
Section 1 - Institutional Management and Administrative Procedures

QLabel : Q1

Q3060864) Which one is not a recognised key skill of management?

- A) Conceptual skills
 - B) Human skills
 - C) Technical skills
 - D) Writing skills
-

QLabel : Q2

Q3060865) In Institutional management, function of Budgeting is:

- A) Financial Planning
 - B) Accounting
 - C) Control and expenditure
 - D) All of the Above
-

QLabel : Q3

Q3060866) What are the three interpersonal roles of institutional managers?

- A) Figurehead, leader, and liaison
 - B) Spokesperson, leader, coordinator
 - C) Director, coordinator, disseminator
 - D) Communicator, organiser, spokesperson
-

QLabel : Q4

Q3060867) Which one of the following statement is correct?

- A) 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
-

QLabel : Q5

Q3060868) Planning for the Institution should be based on:

- A) Syllabus
 - B) Aims and Needs
 - C) Resources
 - D) All of the Above.
-

QLabel : Q6

Q3060869) Goals of the institution should be:

- A) Relevant
 - B) Achievable
 - C) Specific
 - D) All of the Above
-

QLabel : Q7

Q3060870) The assumptions about the environment in which an institutional plans are formulated and executed are:

- A) A regular follow-up
 - B) Derivative plans
 - C) Planning Premises
 - D) Setting of objectives
-

QLabel : Q8

Q3060871) Which planning requires a careful study of the external environment surrounding the organization and assessing where the organization fits within it?

- A) Operational planning
 - B) Contingency planning
 - C) Functional planning
 - D) Strategic planning.
-

QLabel : Q9

Q3060872) Which level of management is responsible for implementing programs that are intended to carry out the broader objectives of an institution set by executives?

- A) Shop floor workers
 - B) Middle level managers
 - C) First level managers
 - D) Chief financial managers
-

QLabel : Q10

Q3060873) The ability of a manager to interface and work effectively with individuals and groups is descriptive of what type of managerial skill?

- A) Technical
 - B) Administrative
 - C) Interpersonal
 - D) Organizational
-

QLabel : Q11

Q3060874) Which of the following characterize a manager as being effective?

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

QLabel : Q12

Q3060875) An educational institution is making formal strategic plans. Which of the following statements is false in this perspective?

- A) Taking determined actions for achieving objectives
- B) Is a time consuming process
- C) Developing clear and rigid plans for implementation
- D) Environment is stable

QLabel : Q13

Q3060876) Hierarchy of Strategic Intent:

- A) Vision > Mission > Goals > Objectives > Plans
- B) Mission > Vision > Goals > Objectives > Plans
- C) Plans > Vision > Mission > Goals > Objectives
- D) Goals > Vision > Mission > Objectives > Plans

QLabel : Q14

Q3060877) All of the following statements would be considered true of an institute's mission statement except which one?

- A) An institute's mission is an enduring statement of a firm's intent
- B) A mission statement typically identifies the institute's principal products and services.
- C) A mission statement identifies the scope of the institute's operations.
- D) The mission statement staunchly presents a institute's strategic intent.

QLabel : Q15

Q3060878) _____ indicates an important functional area, of an institution, requiring change.

- A) Core value
 - B) Thrust area
 - C) Change agent
 - D) Strategy
-

QLabel : Q16

Q3060879) Of the following, which aspect is least likely to be a consideration addressed in an institution's mission statement?

- A) Who are the institution's primary customers?
 - B) What image does the institution wish to project?
 - C) Which areas of technology will be emphasized?
 - D) What are the number of levels the institution hierarchy will contain?
-

QLabel : Q17

Q3060880) Which of the following is associated with successful strategies?

- A) Creating superior value to customers
 - B) Exploitation of key success factors
 - C) Creating and maintaining strategic fit
 - D) All of the above
-

QLabel : Q18

Q3060881) Any person, group or organisation that can place a claim on an institution's attention/resources/output is called:

- A) Customer
 - B) Top Management
 - C) Stakeholder
 - D) Consumer
-

QLabel : Q19

Q3060882) The following is not a principle of organisation:

- A) Principle of exception
 - B) Principle of balance
 - C) Principle of complexity
 - D) Principle of co-ordination
-

QLabel : Q20

Q3060883) Organising doesn't include _____:

- A) By whom will it be done
 - B) When will it be done
 - C) What will be done
 - D) How will it be done
-

QLabel : Q21

Q3060884) Each subordinate should have only one superior whose command he has to obey. This is known as:

- A) Division of work
 - B) Exception principle
 - C) Unity of Command principle
 - D) Authority - responsibility principle
-

QLabel : Q22

Q3060885) Decision-making authority can be pushed down to a lower level and this is related to _____:

- A) Centralisation
 - B) Delegation
 - C) Decentralisation
 - D) Autonomy
-

QLabel : Q23

Q3060886) Specialisation is a feature of which organisational structure?

- A) Matrix
 - B) Divisional
 - C) Multi-divisional
 - D) Functional
-

QLabel : Q24

Q3060887) What is the term for organisational development through a formally designed organisational structure?

- A) Organic
 - B) Mechanistic
 - C) Formal
 - D) Structured
-

QLabel : Q25

Q3060888) 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:
If the span of control is narrow, a number of

- A) Flat structure
 - B) Tall structure
 - C) Matrix structure
 - D) Project structure
-

QLabel : Q26

Q3060889) What are group norms?

- A) 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
-

QLabel : Q27

Q3060890) Teams occur when a number of people have _____ and recognise that their personal success is dependent on the success of others.

- A) A shared work environment
 - B) A common goal
 - C) Similar jobs
 - D) The common boss
-

QLabel : Q28

Q3060891) Which of the following is a way to increase team participation?

- A) 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.
-

QLabel : Q29

Q3060892) Which of the following is not a characteristic of an effective team?

- A) 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
-

QLabel : Q30

Q3060893) Which of the following is not a Team Maintenance Role?

- A) Encouraging
 - B) Compromising
 - C) Harmonising
 - D) Information giving
-

QLabel : Q31

Q3060894) 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:

- A) 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
-

QLabel : Q32

Q3060895) The following training method aims at providing broad training with technical knowledge so as to enable the trainee to take up a wide variety of tasks within his specialization:

- A) Demonstration
 - B) Under study
 - C) Apprenticeship
 - D) Vestibule training
-

QLabel : Q33

Q3060896) Which mode of recruitment is through advertisements, newspapers and want ads?

- A) Direct
 - B) Indirect
 - C) On payroll
 - D) Third Pay
-

QLabel : Q34

Q3060897) _____ provides complete job related information (both positive and negative) to the applicants so that they can make right decisions before taking the job.

- A) Job Compatibility Questionnaire
 - B) Realistic job preview
 - C) Market survey
 - D) None of the above
-

QLabel : Q35

Q3060898) _____ refers to fitting the right person at the right place of work

- A) Recruitment
 - B) Selection
 - C) Placement
 - D) Promotion
-

QLabel : Q36

Q3060899) Which of the below options are the topics covered in employee orientation programme?

- A) Training and education benefit
 - B) Relationship to other jobs
 - C) Disciplinary regulations
 - D) All of the above
-

QLabel : Q37

Q3060900) _____ refers to the allocation of people to jobs; it includes initial assignment of new employees, and promotion, transfer, or demotion of present employees.

- A) Recruitment
 - B) Placement
 - C) Selection
 - D) Orientation
-

QLabel : Q38

Q3060901) Consists of planned programs undertaken to improve employee knowledge, attitudes, skill and social behaviour:

- A) Performance appraisal
 - B) Training
 - C) Orientation
 - D) Job enrichment.
-

QLabel : Q39

Q3060902) What is the alternate name for incentives?

- A) Gratuity
 - B) Paid holidays
 - C) Payments by result
 - D) None of the above
-

QLabel : Q40

Q3060903) 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

- A) 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
-

QLabel : Q41

Q3060904) Which is not the objective of Compensation?

- A) To establish equity
- B) To Improve Employee Efficiency
- C) To Control Cost
- D) To Comply with illegal Regulation
-

QLabel : Q42

Q3060905) When a higher level job is assigned to an individual without increase in salary, it is called:

- A) Horizontal promotion
- B) Vertical Promotion
- C) Dry promotion
- D) Diagonal promotion
-

QLabel : Q43

Q3060906) First step of compensation process (management) is:

- A) Developing of pay Structure
- B) Evaluation of Job
- C) Pricing of Job
- D) Analysis of Job
-

QLabel : Q44

Q3060907) Which of following is wrong statement in respect of CCS (Conduct) Rules 1964?

- A) 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 these
-

QLabel : Q45

Q3060908) The following act, conduct and commissions of a Government servant amount to misconduct:

- A) 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
-

QLabel : Q46

Q3060909) 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:

- A) 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.
-

QLabel : Q47

Q3060910) 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:

- A) not less than 10%
 - B) not less than 20%
 - C) not less than 25%
 - D) not less than 30%
-

QLabel : Q48

Q3060911) As per GFR-2017, a material shall generally be considered surplus if it remains in stock for over _____ unless adequate reasons to treat it otherwise exist:

- A) Four Years
 - B) A Year
 - C) Three Years
 - D) Two Years
-

QLabel : Q49

Q3060912) The process of recording financial data up to trial balance is

- A) Classifying
 - B) Summarising
 - C) Analyzing
 - D) Book keeping
-

QLabel : Q50

Q3060913) As per accrual concept, which of the followings is not true:

- A) sales + gross profit = revenue
 - B) revenue –profit = expenditure
 - C) revenue –expenditure = profit
 - D) revenue = profit + expenditure
-

QLabel : Q51

Q3060914) What is the term for power derived from status or position in an institution?

- A) Referent
 - B) Expert
 - C) Reward
 - D) Legitimate
-

QLabel : Q52

Q3060915) Which of the following theories seeks to determine the personal characteristics of effective leaders?

- A) Behavioural theory
 - B) Fiedler's contingency theory
 - C) House's Path Goal theory
 - D) Trait theory
-

QLabel : Q53

Q3060916) How can you describe the thinking and outlook of transformational leaders?

- A) Strategic
 - B) Operational
 - C) Functional
 - D) Developmental
-

QLabel : Q54

Q3060917) According to Fiedler's LPC scale, leaders with a low LPC score will gain satisfaction from:

- A) Achieving objectives
 - B) Developing team relationships
 - C) Both (A) and (B)
 - D) Neither (A) nor (B)
-

QLabel : Q55

Q3060918) Mr. X gets his authority by virtue of his position while Mr. Y gets his authority from his followers. X is a _____ and Y a _____:

- A) Mentor; Leader
 - B) Leader; Manager
 - C) Manager; Leader
 - D) Coach; Leader
-

QLabel : Q56

Q3060919) The situational theory of leadership emphasises:

- A) Environment
 - B) Events
 - C) Personality Traits
 - D) Political Situation
-

QLabel : Q57

Q3060920) 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?

- A) Autocratic
 - B) Bureaucratic
 - C) Democratic
 - D) Laissez Faire
-

QLabel : Q58

Q3060921) In which stage of the communication process, does the receiver interpret the message and translate it into meaningful information?

- A) Encoding
 - B) Decoding
 - C) Feedback
 - D) Transmission
-

QLabel : Q59

Q3060922) Which of the following facial clues often reveals that a person is lying?

- A) Failure to look you in the eye
 - B) Facial shift
 - C) Crooked smile
 - D) All of the above
-

QLabel : Q60

Q3060923) Upward communication flows from _____ by way of complaints, suggestions, advice, feedback etc.:

- A) Customers
 - B) Clients
 - C) Competitors
 - D) Lower levels
-

QLabel : Q61

Q3060924) The formal greeting with which a business letter begins is called:

- A) Body of the letter
 - B) Reference
 - C) Salutation
 - D) Subject
-

QLabel : Q62

Q3060925) Which of the following terms best describes the grapevine as a communication pattern?

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

QLabel : Q63

Q3060926) When working to create and maintain a favourable relationship with a receiver, a sender should:

- 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
-

QLabel : Q64

Q3060927) 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

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

QLabel : Q65

Q3060928) Which of the following is NOT a “pull” force of motivation?

- A) Availability Of Training
- B) Performance-Level Goals
- C) Rewards And Compensation
- D) Pressure For High Levels Of Output

QLabel : Q66

Q3060929) 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?

- A) Process theories
- B) Situational theories
- C) Content theories
- D) Motivational theories

QLabel : Q67

Q3060930) Which is one of the following Techniques of Motivating Oneself?

- A) Individualizing reinforcers
 - B) Making the task more intrinsically satisfying
 - C) Matching people to tasks
 - D) Providing opportunities to grow
-

QLabel : Q68

Q3060931) In which of the following Employees 'career hazards' are dealt?

- A) Coaching
 - B) Counselling
 - C) Development
 - D) Mentoring
-

QLabel : Q69

Q3060932) Which one of the following is the aim of Counseling?

- A) 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
-

QLabel : Q70

Q3060933) Setting SMART goals imply:

- A) Specific, Matching, Accurate, Realistic, Tactful
 - B) Specific, Measureable, Attainable, Relevant, Timely
 - C) Specific, Measureable, Accurate, Reliable, Tactful
 - D) Strategic, Measureable, Attainable, Relevant, Timely
-

QLabel : Q71

Q3060934) Goals are the _____ of Management action.

- A) Starting points
 - B) Planning
 - C) End points
 - D) Directions
-

QLabel : Q72

Q3060935) 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?

- A) Grazing
 - B) Greasing
 - C) Snacking
 - D) Snagging
-

QLabel : Q73

Q3060936) An example of streamlining your work effort to eliminate time wasting tasks is:

- A) 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
-

QLabel : Q74

Q3060937) Work attitudes can be reflected in an institution/organization through

- A) Job Satisfaction
 - B) Organizational Commitment
 - C) Both (A) and (B)
 - D) Neither (A) nor (B)
-

QLabel : Q75

Q3060938) Which of the following is NOT the component of Attitudes?

- A) Psycho-motor
 - B) Cognition
 - C) Behaviour
 - D) Affect
-

QLabel : Q76

Q3060939) 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?

- A) Moving to a new level
 - B) Refreezing attitudes at the new level
 - C) Unfreezing current attitudes
 - D) Melting resistance
-

QLabel : Q77

Q3060940) Which of the following is not a way of overcoming resistance to change?

- A) Communication and discussion
 - B) Involving those who resist in the change process
 - C) Bullying and harassing people into towing the line
 - D) Giving incentives
-

QLabel : Q78

Q3060941) Which of the following will not affect the choice of planned change programme in an institution?

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

QLabel : Q79

Q3060942) Which of the following is a part of the six-point plan for strategic change?

- 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
-

QLabel : Q80

Q3060943) The five stages of the coping cycle are (in order):

- A) Denial, defense, discarding, adaptation, internalization
 - B) Defense, denial, discarding, adaptation, internalization
 - C) Denial, resistance, discarding, adaptation, internalization
 - D) Denial, defense, resistance, adaptation, internalization
-

QLabel : Q81

Q3060944) The personalities of creative people tend to have all of the following characteristics except:

- A) 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
-

QLabel : Q82

Q3060945) Creativity is likely to occur when three components come together which involve expertise, creative thinking skills and:

- A) proper lighting in the work environment
 - B) right type of motivation
 - C) stable economical conditions
 - D) extrinsically motivating conditions in the work environment
-

QLabel : Q83

Q3060946) The last step in a control process is:

- A) Allocate resources
 - B) Taking corrective action
 - C) Select a strategy
 - D) Set standards
-

QLabel : Q84

Q3060947) The weakest form of control is:

- A) Pre-control
 - B) Simultaneous control
 - C) Post-control
 - D) Dual control
-

QLabel : Q85

Q3060948) What is the term for the monitoring of events both internal and external to the institution that affects strategy?

- A) Operational control
 - B) Strategic surveillance
 - C) Strategic control
 - D) Environmental scanning
-

QLabel : Q86

Q3060949) The main characteristics of an effective control system are:

- A) Flexibility, measurability, timeliness and objectivity
 - B) Flexibility, accuracy, relevance and objectivity
 - C) Flexibility, accuracy, timeliness and relevance
 - D) Flexibility, accuracy, timeliness and objectivity
-

QLabel : Q87

Q3060950) Budget is an instrument of:

- A) planning only
 - B) control only
 - C) both planning and control
 - D) none of these
-

QLabel : Q88

Q3060951) The full form of "BARS" is:

- A) Baseline Accounting and Reporting System
 - B) Behaviourally Anchored Rating Scales
 - C) Budgeting Accounting and Reporting System
 - D) Behaviourally Anchored Reporting Scales
-

QLabel : Q89

Q3060952) Which of the following is an advantage of the critical incidents methods while performing performance appraisal?

- A) 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
-

QLabel : Q90

Q3060953) Which of the following performance appraisal methods undertakes maximum time?

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

QLabel : Q91

Q3060954) _____ is a traditional method of performance appraisal, whereby the performance appraisal report is normally not disclosed to the employees:

- A) Confidential Report
 - B) Check List
 - C) Ranking
 - D) Self - Appraisal Report
-

QLabel : Q92

Q3060955) _____ effect influences the rater's consideration of one positive factor to rate the employee:

- A) Horn
 - B) Halo
 - C) Spill over
 - D) Case study
-

QLabel : Q93

Q3060956) "Disciplinary action is contemplated" means

- 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
-

QLabel : Q94

Q3060957) The time limit for completing the inquiry and submitting report by the Inquiring Authority:

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

QLabel : Q95

Q3060958) _____ involves collecting and analysing information about a programme's activities, characteristics and outcomes:

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

QLabel : Q96

Q3060959) Which of the following is not a component of institutional evaluation?

- A) Systematic collection of evidence
 - B) Process identification
 - C) Judgement of value
 - D) Interpretation of evidence
-

QLabel : Q97

Q3060960) Which of the following does not come under the purview of programme evaluation in education?

- A) Study of entry behaviour of learners.
 - B) Teachers performance study
 - C) Conducting Test for selection of management experts
 - D) Evaluation of examination system
-

QLabel : Q98

Q3060961) In institutional evaluation “Plausibility” means:

- A) 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
-

QLabel : Q99

Q3060962) Which of the following statement is wrong about academic audit?

- A) 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
-

QLabel : Q100

Q3060963) Evaluation practices should aim at:

- A) Segregation of students for ability groups
 - B) Identifying students’ needs and requirements
 - C) Labelling of students
 - D) Identifying high achievers for awarding prizes
-