986275	Goals of the institution should be: (<i>Difficulty Level : UNDEFINED</i>)
<u>A)</u>	Relevant
B)	Achievable
C)	Specific
D)	All of the Above Mentioned
Correct Answer Key*	A
Marks*	1.0
Negative Marks	0.0

2986276	The assumptions about the environment in which an institutional plans are formulated and executed are: (<i>Difficulty Level : UNDEFINED</i>)
<u>A)</u>	A regular follow-up
B)	Derivative plans
C)	Planning Premises
D)	Setting of objectives
Correct Answer Key*	A
Marks*	1.0
Negative Marks	0.0

2986277	Planning begins with: (<i>Difficulty Level : UNDEFINED</i>)
<u>A)</u>	assessing and choosing the best alternative
B)	designing evaluation procedures
C)	selecting material
D)	setting of objectives
Correct Answer Key*	A
Marks*	1.0
Negative Marks	0.0

2986278	Which level of management is responsible for implementing programs that are intended to carry out the broader objectives of an institution set by executives? (<i>Difficulty Level : UNDEFINED</i>)
<u>A)</u>	shop floor workers
B)	middle level managers
C)	first level managers
D)	chief financial managers
Correct Answer Key*	A
Marks*	1.0
Negative Marks	0.0

2986279	The ability of a manager to interface and work effectively with individuals and groups is descriptive of what type of managerial skill? (<i>Difficulty Level : UNDEFINED</i>)
<u>A)</u>	technical
B)	administrative
C)	interpersonal
D)	organizational
Correct Answer Key*	A
Marks*	1.0
Negative Marks	0.0

2986280	A programme of development and improvement prepared by an educational institution is called as a(n): (Difficulty Level : UNDEFINED)
<u>A)</u>	long-term plan
B)	institutional plan
C)	Planning Premises
D)	short term plan
Correct Answer Key*	A
Marks*	1.0
Negative Marks	0.0

2986281	Which of the following is NOT true about strategic planning in an institution? (Difficulty Level : UNDEFINED)
<u>A)</u>	Enhances an institution's capability to proactively anticipate change
B)	It is a top down approach of planning
C)	It realizes more on identifying and resolving issues
D)	Emphasizes on assessment of the environment inside and outside the institution
Correct Answer Key*	A
Marks*	1.0
Negative Marks	0.0

2986282	The outcomes from a study of the external environment are _____ and _____. (Difficulty Level : UNDEFINED)
<u>A)</u>	Threats and Weaknesses
B)	Strengths and Weaknesses
C)	Strengths and Opportunities
D)	Opportunities and Threats
Correct Answer Key*	A
Marks*	1.0
Negative Marks	0.0

2986283	The major value creating skills, capabilities and resources that determine an institution's competitive weapons are: (<i>Difficulty Level : UNDEFINED</i>)
<u>A)</u>	Strengths
B)	Opportunities
C)	Core competencies
D)	Strategies
Correct Answer Key*	A
Marks*	1.0
Negative Marks	0.0

2986284	What is the starting point of strategic intent? (<i>Difficulty Level : UNDEFINED</i>)
<u>A)</u>	Objectives
B)	Goals
C)	Vision
D)	Mission
Correct Answer Key*	A
Marks*	1.0
Negative Marks	0.0

2986285	Which of the following are short term milestones or benchmarks that an institution must attain in order to achieve its long term objectives? (<i>Difficulty Level : UNDEFINED</i>)
<u>A)</u>	Vision
B)	Mission
C)	Plans
D)	Goals
Correct Answer Key*	A
Marks*	1.0
Negative Marks	0.0

2986286	Which of the following is associated with successful strategies? (<i>Difficulty Level : UNDEFINED</i>)
<u>A)</u>	Creating superior value to customers
B)	Exploitation of key success factors
C)	Creating and maintaining strategic fit
D)	All of the above mentioned
Correct Answer Key*	A
Marks*	1.0
Negative Marks	0.0

2986287	Which of the following is not an element of strategic thinking? (<i>Difficulty Level : UNDEFINED</i>)
<u>A)</u>	Judgement of what strategic changes to make
B)	Realisation of what needs to change
C)	Understanding of current strategic positions
D)	Management of institutional resources and competencies
Correct Answer Key*	A
Marks*	1.0
Negative Marks	0.0

2986288	Age old system of administrative hierarchy, based on formal authorities, used to delegate orderly, fair and logical instructions to subordinates is: (<i>Difficulty Level : UNDEFINED</i>)
<u>A)</u>	Bureaucracies
B)	Mechanistic structure
C)	Organisational Structure
D)	Organic structure
Correct Answer Key*	A
Marks*	1.0
Negative Marks	0.0

2986289	Responsibility always flows from: (<i>Difficulty Level : UNDEFINED</i>)
<u>A)</u>	Superior to subordinate
B)	Subordinate to superior
C)	Both 'A' and 'B'
D)	None of the above mentioned
Correct Answer Key*	A
Marks*	1.0
Negative Marks	0.0

2986290	Each subordinate should have only one superior whose command he has to obey. This is known as: (<i>Difficulty Level : UNDEFINED</i>)
<u>A)</u>	Division of work
B)	Exception principle
C)	Unity of Command principle
D)	Authority - responsibility principle
Correct Answer Key*	A
Marks*	1.0
Negative Marks	0.0

2986291	Delegation of authority is linked to: (<i>Difficulty Level : UNDEFINED</i>)
<u>A)</u>	Managerial planning
B)	Management coordination
C)	Management control
D)	Scientific management
Correct Answer Key*	A
Marks*	1.0
Negative Marks	0.0

2986292	The main advantage of functional organisation is: (<i>Difficulty Level : UNDEFINED</i>)
<u>A)</u>	Specialisation
B)	Simplicity
C)	Expert advice
D)	Experience
Correct Answer Key*	A
Marks*	1.0
Negative Marks	0.0

2986293	In line and staff organisation, the authority lies in: (<i>Difficulty Level : UNDEFINED</i>)
<u>A)</u>	Line
B)	Staff
C)	Both line and staff
D)	None of the above mentioned
Correct Answer Key*	A
Marks*	1.0
Negative Marks	0.0

2986294	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: (<i>Difficulty Level : UNDEFINED</i>)
<u>A)</u>	Flat structure
B)	Tall structure
C)	Matrix structure
D)	Project structure
Correct Answer Key*	A
Marks*	1.0
Negative Marks	0.0

2986295	Group norms are: (<i>Difficulty Level : UNDEFINED</i>)
<u>A)</u>	Modes of behaviours that are shared by some members of the group
B)	Modes of behaviours that challenge group values and beliefs
C)	Modes of behaviours that are acceptable to and shared by group members
D)	Modes of behaviours that are different of those of other group members
Correct Answer Key*	A
Marks*	1.0
Negative Marks	0.0

2986296	Teams occur when a number of people have _____ and recognise that their personal success is dependent on the success of others. (<i>Difficulty Level : UNDEFINED</i>)
<u>A)</u>	A shared work environment
B)	A common goal
C)	Similar jobs
D)	The common boss
Correct Answer Key*	A
Marks*	1.0
Negative Marks	0.0

2986297	Which of the following is a way to increase team participation? (<i>Difficulty Level : UNDEFINED</i>)
<u>A)</u>	Plan the team meetings and share agenda with people beforehand
B)	Ask the leader of the group to run the meeting and talk the most.
C)	Encourage everyone to talk whenever they have something to say, even if another person is talking
D)	Point out dominating behavior to everyone.
Correct Answer Key*	A
Marks*	1.0
Negative Marks	0.0

2986298	Which of the following is NOT a characteristic of an effective team? (<i>Difficulty Level : UNDEFINED</i>)
<u>A)</u>	The open expression of feelings and disagreements
B)	The resolution of conflict by members themselves
C)	A belief in shared aims and objectives
D)	A sense of commitment by individual member's to their own goals and objectives
Correct Answer Key*	A
Marks*	1.0
Negative Marks	0.0

2986299	Which of the following is NOT a Team Maintenance Role? (<i>Difficulty Level : UNDEFINED</i>)
<u>A)</u>	Encouraging
B)	Compromising
C)	Harmonising
D)	Information giving
Correct Answer Key*	A
Marks*	1.0
Negative Marks	0.0

2986300	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: (<i>Difficulty Level : UNDEFINED</i>)
<u>A)</u>	Seem to be harsher in the criticisms of Ramesh's arguments
B)	Are objective, and attentive to both arguments-the team values differences
C)	Favour Hari slightly over Ramesh.
D)	Don't pay much attention to either viewpoint
Correct Answer Key*	A
Marks*	1.0
Negative Marks	0.0

2986301	Which of the following is NOT a stage of team development? (<i>Difficulty Level : UNDEFINED</i>)
<u>A)</u>	Forming
B)	Deciding
C)	Performing
D)	Storming
Correct Answer Key*	A
Marks*	1.0
Negative Marks	0.0

2986302	The poor quality of selection will mean extra cost on _____ and supervision. (<i>Difficulty Level : UNDEFINED</i>)
<u>A)</u>	Training
B)	Recruitment
C)	Work quality
D)	None of the above mentioned
Correct Answer Key*	A
Marks*	1.0
Negative Marks	0.0

2986303	Rearrange the following steps of recruitment: (I).Searching (II).Evaluation and control (III).Planning (IV).Screening (V).Strategy development Choose the correct answer from the options given below: (<i>Difficulty Level : UNDEFINED</i>)
<u>A)</u>	(III), (II), (I), (V), (IV).
B)	(III), (V), (I), (IV), (II).
C)	(IV), (V), (III), (I), (II).
D)	(II), (I), (IV), (V), (III).
Correct Answer Key*	A
Marks*	1.0
Negative Marks	0.0

2986304	A systematic and planned introduction of employees to their jobs, their co-workers and the institution is called: (<i>Difficulty Level : UNDEFINED</i>)
<u>A)</u>	Job evaluation
B)	Investiture orientation
C)	Orientation
D)	Placement
Correct Answer Key*	A
Marks*	1.0
Negative Marks	0.0

2986305	Which strategic choices an institute needs to make before designing its orientation programme? (<i>Difficulty Level : UNDEFINED</i>)
<u>A)</u>	Formal or informal
B)	Individual or collective
C)	Serial or disjunctive
D)	All of the above mentioned
Correct Answer Key*	A
Marks*	1.0
Negative Marks	0.0

2986306	The learning opportunities designed to help employees grow is referred to as: (<i>Difficulty Level : UNDEFINED</i>)
<u>A)</u>	Training
B)	Development
C)	Education
D)	All of the above mentioned
Correct Answer Key*	A
Marks*	1.0
Negative Marks	0.0

2986307	Which of this is a step in training process? (<i>Difficulty Level : UNDEFINED</i>)
<u>A)</u>	Identify KSA deficiency
B)	Provide proper feedback
C)	Identify Obstacles in the system
D)	Use of evaluation models
Correct Answer Key*	A
Marks*	1.0
Negative Marks	0.0

2986308	What is the alternate name for incentives? (<i>Difficulty Level : UNDEFINED</i>)
<u>A)</u>	Gratuity
B)	Paid holidays
C)	Payments by result
D)	None of the above mentioned
Correct Answer Key*	A
Marks*	1.0
Negative Marks	0.0

2986309 Match the following components of remuneration with their inclusions –

List-I	List-II s
(I).Fringe Benefits	(A). Stock option
(II).Job Context	(B).Challenging job responsibilities
(III). Perquisites	(C). Group Plans
(IV). Incentives	(D).Medical Care

Choose the **correct** answer from the options given below:

	(<i>Difficulty Level : UNDEFINED</i>)
<u>A)</u>	I-D, II-B, III-A, IV-C
B)	I-B, II-A, III-C, IV-D
C)	I-A, II-C, III-D, IV-B
D)	I-C, II-B, III-D, IV-A
Correct Answer Key*	A
Marks*	1.0
Negative Marks	0.0

2986310	Which of the following is a challenge mentioned in remuneration? (Difficulty Level : UNDEFINED)
<u>A)</u>	Employee participation
B)	Pay secrecy
C)	Comparable worth
D)	All of the above mentioned
Correct Answer Key*	A
Marks*	1.0
Negative Marks	0.0

2986311	When a higher level job is assigned to an individual without increase in salary, it is called: (Difficulty Level : UNDEFINED)
<u>A)</u>	Horizontal promotion
B)	Vertical Promotion
C)	Dry promotion
D)	Diagonal promotion
Correct Answer Key*	A
Marks*	1.0
Negative Marks	0.0

2986312	Payment to faculty on per class/period of teaching or output per period/hour basis is called: (Difficulty Level : UNDEFINED)
<u>A)</u>	Time rate method
B)	Period rate method
C)	Both (A) and (B)
D)	None of the above mentioned
Correct Answer Key*	A
Marks*	1.0
Negative Marks	0.0

2986313	Which of following is wrong statement in respect of CCS (Conduct) Rules 1964? (<i>Difficulty Level : UNDEFINED</i>)
<u>A)</u>	A Govt. servant qualified to vote at such election may exercise his right to vote.
B)	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
C)	Govt servant endeavour to prevent any member of his family from taking part in elections.
D)	None of the above mentioned
Correct Answer Key*	A
Marks*	1.0
Negative Marks	0.0

2986314	The following act, conduct and commissions of a Government servant amount to misconduct: (<i>Difficulty Level : UNDEFINED</i>)
<u>A)</u>	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
B)	If the act or conduct is inconsistent or incompatible with the due or peaceful discharge of his duty to his master
C)	If the act or conduct of a servant makes it unsafe for the employer to retain him in service
D)	All the above mentioned
Correct Answer Key*	A
Marks*	1.0
Negative Marks	0.0

2986315	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: (<i>Difficulty Level : UNDEFINED</i>)
<u>A)</u>	12 months from the date of issue of such sanction.
B)	Financial year in which sanction accorded.
C)	6 months from the date of issue of such sanction.
D)	3 months from the date of issue of such sanction.
Correct Answer Key*	A
Marks*	1.0
Negative Marks	0.0

2986316	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: (Difficulty Level : UNDEFINED)
A)	not less than 10%
B)	not less than 20%
C)	not less than 25%
D)	not less than 30%
Correct Answer Key*	A
Marks*	1.0
Negative Marks	0.0

2986317	A physical verification of all the consumable goods and materials should be undertaken at least once in: (Difficulty Level : UNDEFINED)
A)	one month
B)	six months
C)	one year
D)	two years
Correct Answer Key*	A
Marks*	1.0
Negative Marks	0.0

2986318	The process of recording financial data up to trial balance is: (Difficulty Level : UNDEFINED)
A)	Classifying
B)	Summarising
C)	Analyzing
D)	Book keeping
Correct Answer Key*	A
Marks*	1.0
Negative Marks	0.0

2986319	As per accrual concept, which of the followings is not true: (<i>Difficulty Level : UNDEFINED</i>)
<u>A)</u>	sales + gross profit = revenue
B)	revenue –profit = expenditure
C)	revenue –expenditure = profit
D)	revenue = profit + expenditure
Correct Answer Key*	A
Marks*	1.0
Negative Marks	0.0

2986320	A manager gets his authority by virtue of his position, while a _____ gets his authority from his followers. (<i>Difficulty Level : UNDEFINED</i>)
<u>A)</u>	Mentor
B)	Counsellor
C)	Leader
D)	Coach
Correct Answer Key*	A
Marks*	1.0
Negative Marks	0.0

2986321	Which of the following theories seeks to determine the personal characteristics of effective leaders? (<i>Difficulty Level : UNDEFINED</i>)
<u>A)</u>	Behavioural theory
B)	Fiedler's contingency theory
C)	House's Path Goal theory
D)	Trait theory
Correct Answer Key*	A
Marks*	1.0
Negative Marks	0.0

2986322	A style of leadership that takes account of others' views, opinions and ideas is: (<i>Difficulty Level : UNDEFINED</i>)
<u>A)</u>	Autocratic
B)	Democratic
C)	Laissez-faire
D)	A mix of laissez-faire and democratic
Correct Answer Key*	A
Marks*	1.0
Negative Marks	0.0

2986323	According to Fiedler's LPC scale, leaders with a low LPC score will gain satisfaction from: (<i>Difficulty Level : UNDEFINED</i>)
<u>A)</u>	Achieving objectives
B)	Developing team relationships
C)	Both (A) and (B)
D)	Neither (A) nor (B)
Correct Answer Key*	A
Marks*	1.0
Negative Marks	0.0

2986324	Referent power is based on the subordinate's perception that the leader has a right to exercise influence because of the leader's: (<i>Difficulty Level : UNDEFINED</i>)
<u>A)</u>	Ability to punish or reward
B)	Position within an organization
C)	Both (A) and (B)
D)	Personal charisma
Correct Answer Key*	A
Marks*	1.0
Negative Marks	0.0

2986325	The situational theory of leadership emphasises: (<i>Difficulty Level : UNDEFINED</i>)
<u>A)</u>	Environment
B)	Events
C)	Personality Traits
D)	Political Situation
Correct Answer Key*	A
Marks*	1.0
Negative Marks	0.0

2986326	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? (<i>Difficulty Level : UNDEFINED</i>)
<u>A)</u>	Autocratic
B)	Bureaucratic
C)	Democratic
D)	Laissez Faire
Correct Answer Key*	A
Marks*	1.0
Negative Marks	0.0

2986327	In which stage of the communication process, does the receiver interpret the message and translate it into meaningful information? (<i>Difficulty Level : UNDEFINED</i>)
<u>A)</u>	Encoding
B)	Decoding
C)	Feedback
D)	Transmission
Correct Answer Key*	A
Marks*	1.0
Negative Marks	0.0

2986328	Which of the following facial clues often reveals that a person is lying? (<i>Difficulty Level : UNDEFINED</i>)
<u>A)</u>	Failure to look you in the eye
B)	Facial shift
C)	Crooked smile
D)	All of the above mentioned
Correct Answer Key*	A
Marks*	1.0
Negative Marks	0.0

2986329	Upward communication flows from _____ by way of complaints, suggestions, advice, feedback etc.: (<i>Difficulty Level : UNDEFINED</i>)
<u>A)</u>	Customers
B)	Clients
C)	Competitors
D)	Lower levels
Correct Answer Key*	A
Marks*	1.0
Negative Marks	0.0

2986330	The formal greeting with which a business letter begins is called: (<i>Difficulty Level : UNDEFINED</i>)
<u>A)</u>	Body of the letter
B)	Reference
C)	Salutation
D)	Subject
Correct Answer Key*	A
Marks*	1.0
Negative Marks	0.0

2986331 Which of the following terms best describes the grapevine as a communication pattern?
(*Difficulty Level : UNDEFINED*)

- A) Diagonal
B) Informal
C) Serial
D) Verbal

Correct Answer Key*

A

Marks* 1.0

Negative Marks 0.0

2986332 When working to create and maintain a favourable relationship with a receiver, a sender should:
(*Difficulty Level : UNDEFINED*)

- A) Use Positive wording
B) Stress mutual interests and benefits
C) Impress the receiver by using technical terms
D) Do just what the receiver expects

Correct Answer Key*

A

Marks* 1.0

Negative Marks 0.0

2986333 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

Choose the **correct** answer from the options given below:

(*Difficulty Level : UNDEFINED*)

- A) ABCDEF
B) BCDEAF
C) DFCAEB
D) DEACFB

Correct Answer Key*

A

Marks* 1.0

Negative Marks 0.0

2986334	Which of the following is NOT an indicator of a Motivated Workforce? (Difficulty Level : UNDEFINED)
<u>A)</u>	High Productivity
B)	Ingenuity in the use of Resources
C)	High Employee Turnover
D)	Work conscious
Correct Answer Key*	A
Marks*	1.0
Negative Marks	0.0

2986335	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? (Difficulty Level : UNDEFINED)
<u>A)</u>	Process theories
B)	Situational theories
C)	Content theories
D)	Motivational theories
Correct Answer Key*	A
Marks*	1.0
Negative Marks	0.0

2986336	Which is one of the following Techniques of Motivating Oneself? (Difficulty Level : UNDEFINED)
<u>A)</u>	Individualizing reinforcers
B)	Making the task more intrinsically satisfying
C)	Matching people to tasks
D)	Providing opportunities to grow
Correct Answer Key*	A
Marks*	1.0
Negative Marks	0.0

2986337	In which of the following employees 'career hazards' are dealt? (<i>Difficulty Level : UNDEFINED</i>)
<u>A)</u>	Coaching
B)	Counselling
C)	Development
D)	Mentoring
Correct Answer Key*	A
Marks*	1.0
Negative Marks	0.0

2986338	Which one of the following is the aim of Counselling? (<i>Difficulty Level : UNDEFINED</i>)
<u>A)</u>	Ensuring that clients are on the correct medication
B)	Promoting personal growth and productivity
C)	Providing a successful diagnosis in psychopathology
D)	Solely addressing the behaviour
Correct Answer Key*	A
Marks*	1.0
Negative Marks	0.0

2986339	Setting SMART goals imply: (<i>Difficulty Level : UNDEFINED</i>)
<u>A)</u>	Specific, Matching, Accurate, Realistic, Tactful
B)	Specific, Measureable, Attainable, Relevant, Timely
C)	Specific, Measureable, Accurate, Reliable, Tactful
D)	Strategic, Measureable, Attainable, Relevant, Timely
Correct Answer Key*	A
Marks*	1.0
Negative Marks	0.0

2986340	Goals are the _____ of Management action. (<i>Difficulty Level : UNDEFINED</i>)
<u>A)</u>	Starting points
B)	Planning
C)	End points
D)	Directions
Correct Answer Key*	A
Marks*	1.0
Negative Marks	0.0

2986341	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? (<i>Difficulty Level : UNDEFINED</i>)
<u>A)</u>	Grazing
B)	Greasing
C)	Snacking
D)	Snagging
Correct Answer Key*	A
Marks*	1.0
Negative Marks	0.0

2986342	An example of streamlining your work effort to eliminate time wasting tasks is: (<i>Difficulty Level : UNDEFINED</i>)
<u>A)</u>	Assist your secretary with routine phone calls
B)	Be a good employee and help others routinely with their tasks
C)	Look for duplication of effort and waste; then, take action to eliminate them
D)	Read and reply to e-mail hourly
Correct Answer Key*	A
Marks*	1.0
Negative Marks	0.0

2986343	Work attitudes can be reflected in an institution/organization through: (<i>Difficulty Level : UNDEFINED</i>)
<u>A)</u>	Job Satisfaction
B)	Organizational Commitment
C)	Both (A) and (B)
D)	Neither (A) nor (B)
Correct Answer Key*	A
Marks*	1.0
Negative Marks	0.0

2986344	Which of the following is NOT the component of Attitudes? (<i>Difficulty Level : UNDEFINED</i>)
<u>A)</u>	Psycho-motor
B)	Cognition
C)	Behaviour
D)	Affect
Correct Answer Key*	A
Marks*	1.0
Negative Marks	0.0

2986345	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? (<i>Difficulty Level : UNDEFINED</i>)
<u>A)</u>	Moving to a new level
B)	Refreezing attitudes at the new level
C)	Unfreezing current attitudes
D)	Melting resistance
Correct Answer Key*	A
Marks*	1.0
Negative Marks	0.0

2986346	Which of the following is NOT a way of overcoming resistance to change? (<i>Difficulty Level : UNDEFINED</i>)
<u>A)</u>	Communication and discussion
B)	Involving those who resist in the change process
C)	Bullying and harassing people into towing the line
D)	Giving incentives
Correct Answer Key*	A
Marks*	1.0
Negative Marks	0.0

2986347 Which of the following will NOT affect the choice of planned change programme in an institution?
(*Difficulty Level : UNDEFINED*)

- A)** Culture
- B) Leadership style
- C) Nature of institution
- D) Government policy

Correct Answer
Key*

A

Marks* 1.0

Negative Marks 0.0

2986348 Which of the following is a part of the six-point plan for strategic change?
(*Difficulty Level : UNDEFINED*)

- A)** Foster consensus for the new vision, competence to enact it and cohesion to move it along
- B) Institute revitalisation through formal policies, systems and structures
- C) Monitor and adjust strategies in response to problems in the revitalisation process
- D) All of the above mentioned

Correct Answer
Key*

A

Marks* 1.0

Negative Marks 0.0

2986349 Which of the following is NOT a key task for those involved in seeking political agreements over planned change in an institution?
(*Difficulty Level : UNDEFINED*)

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

Correct Answer
Key*

A

Marks* 1.0

Negative Marks 0.0

2986350	The personalities of creative people tend to have all of the following characteristics except: (<i>Difficulty Level : UNDEFINED</i>)
<u>A)</u>	A positive self-image without being blindly self-confident
B)	Can work along in isolation necessary for developing ideas
C)	Frequently considered to be nonconformists and do not need strong approval from the group
D)	Have a low tolerance for ambiguity, must have clear directions on all task
Correct Answer Key*	A
Marks*	1.0
Negative Marks	0.0

2986351	Creativity is likely to occur when three components come together which involve expertise, creative thinking skills and: (<i>Difficulty Level : UNDEFINED</i>)
<u>A)</u>	proper lighting in the work environment
B)	right type of motivation
C)	stable economical conditions
D)	extrinsically motivating conditions in the work environment
Correct Answer Key*	A
Marks*	1.0
Negative Marks	0.0

2986352	The last step in a control process is: (<i>Difficulty Level : UNDEFINED</i>)
<u>A)</u>	Allocate resources
B)	Taking corrective action
C)	Select a strategy
D)	Set standards
Correct Answer Key*	A
Marks*	1.0
Negative Marks	0.0

2986353	The weakest form of control is: (<i>Difficulty Level : UNDEFINED</i>)
<u>A)</u>	Pre-control
B)	Simultaneous control
C)	Post-control
D)	Dual control
Correct Answer Key*	A
Marks*	1.0
Negative Marks	0.0

2986354	What is the term for the monitoring of events both internal and external to the institution that affects strategy? (<i>Difficulty Level : UNDEFINED</i>)
<u>A)</u>	Operational control
B)	Strategic surveillance
C)	Strategic control
D)	Environmental scanning
Correct Answer Key*	A
Marks*	1.0
Negative Marks	0.0

2986355	The main characteristics of an effective control system are: (<i>Difficulty Level : UNDEFINED</i>)
<u>A)</u>	Flexibility, measurability, timeliness and objectivity
B)	Flexibility, accuracy, relevance and objectivity
C)	Flexibility, accuracy, timeliness and relevance
D)	Flexibility, accuracy, timeliness and objectivity
Correct Answer Key*	A
Marks*	1.0
Negative Marks	0.0

2986356	Budget is an instrument of: (<i>Difficulty Level : UNDEFINED</i>)
<u>A)</u>	planning only
B)	control only
C)	both planning and control
D)	none of these mentioned
Correct Answer Key*	A
Marks*	1.0
Negative Marks	0.0

2986357	The full form of "BARS" is: (<i>Difficulty Level : UNDEFINED</i>)
<u>A)</u>	Baseline Accounting and Reporting System
B)	Behaviourally Anchored Rating Scales
C)	Budgeting Accounting and Reporting System
D)	Behaviourally Anchored Reporting Scales
Correct Answer Key*	A
Marks*	1.0
Negative Marks	0.0

2986358	Which of the following is an advantage of the critical incidents methods while performing performance appraisal? (<i>Difficulty Level : UNDEFINED</i>)
<u>A)</u>	Minimise inventory costs
B)	Negative incidents are generally more noticeable than positive ones
C)	Evaluation is based on actual job behaviour
D)	None of the above mentioned
Correct Answer Key*	A
Marks*	1.0
Negative Marks	0.0

2986359 Which of the following performance appraisal methods undertakes maximum time?

(Difficulty Level : UNDEFINED)

- A)** Rating Scales
B) Critical incident
C) Tests and Observation
D) Essay method

Correct Answer
Key*

A

Marks* 1.0

Negative Marks 0.0

2986360 The first person to give the concept of Management by Objectives was:

(Difficulty Level : UNDEFINED)

- A)** Edwards Deming
B) D.W. Cheetham
C) Peter F. Drucker
D) Hershey Blanchard

Correct Answer Key* A

Marks* 1.0

Negative Marks 0.0

2986361 Which of these options are the activities that constitute the core of performance management?

(Difficulty Level : UNDEFINED)

- A)** Performance interview
B) Archiving performance data
C) Use of appraisal data
D) All of the above mentioned

Correct Answer
Key*

A

Marks* 1.0

Negative Marks 0.0

2986362 “Disciplinary action is contemplated” means:
(*Difficulty Level : UNDEFINED*)

A) Employee is suspended
B) Prima facie decision is taken on file to penalise the employee
C) Prima facie decision is taken on file to file charges against employee
D) Employee should be removed from service

Correct Answer Key* A
Marks* 1.0
Negative Marks 0.0

2986363 The time limit for completing the inquiry and submit report by Inquiring
Authority is:
(*Difficulty Level : UNDEFINED*)

A) 3 months
B) 6 months
C) 9 months
D) 18 months

Correct Answer
Key* A
Marks* 1.0
Negative Marks 0.0

2986364 Which of the following involves collecting and analysing information about a
programme's activities, characteristics and outcomes:
(*Difficulty Level : UNDEFINED*)

A) Academic audit
B) Education evaluation
C) Programme evaluation
D) Organisational assessment

Correct Answer
Key* A
Marks* 1.0
Negative Marks 0.0

2986365	Which of the following is NOT a component of institutional evaluation? (<i>Difficulty Level : UNDEFINED</i>)
<u>A)</u>	Systematic collection of evidence
B)	Process identification
C)	Judgement of value
D)	Interpretation of evidence
Correct Answer Key*	A
Marks*	1.0
Negative Marks	0.0

2986366	A standard for performance, settled/ established early on, for later comparison is called : (<i>Difficulty Level : UNDEFINED</i>)
<u>A)</u>	Scope line
B)	Base line
C)	Performance line
D)	Boundary line
Correct Answer Key*	A
Marks*	1.0
Negative Marks	0.0

2986367	In institutional evaluation, "Plausibility" means: (<i>Difficulty Level : UNDEFINED</i>)
<u>A)</u>	To check whether the goals or targets set by an institution were met or not
B)	To check whether the institute has attained the expected goals
C)	To determine the true effect of an intervention on the indicators of interests
D)	To determine the success of programme's activities and outcomes
Correct Answer Key*	A
Marks*	1.0
Negative Marks	0.0

2986368	Which of the following statement is WRONG about academic audit? (<i>Difficulty Level : UNDEFINED</i>)
<u>A)</u>	Framework for finding fault with a system or individual faculty and staff
B)	Externally directed surprise spot checks
C)	An arid collection of awkward questions lacking a philosophy and coherence with the purpose of institute
D)	All of the above mentioned
Correct Answer Key*	A
Marks*	1.0
Negative Marks	0.0

2986369	Academic Audit report contains all of the following except: (<i>Difficulty Level : UNDEFINED</i>)
<u>A)</u>	Current status
B)	Strengths and weaknesses
C)	Criticism of non performing units/individuals
D)	Action plan for future improvements
Correct Answer Key*	A
Marks*	1.0
Negative Marks	0.0
