

**Question : 1**

Arrange the functions of Management in correct sequence:-

- A. Staffing
- B. Organising
- C. Planning
- D. Controlling
- E. Directing

Choose the correct answer from the options given below:

- A A, B, C, E, D
- B B, C, D, E, A
- C B, C, A, E, D
- D C, B, A, E, D

**Question : 2**

A manager should not fall into the temptations of misusing her/his powers for individual/family benefit at the cost of larger general interest of the workers/company.

The relevant principle of management is –

- A Subordination of individual interest to general interest
- B Discipline
- C Unity of Direction
- D Initiative

**Question : 3**

The following statements explain the concept of standardization of simplification of work.

- A. They seek to determine the amount and frequency of rest intervals
- B. They aim at eliminating superfluous variety, sizes and dimension
- C. Unnecessary movements are eliminated so that less time is required to complete the jobs.
- D. They help to determine the number of workers to be employed
- E. They help the organisation in devising new varieties instead of existing one.

Choose the correct answer from the options given below:

- A A and B only
- B B and E only
- C C and A only
- D D and E only

**Question : 4**

According to Fayol lazy personnel should be dealt with sternly for sending the message that everyone is equal in the eyes of management. This will ensure loyalty and devotion. The relevant principle of management is \_\_\_\_\_.

- A Discipline
- B Equity
- C Espirit De Corps
- D Unity of command

**Question : 5**

Attitude towards product innovations, lifestyles and consumer preferences are influenced by:

- A Economic Environment
- B Social Environment
- C Cultural Environment
- D Ecological Environment

Question : 6

Dimension of Business Environment	Component
A. Economic	I. Festivals
B. Social	II. Court Judgements
C. Political	III. Public Debt
D. Legal	IV. Ideology of ruling party

Choose the correct answer from the options given below:

- A A-II, B-I, C-IV, D-III
- B A-III, B-I, C-IV, D-II
- C A-IV, B-III, C-II, D-I
- D A-III, B-II, C-IV, D-I

**Question : 7**

Which of the following does NOT come under the dimensions of Business Environment?

- A Political
- B Legal
- C Social
- D Security

**Question : 8**

If there is a plan to increase production then more labour and more machinery will be required. This step would also involve organizing for labour and purchase of machinery. Identify this step in the process of planning.

- A Follow up action
- B Implementing the plan
- C Evaluating alternative courses
- D Developing premises

**Question : 9**

From the given options, Identify the statement that best describes planning as a continuous process

- A It lays down the base for other functions of management
- B A plan is framed, it is implemented and is followed by another plan
- C It involves peeping into the future
- D It involve foresight, intelligent imagination and sound judgment

**Question : 10**

Amrit Lala, MD of Awasthi Ltd, retired after 33 years of service. The responsibility was given to Amit. Amit realized that there was lot of rivalry, confusion and misunderstanding among departmental heads. He detected inefficiencies, took corrective action and developed a master plan for the organisation to follow. This served as basis for coordinating the activities of all the departments, led to clarity of thought and action and the work got a smooth start.

Identify the importance of planning highlighted in the above paragraph.

- A Planning promote innovative ideas
- B Planning reduces overlapping and wasteful activities
- C Planning facilitates decision making
- D Planning provides direction

**Question : 11**

Interaction among people at work give rise to this type of organisation. Identify the type of organisation highlighted in the above statement.

- A Formal Organisation
- B Informal Organisation
- C Administrative Organisation
- D Functional Organisation

**Question : 12**

Out of the following options, choose the correct combination that constitute parts of organizing process

- A. Identification and division of work
- B. Setting up standards for performance
- C. Establishing authority and responsibility relationships
- D. Developing Premises
- E. Assignment of duties

Choose the correct answer from the options given below:

- A B, D, E only
- B A, B, C only
- C A, C, E only
- D C, D, E only

Question : 13

Set A	Set B
A. Product specialization	I. Span of management
B. All decision making authority is kept with top level.	II. Informal
C. Arises out of personal qualities	III. Divisional Structure
D. Number of subordinates that can be managed by a superior	IV. Centralisation

Choose the correct answer form the options given below:

- A A-III, B-IV, C-II, D-I
- B A-III, B-II, C-IV, D-I
- C A-III, B-I, C-II, D-IV
- D A-I, B-III, C-IV, D-II

**Question : 14**

It is prerequisites to effective functioning of an organisation because it enables the manager to use his time on high priority areas.

- A Planning
- B Delegation
- C Decentralisation
- D Organisation Structure

**Question : 15**

Identify the function of marketing that is also undertaken to fulfill the 'right of be heard' right of a consumer under Consumer Protection Act.

- A Marketing Planning
- B Transportation
- C Physical Distribution
- D Customer Support Services

**Question : 16**

A brand or part of a brand that is given legal protection against its use by other firms. Identify the term of branding highlighted in the above statement.

- A Brand
- B Brand Name
- C Brand Mark
- D Trade Mark

**Question : 17**

The label on the package of a shaving cream mentions, '40% Extra free' or package of a toothpaste mentioning 'Free toothbrush inside' or save ₹ 15.' Identify the function of labelling.

- A Grading of product
- B Providing information required by law
- C Helps in promotion of product
- D Describe the product and specify its contents.

Question : 18

Source of Recruitment	Condition
A. Casual Caller	I. The application of Sohan, was forwarded by XYZ consultancies to the Company.
B. Advertisement	II. Raj sent his application to the company through the website Jobseekers.com
C. Placement Agencies	III. Prateek has seen a job vacancy in the newspaper and decided to give his application.
D. Web Publishing	IV. Rohan went to XYZ Ltd. and gave his application for a job.

Choose the correct answer from the options given below:

- A A-III, B-II, C-I, D-IV
- B A-IV, B-III, C-I, D-II
- C A-IV, B-I, C-III, D-II
- D A-IV, B-II, C-III, D-I

**Question : 19**

Mr. Gaurav needs to add 20 people to their team of sales executives. He had given an advertisement in the newspaper and has received 200 applications. Help him to select the best 20 candidates by giving him the correct sequence.

- A. Selection Test
- B. Reference and Background checks
- C. Employment Interview
- D. Selection Decision
- E. Preliminary Screening

Choose the correct answer from the option given below:

- A E, A, C, B, D
- B A, B, C, D, E
- C E, C, B, D, A
- D E, A, B, C, E

**Question : 20**

Arrange the staffing process in sequence

- A. Recruitment
- B. Estimating the manpower requirement
- C. Placement and orientation
- D. Selection
- E. Training and Development

Choose the correct answer from the options given below:

- A B, A, D, E, C
- B B, A, D, C, E
- C B, A, C, D, E
- D A, B, D, C, E

Question : 21

One of the following is not an element of direction Identify

- A Communication
- B Delegation
- C Motivation
- D Supervision

Question : 22

Choose the correct statement/ statements

- A. Non Financial Incentives mainly focus on satisfying psychological, social and emotional factors
- B. Money can satisfy all kinds of needs of individuals
- C. Career advancement opportunity, job security and employee empowerment are non financial incentives
- D. Promotion, stock option and perquisites are non financial incentives

Choose the correct answer from the options given below:

- A A, B and C only
- B B and C only
- C C and D only
- D A and C only

Question : 23

List I	List II
A. Motivation	I. Function to be performed at the operative level
B. Supervision	II. Complex process as the individuals are heterogeneous in their expectations
C. Communication	III. Process that tries to bring change in the behavior of others
D. Leadership	IV. It implies common understanding

Choose the correct answer from the options given below:

- A A-I, B-II, C-III, D-IV
- B A-IV, B-III, C-II, D-I
- C A-II, B-I, C-IV, D-III
- D A-I, B-II, C-IV, D-III

Question : 24

Arrange the need hierarchy theory of motivation propounded by Abraham Maslow in hierarchical order from basic to highest level need.

- A. Basic Physiological Needs
- B. Esteem Needs
- C. Safety Needs
- D. Self actualisation needs
- E. Affiliation needs

Choose the correct answer from the options given below:

- A A, B, C, D, and E
- B A, C, E, B and D
- C D, B, E, C and A
- D D, B, E, A and C

Question : 25

Identify one statement among the following that is NOT true about capital budgeting:

- A These decisions are very crucial for any business since they affect its long run earning capacity
- B The size of assets, profitability and competitiveness are all affected by these decisions
- C These are concerned with levels of cash, inventory and receivable
- D These decisions are irreversible except at a huge cost.

**Question : 26**

A company will tend to pay lower rate of dividend if –

- A Lower amount of earnings, stable earning, potentials, no shortage of cash, easy access to capital market
- B Restrictive clauses imposed by lender, low access to capital market, falling short of cash, good growth opportunities available.
- C Short of cash, good growth opportunities available, low access to capital market, enjoys stable earnings
- D Unstable earnings, falling short on cash, easy access to capital market, lower amount of earning

**Question : 27**

It is a process of estimating the fund requirement of a business and specifying the sources of funds

- A Financial management
- B Financing decision
- C Financial Planning
- D Capital Budgeting

**Question : 28**

A firm's ability to borrow at a lower rate

- A Decreases its capacity to employ higher debt
- B Increases its capacity to employ higher debt
- C Can or employ any amount of debt available from market
- D Unable to raise any amount of debt

**Question : 29**

Arrange the following current assets in order of their liquidity

- A. Prepaid expenses
- B. Raw Material
- C. Debtors
- D. Finished goods inventory
- E. Bills receivable

Choose the correct answer from the options given below:

- A A, B, C, D and E
- B E, B, C, A and D
- C E, C, D, B and A
- D E, D, C, B and A

**Question : 30**

Treasury Bills are issued by

- A Government of India
- B RBI (Reserve Bank of India)
- C Stock Exchange
- D NSE (National Stock Exchange)

Question : 31

Identify the objective of SEBI from the following:

- A. To protect the rights and interests of investors
- B. To regulate stock market and the securities industry to promote their orderly functions.
- C. Registration of brokers
- D. To prevent trading malpractices and achieve a balance between self regulation by securities industry and its statutory regulation
- E. Calling for information by undertaking inspection

Choose the correct answer from the options given below:

- A A, B and C only
- B B, C and D only
- C D, E and A only
- D A, B and D only

Question : 32

Name the market for financial securities which is also known as 'New Issue Market'

- A Primary Market
- B Secondary Market
- C Money Market
- D Capital Market

Question : 33

“Through this process of disinvestment and reinvestment, savings get channelized into their most productive investment avenues” –which function of stock exchange is highlighted by the given statement?

- A Providing liquidity and marketability of securities
- B Contributes to economic growth
- C Spreading of equity cult
- D Providing scope for speculation

Question : 34

“Holders of assets can readily sell their financial assets through the mechanism of the financial market” – This statement highlight one of the functions of financial market.

Identify

- A Facilitates price discovery
- B Provides liquidity to financial assets
- C Reducing the cost of transactions
- D Mobilisation of earnings and channeling them into the most productive uses.

Question : 35

Consumer Rights	Explanation
A. Right to consumer education	I. Right to be protected against goods and services which are hazardous to life
B. Right to be heard	I. Right to have complete information of the product
C. Right to be informed	III. Right to file a complaint and be heard in case of dissatisfaction
D. Right to safety	IV. Right to acquire knowledge and to be well informed consumer

Choose the correct answer from the options given below:

- A A-IV, B-III, C-II, D-I
- B A-I, B-II, C-III, D-IV
- C A-IV, B-I, C-II, D-III
- D A-III, B-I, C-II, D-IV

**Question : 36**

Shikha wants to buy a Microwave. She goes to an outlet for the same. The sales person is convincing her to buy microwave of a particular brand only.

Identify the consume right which is being hindered here from the following

- A Right to safety
- B Right to be informed
- C Right to choose
- D Right to be heard

**Question : 37**

Identify from the following phrase which means “Let the buyer beware”?

- A Caveat emptor
- B Caveat venditor
- C Caveat vendor
- D Consumer emptor

**Question : 38**

Who can file a complaint?

- A. Any Consumer
- B. Any Shopkeeper
- C. Any registered consumer association
- D. Any non-registered NGO
- E. A legal heir of a deceased consumer

Choose the correct answer from the options given below:

- A A, B and C only
- B A, C and E only
- C A, C and D only
- D B, D and E only

**Question : 39**

Identify from the following that cannot be termed as a 'Consumer' under Consumer Protection Act?

- A One who purchased a car on installments
- B One who got a car as a gift from parents
- C One who drives a car with the permission of owner
- D One who purchases cars for resale.

**Question : 40**

Identify which one is not a step in the process of setting up a Business?

- A Assessment of feasibility of the idea
- B Reference and Background checks
- C Project commissioning and launch
- D Appraisal by funding agencies

**Passage:**

Read the case given below and attempt the following questions

Anukriti, a III year B.Com student is very fond of home cooked food as her mother keeps experimenting with new tastes and varieties every now and then. Although the family is well off and reputed in society, her mother feels lack of recognition and self-respect for herself. The mother daughter duo decided to go ahead with their own start up and cater to various occasions like birthday parties, office events, festivities, food for elderly and patients and so on.

They assessed the number and type of human resources required and accordingly hired the calculated man-power for help from those introduced by their domestic help and some relatives. They ensured the quality standards for hygiene in kitchen, standardized the quality of vegetables, dry fruits and other raw materials to be purchased, made sure that the orders are delivered in time.

While Anukriti's mother took care of all cooking in Kitchen, she personally observed the helpers at work. Being a commerce student, Anukriti decided to take care of finances herself. She prepared budgets in terms of quality, time, cost of material, calculated a point with no profit, no loss to ensure earning of target profits.

As per the feedback received from customers, they improvised the dishes with lesser oil, spices, sugar.

As both of them were very understanding and positive towards feedback, their business grew well. Gradually, they trained their staff in cooking, packaging, inventory management. The employees are happy and satisfied as their basic remuneration and incentives are increased.

**Question : 41**

Mother feels lack of recognition and self-respect for herself. The category of need identified in the statement is

- A Belonging Needs
- B Esteem Needs
- C Self-actualisation Needs
- D Safety / security Needs

Question : 42

“Assessed the number and types of human resources required” The concept identified is

- A Workload analysis
- B Workforce analysis
- C Staffing
- D Recruitment

Question : 43

Hired the calculated manpower for help from those introduced by their domestic help and some relatives

Identify the source of recruitment

- A Direct recruitment
- B Placement agencies
- C Labour contractors
- D Recommendations of Employees

Question : 44

‘They ensured quality standards for hygiene, standardized the quality of raw materials....’

This is a step in the process of one of the function of management. Identify the function

- A Planning
- B Organising
- C Marketing
- D Controlling

**Question : 45**

Anukriti's mother took care of all cooking in kitchen and personally observed the helpers at work. Identify the technique of controlling-

- A Statistical reports
- B Responsibility accounting
- C Personal Observation
- D Management Information System

**Question : 46**

Identify the technique of control used by Anukriti when she prepares budgets of various types

- A PERT and CPM
- B Ratio analysis
- C Return on Investment
- D Budgetary Control

**Question : 47**

She calculated a point with no profit, no loss to ensure earning of target profits. Identify the technique of control highlighted above

- A Ratio analysis
- B Break even analysis
- C Return on investment
- D Budgetary control

Question : 48

As per the feedback received, they improvised the dishes with lesser oil, spices and sugar.

Identify the step in the process of control

- A Setting Performance Standards
- B Measurement of performance
- C Taking corrective actions
- D Comparison of actual performance with standards

Question : 49

In an organisation the employees are happy and satisfied....

Identify the feature of management highlighted in the above statement

- A Management is a group activity
- B Management is intangible
- C Management is all pervasive
- D Management is multi-dimensional

Question : 50

They trained their staff in cooking, packaging, inventory management. The employees are happy and satisfied as their basic remuneration and incentives also increased.

Identify the objective of management highlighted above here-

- A Personal Objectives
- B Social Objectives
- C Organisational Objectives
- D Economic Objectives