

OMR Answer Sheet No.

Question Booklet Number

2040

**B.C.A. (II Sem.) Examination, 2023-24**

Booklet Series

**D**

**PRINCIPLES OF MANAGEMENT**

(To be filled by the Candidate / निम्न पूर्तियाँ परीक्षार्थी स्वयं भरें)

Roll No. (in figures) —

अनुक्रमांक (अंकों में) —

Roll No. (in words) —

अनुक्रमांक (शब्दों में) —

[ Time : 2 : 00 Hours

[ समय : 2 : 00 घण्टे

[ Maximum Marks : 50

[ अधिकतम अंक : 50

Name of Examination Centre

परीक्षा केन्द्र का नाम

Signature of Invigilator

कक्ष निरीक्षक के हस्ताक्षर

*Instructions to the Examinee :*

परीक्षार्थियों के लिए निर्देश :

1. Do not open the booklet unless you are asked to do so.
2. **The booklet contains 75 questions. Examinee is required to answer any 65 questions in the OMR Answer-Sheet provided and not in the question booklet. In case Examinee attempts more than 65 Questions, first 65 attempted questions will be evaluated. All questions carry equal marks.**
3. Examine the Booklet and the OMR Answer-Sheet very carefully before you proceed. Faulty question booklet due to missing or duplicate pages/questions or having any other discrepancy should be immediately replaced.

(Remaining Instructions on last page)

1. प्रश्न-पुस्तिका को तब तक न खोलें जब तक आपसे कहा न जाए।
2. प्रश्न-पुस्तिका में 75 प्रश्न हैं। परीक्षार्थी को किन्हीं 65 प्रश्नों को दी गई ओ0एम0आर0 आन्सर-शीट पर ही हल करना है। परीक्षार्थी द्वारा 65 से अधिक प्रश्नों को हल करने की स्थिति में, प्रथम 65 उत्तरों को ही मूल्यांकित किया जायेगा। सभी प्रश्नों के अंक समान हैं।
3. प्रश्नों के उत्तर अंकित करने से पूर्व प्रश्न-पुस्तिका तथा OMR उत्तर-पत्रक को सावधानीपूर्वक देख लें। दोषपूर्ण प्रश्न-पुस्तिका, जिसमें कुछ भाग छपने से छूट गये हों या प्रश्न एक से अधिक बार छप गये हों या किसी भी प्रकार की कमी हो, उसे तुरन्त बदल लें।

(शेष निर्देश अन्तिम पृष्ठ पर)

1. Supply chain is also referred as

- (A) Manforce
- (B) Workforce
- (C) Wholesale network
- ☒ (D) Logistic network

2. PSA stands for \_\_\_\_\_?

- (A) Promotion Strategy Act
- ☒ (B) Private Service Act
- (C) Product & Service Agreement
- (D) Planning, Strategy Agreement

3. Formulation of top management is concerned with \_\_\_\_\_ :

- (A) Short-term plans
- ☒ (B) Long-term plans
- (C) Guidelines for supervisors
- (D) None of these

4. Which of the following defines coordination :

- ☒ (A) A management function
- ☒ (B) An objective of management
- (C) The essence of management
- (D) A social objective

5. Management functions include :

- (A) Planning & organizing
- (B) Directing
- (C) Controlling
- ☒ (D) All of the above

6. Which level of management is responsible for establishing a vision for the organization, developing broad plans and strategies and directing subordinate managers?

- (A) Top level managers
- ☒ (B) Middle managers
- ☒ (C) Executive managers
- (D) Second level managers

7. Costs associated with preparation of quality management system and inspection procedures should be charged to :
- (A) Prevention Costs
  - (B) Internal failure costs
  - (C) Appraisal costs
  - (D) External failure costs
8. In consultative style of leadership, the \_\_\_\_\_ is the final decision maker :
- (A) Leader
  - (B) Workforce
  - (C) Founder
  - (D) Co-founder
9. Which of the following is not a kind of leadership skill required for effective leadership?
- (A) Vision
  - (B) Empowerment
  - (C) Intuition
  - (D) Threat
10. Which values does an effective leader focus on?
- (A) Disintegration
  - (B) Trust and respect of individuals
  - (C) Openness
  - (D) Teamwork
11. The long-term direction of the organization in which it wants to proceed in the future is known as :
- (A) Contingency planning
  - (B) Short-term planning
  - (C) Strategic planning
  - (D) Operational planning
12. The cumulative action of a team in which an individual member keeps aside his/her interests and opinions to fulfill the objectives or goal is known as \_\_\_\_\_ :
- (A) Team
  - (B) Teamwork
  - (C) Group
  - (D) Club

(13) What is mean by CSR?

- (A) Control, Strategies, Research
- (B) Corporate, Society, Research
- (C) Corporate, Society, Responsibility
- (D) Common, Strategy, Resource

(16) Which of the following is a measure of quality :

- (A) Brand
- (B) Trademark
- (C) Logo
- (D) ISO✓

(14) Which of the following is not a stage in the change-process?

- (A) Mutation
- (B) Hybridisation
- (C) Refreezing
- (D) Restraining

17. Outcomes of a group idea is \_\_\_\_\_?

- (A) Inferencing
- (B) Conferencing
- (C) Brain-storming
- (D) Uniting

(15) India is the preferred destination for BPO because :

- (A) Relax policies
- (B) Simple people
- (C) Cheap Manpower
- (D) Good Governance

(18) Which of the following is not a typical supply chain member?

- ✓(A) Reseller
- (B) Producer
- (C) Retailer
- (D) Wholesaler

19. Which of the following represents the top level management pertaining thinking and planning functions :
- (A) Operative management
  - (B) Administrative management
  - (C) Floor level management
  - ☒ (D) Both (A) & (B)
20. What are the four major functions of management?
- (A) Creating, Perceiving, Dynamics, objecting
  - ☒ (B) Planning, Organizing, Directing, Controlling
  - (C) Organizing, Producing, Directing, Controlling
  - (D) Positive, Organized, Discipline, Cooperative
21. Organisation is a process of :
- (A) Defining and delegating the responsibility and authority
  - (B) Identifying and grouping of work to be performed
  - ☒ (C) Both (A) & (B)
  - (D) None of the above
22. Which of 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
23. \_\_\_\_\_ is not a type of organisation structure :
- ☒ (A) Line organisation
  - ☒ (B) Functional organisation ✓
  - (C) Flexible organisation
  - ☒ (D) Line & staff organisation
24. \_\_\_\_\_ organisation structure is generally followed by big steel plants :
- (A) Line organization
  - (B) Functional organisation
  - (C) Line and staff organisation
  - ☒ (D) All of the above

25. Management deals with \_\_\_\_\_ :

- (A) Internal Environment
- (B) External Environment
- ☒ (C) Both Internal and External Environment
- (D) None of the above

26. \_\_\_\_\_ is known as "the father of scientific management" :

- ☒ (A) Fredrick W. Taylor
- (B) Henry Fayol
- (C) Robert Owen
- (D) None of these

27. \_\_\_\_\_ is about grouping of jobs:

- (A) Organizing
- ☒ (B) Directing
- (C) Planning
- (D) Controlling

28. The problem-solving process begins with :

- (A) Clarification of the solution
- (B) Establishment of alternatives
- ☒ (C) Identification of the difficulty
- (D) Isolation of the cause

29. \_\_\_\_\_ represents the lower level management covering execution and implementation functions :

- (A) Administrative Management
- (B) Operative Management
- (C) Co-operative Management
- ☒ (D) All of the above

30. Management is a \_\_\_\_\_ Activity :

- (A) Single
- ☒ (B) Group
- ☒ (C) Both group and single ✓
- (D) None

31. Which one of the following is not an economic objective of business :

(A) Social environment

☒ (B) Survival

(C) Profit

(D) Growth

32. Successful management ensures that :

(A) Goals are achieved with least cost

(B) Timely achievement of goals

☒ (C) Both of above

(D) None of the above

☒ 33. Management is essential for the organisations which are :

(A) Non-profit organisations

(B) Service organisations ✓

(C) Social organisations

(D) All of the above

34. Henry Fayol was a :

(A) Scientist

(B) Accountant

☒ (C) Mining Engineer

(D) Farmer

35. The concentration of decision making authority is called :

☒ (A) Centralisation

(B) Decentralisation

(C) Span of management

(D) None of the above

☒ 36. Management \_\_\_\_\_ in order to achieve the goals :

(A) Register trademark ✗

(B) Develops tactics ✓

☒ (C) Formulate strategy

(D) Outsources operations ✗

37. In the case of functional departmentalization, jobs are grouped according to :

- (A) Tasks
- ✓(B) Territories
- (C) Product lines
- (D) Customer flow

38. Organization structure primarily refers to :

- (A) How resources are allocated
- (B) The location of departments and office space
- (C) The policy statements developed by the firm
- ✓(D) How activities are coordinated & controlled

39. \_\_\_\_\_ is a key aspect in understanding organization structure?

- (A) Process
- (B) Change
- (C) Control
- ✓(D) Delegation

40. Communication begins with :

- (A) Encoding
- (B) Decoding
- ✓(C) Idea origination
- (D) None of these

41. Organisational behaviour is :

- (A) A Science
- (B) An art
- ✓(C) A science as well as an art
- (D) None of the above ✓

42. \_\_\_\_\_ a young welsh factory owner was one of the first to emphasise the human needs of employees. He refused to employ young children :

- (A) Andrew Ure
- (B) J.N. Tata
- (C) Robert Owen
- (D) None of these



43. Which of the following is responsible for affecting organisational behaviour:
- (A) People  
(B) Environment  
(C) Technology  
☒ (D) All of the above
44. Meso organisation behaviour is related with :
- (A) Individual behaviour  
(B) Group behaviour  
(C) Organisational behaviour  
(D) None of these
45. The book "The Psychology of management" was published by :
- (A) Hendry Fayol  
(B) F.W. Taylor  
☒ (C) William Gilbreth  
(D) Robert Owen
46. The most significant management skills are :
- (A) Technical, behavioural and conceptual  
☒ (B) Technical, Human and conceptual  
(C) Systematic, Human and Conceptual  
(D) Technical, Human and cognitive
47. \_\_\_\_\_ focuses on how to set goals for people to reach :
- (A) Equity theory  
(B) Expectancy theory  
☒ (C) Goal setting theory  
(D) Goal attain theory
48. Leadership practices that emphasize moral \_\_\_\_\_ and action are known as ethical leadership
- (A) Sensitivity  
(B) Judgment  
(C) Motivation  
☒ (D) All of the above

49. Which of the following is not the job of intermediaries?

- (A) Lisoning
- (B) Financing
- (C) Negotiation
- (D) None of these

50. Which of the following reduces the productivity of the employee?

- (A) Stress
- (B) Promotion
- (C) Reward
- (D) None of these

51. Which of the following product require the direct marketing?

- (A) Economic products
- (B) Costly product
- (C) Perishable product
- (D) None of these

52. Which of the following is not an area of logistics managers?

- (A) Inventory
- (B) Warehousing
- (C) House holding
- (D) Marketing

53. CRM functions between?

- (A) Employee & Stack holders
- (B) Byers and Sallers
- (C) Manager and Producers
- (D) None of these

54. Which one is not a means of non formal communication?

- (A) Dressing
- (B) Poster
- (C) Gesture
- (D) Speech

55. In which step of quality circle operation cycle do we clarify and analyze the problem?

- ☒ (A) Problem identification
- (B) Problem selection
- (C) Problem analysis
- (D) Present solution to management

56. The major disadvantage of a multichannel system is that it is harder to control and it can generate \_\_\_\_\_ :

- (A) Greater Conflict
- (B) Less net profit
- (C) Fewer domestic sales
- ☒ (D) Declining employee morale

57. Management is \_\_\_\_\_ in order to create a surplus :

- (A) An art
- (B) A science
- ☒ (C) Both science and an art
- (D) None of the above

58. Principles of management are not :

- (A) Absolute
- ☒ (B) Behavioral
- (C) Universal
- (D) Flexible

59. The top management works on :

- (A) Corporate plan
- ☒ (B) Strategic plan ✓
- (C) Short plan
- ☒ (D) Budgeting .

60. Which of the following cannot be considered as a part of the planning process :

- (A) Setting objectives
- (B) Viewing physical facilities and actions
- ☒ (C) Developing Premises
- (D) Follow-up-actions

61. Specialisation is the most efficient way to use human effort "which principle of Fayol is highlighted in this statement?

- (A) Authority and Responsibility
- (B) Division of work
- ☒ (C) Unity of command
- (D) None of these

62. This function of management related to placing the right person at the right job is

- (A) Organising
- ✓(B) Staffing
- (C) Planning
- (D) Controlling

63. This function of management relating to laying down the foundation for carrying out the other functions of management successfully is :

- (A) Organising
- (B) Staffing
- (C) Planning
- (D) Controlling

64. Which one of the following statements is not correct?

- (A) Management is a goal-oriented process
- (B) Management is a continuous process
- (C) Management is a dynamic process
- ✓(D) Management is a rigid process

65. Top Management is concerned with formulation of :

- (A) Short term plans
- ✓(B) Long term plans
- (C) Guidelines for supervisors
- (D) None of the above

66. MBO was developed by :

- ✓(A) Peter. F. Drucker
- (B) F.W. Taylor
- (C) Fayol
- (D) None

67. The first step in planning process is to :

- ✓(A) Set an objectives
- (B) Evaluate alternatives
- (C) Determine weaknesses
- (D) None

68. Planning is the process of \_\_\_\_\_?

- (A) Directing
- ✓(B) Thinking
- ✓(C) Forecasting
- (D) None

69. Two types of plans that are inter-related with each other :

- (A) Policy and Rule
- (B) Objective and Policy
- (C) Objective and Method
- (D) Policy and Procedure

70. Henry Fayol is known as :

- (A) Father of scientific management
- (B) Father of shop floor management
- ☒ (C) Father of general management
- (D) All of the above

71. Which of the following is not the objective and functionality of management?

- (A) Controlling
- ☒ (B) Forecasting
- ☒ (C) Coordinating
- (D) Staffing

72. Which of the following is the lowest level of management?

- ☒ (A) Executives
- (B) Decision-making
- (C) Strategic
- (D) Policy-making

73. Who has introduced the concept of MBO and knowledge worker in the principle of management?

- (A) Fayol
- (B) Taylor
- ☒ (C) Peter Drucker
- (D) None of these

74. Which of the following deals with the increase of the employees skills and efficiency?

- (A) Span of control
- ☒ (B) Work specialization
- (C) Chain of command
- (D) None of these

75. What does MOST stands for?

- (A) Manager, Operator, Seller, Trader
- (B) Machinery, Office, Staff, Technology
- ☒ (C) Mission, Objective, Strategies, Tactics
- (D) None of these