

Roll No.-----

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(To be filled in the
OMR Sheet)

प्रश्नपुस्तिका क्रमांक
Question Booklet No.

44800304

O.M.R. Serial No.

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प्रश्नपुस्तिका सीरीज
Question Booklet Series
D

BBA (First Semester) Examination, February/March-2022

BBA-106(N)

Fundamental of Business Management

(for Ex & B.P. Students)

Time : 1:30 Hours

Maximum Marks-100

जब तक कहा न जाय, इस प्रश्नपुस्तिका को न खोलें

- निर्देश : -**
1. परीक्षार्थी अपने अनुक्रमांक, विषय एवं प्रश्नपुस्तिका की सीरीज का विवरण यथास्थान सही- सही भरें, अन्यथा मूल्यांकन में किसी भी प्रकार की विसंगति की दशा में उसकी जिम्मेदारी स्वयं परीक्षार्थी की होगी।
 2. इस प्रश्नपुस्तिका में 100 प्रश्न हैं, जिनमें से केवल 75 प्रश्नों के उत्तर परीक्षार्थियों द्वारा दिये जाने हैं। प्रत्येक प्रश्न के चार वैकल्पिक उत्तर प्रश्न के नीचे दिये गये हैं। इन चारों में से केवल एक ही उत्तर सही है। जिस उत्तर को आप सही या सबसे उचित समझते हैं, अपने उत्तर पत्रक (O.M.R. ANSWER SHEET) में उसके अक्षर वाले वृत्त को काले या नीले बाल प्वाइंट पेन से पूरा भर दें। यदि किसी परीक्षार्थी द्वारा निर्धारित प्रश्नों से अधिक प्रश्नों के उत्तर दिये जाते हैं तो उसके द्वारा हल किये गये प्रथमतः यथा निर्दिष्ट प्रश्नोत्तरों का ही मूल्यांकन किया जायेगा।
 3. प्रत्येक प्रश्न के अंक समान हैं। आप के जितने उत्तर सही होंगे, उन्हीं के अनुसार अंक प्रदान किये जायेंगे।
 4. सभी उत्तर केवल ओ०एम०आर० उत्तर पत्रक (O.M.R. ANSWER SHEET) पर ही दिये जाने हैं। उत्तर पत्रक में निर्धारित स्थान के अलावा अन्यत्र कहीं पर दिया गया उत्तर मान्य नहीं होगा।
 5. ओ०एम०आर० उत्तर पत्रक (O.M.R. ANSWER SHEET) पर कुछ भी लिखने से पूर्व उसमें दिये गये सभी अनुदेशों को सावधानीपूर्वक पढ़ लिया जाय।
 6. परीक्षा समाप्ति के उपरान्त परीक्षार्थी कक्ष निरीक्षक को अपनी प्रश्नपुस्तिका बुकलेट एवं ओ०एम०आर० शीट पृथक-पृथक उपलब्ध कराने के बाद ही परीक्षा कक्ष से प्रस्थान करें।
 7. निगेटिव मार्किंग नहीं है।

महत्वपूर्ण : -

प्रश्नपुस्तिका खोलने पर प्रथमतः जाँच कर देख लें कि प्रश्नपुस्तिका के सभी पृष्ठ भलीभाँति छपे हुए हैं। यदि प्रश्नपुस्तिका में कोई कमी हो, तो कक्ष निरीक्षक को दिखाकर उसी सीरीज की दूसरी प्रश्नपुस्तिका प्राप्त कर लें।

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1. When communication flows from top to bottom is known as :
 - (A) Upward communication
 - (B) Downward communication
 - (C) Horizontal communication
 - (D) Formal communication
2. Channels of communication in an informal organization is known as :
 - (A) Grapevine
 - (B) Gangplank
 - (C) Upward communication
 - (D) Downward communication
3. Programmed decisions are concerned with :
 - (A) Basic decisions
 - (B) Unique decisions
 - (C) Repetitive and Routine decisions
 - (D) Non-routine decisions
4. Which leadership style permits quick decision making ?
 - (A) Democratic Style
 - (B) Laissez Fair Leadership
 - (C) Authoritarian Leadership
 - (D) None of the above
5. Which one of the following techniques does not imply 'On-the-job training' method?
 - (A) Apprenticeship training
 - (B) T-Group training
 - (C) Vestibule training
 - (D) Self-improvement programmes

6. Referent power is the _____.
- (A) Power of ability to grant or withhold the rewards to others
 - (B) Power of ability to punish others for not carrying out orders
 - (C) Power of dominance over others through specialized knowledge
 - (D) Power of attracting peoples towards a person himself or herself
7. In making a decision, 'game theory' is useful under conditions of :
- (A) Certainty
 - (B) Various probabilities
 - (C) Competitive rivalry
 - (D) Irregular demand
8. Which one of the following is an example of non-routine decisions ?
- (A) Decision related to fill up the vacated position of an organization
 - (B) Decision related to launch a new production plant
 - (C) Decision related to restructure the organization for improvement
 - (D) Decision related to take over a sick unit
9. Directing is a _____.
- (A) Discreet process
 - (B) Continuous process
 - (C) One-way process
 - (D) Circular process
10. PERT stands for :
- (A) Progressive Evaluation and Review Tool
 - (B) Programme Evaluation and Review Technique
 - (C) Programme Evaluation and Regression Technique
 - (D) Progressive Evaluation and Regression Tool

11. Which one of the following is not correct in case of planning ?
- (A) Planning is goal oriented
 - (B) Planning is pervasive
 - (C) Planning is discrete function
 - (D) Planning is flexible
12. The process of establishing a time sequence for the work is known as _____.
- (A) Objective
 - (B) Schedules
 - (C) Procedures
 - (D) Budgets
13. A statement of expected results expressed in numerical terms for a definite period of time in the future is known as _____.
- (A) Objective
 - (B) Strategies
 - (C) Procedures
 - (D) Budgets
14. Goals, aims, purposes, missions and target is also known as _____.
- (A) Objective
 - (B) Strategies
 - (C) Policies
 - (D) Rules
15. The assumptions about future derived from forecasting and used in planning are known as :
- (A) Planning premises
 - (B) Freehold premises
 - (C) Business premises
 - (D) Corporate premises

16. Heuristic techniques refer to _____.
(A) Trial and Error technique
(B) Group Decision making technique
(C) Brain Storming technique
(D) Critical Problem Solving technique
17. Which one of the following is not included in "The Managerial Activities" ?
(A) Commanding
(B) Controlling
(C) Accounting
(D) Organizing
18. Which one of the following is not included in Scientific Management technique ?
(A) Division of labour
(B) Scientific selection
(C) Training and placement of workers
(D) Hierarchical Structure
19. Strategic planning is _____.
(A) Long term planning
(B) Medium term planning
(C) Short term planning
(D) Annual planning
20. Planning lays down the overall objective, strategies and policies for the total enterprise is :
(A) Corporate planning
(B) Divisions planning
(C) Unit planning
(D) Department planning

21. The first and foremost function of management is _____.
(A) Planning
(B) Organizing
(C) Controlling
(D) Coordination
22. A study relating to the fixing of the working hours with rest periods to recoup the energy while performing in a job is called _____.
(A) Fatigue study
(B) Time study
(C) Motion study
(D) Work- study
23. Study of the movements of both the workers and the machine to eliminate wasteful movement is _____.
(A) Fatigue study
(B) Time study
(C) Motion study
(D) Work-study
24. Allotment of work to each worker on the basis of the capacity of an average worker functioning in the normal working condition is _____.
(A) Social task planning
(B) Scientific task planning
(C) Not a planning
(D) Scientific organizing
25. Which one of the following is not an objective of MIS ?
(A) To facilitate the Decision making process
(B) To provide requisite information at each level of management
(C) To support the Decision making Process
(D) To recruit people for the system

26. Flow of communication among the same level of people is known as :
- (A) Upward communication
 - (B) Downward communication
 - (C) Horizontal communication
 - (D) Formal communication
27. 'Simulation' is useful :
- (A) To observe the behaviour of a system
 - (B) to find solution to the Waiting-line Problem
 - (C) To optimize the objective function
 - (D) To make decision under competition
28. Which one of the following is not the merit of Oral communication ?
- (A) Authenticity
 - (B) Effective
 - (C) Easy Communication
 - (D) Instant Feedback
29. Which one of the following methods is included in the 'off-the -job-training' ?
- (A) Coaching
 - (B) Case Studies
 - (C) Apprenticeship Training
 - (D) Vestibule Training
30. Every subordinate should receive orders from and be accountable to only one superior is :
- (A) Unity of direction
 - (B) Unity of command
 - (C) Centralization
 - (D) Scalar chain

31. General and Industrial Management was written by _____.
(A) Harold koontz
(B) Terry
(C) Louis Allan
(D) Henry Fayol
32. Management is _____.
(A) An art
(B) A science
(C) An art and a science
(D) An art not science
33. F.W. Taylor is associated with _____.
(A) Scientific Management
(B) Future Management
(C) Modern Management
(D) Principles of Management
34. Which one of the following elements is associated with Herzberg's Model ?
(A) Self-Actualization
(B) Safety
(C) Esteem
(D) Hygiene
35. Which one of the following needs is missing in the 'Hierarchy of Needs' Theory ?
(A) Psychological Needs
(B) Physiological Needs
(C) Safety Needs
(D) Wealth Needs

36. Vroom's Theory of Motivation is known as :
- (A) Need Hierarchy Theory
 - (B) Equity Theory
 - (C) Expectancy Theory
 - (D) Theory X and Theory Y
37. Authority is ____.
- (A) Right to do something
 - (B) Ability to do something
 - (C) Derived from many sources
 - (D) Not visible from organization chart
38. Espirit de corps means ____.
- (A) Union is strength
 - (B) Service is our motto
 - (C) Buyer beware
 - (D) Product is our strength
39. Henry Fayol laid down ____.
- (A) 12 principles
 - (B) 13 principles
 - (C) 14 principles
 - (D) 15 principles
40. Pioneer of Human Relations is ____.
- (A) Mary Parkett
 - (B) Lillian Gilbert
 - (C) Henry Fayol
 - (D) Elton Mayo

41. Father of Administrative management _____.
(A) Mary Parkett
(B) Lillian Gilbert
(C) Henry Fayol
(D) Elton Mayo
42. Luther Gulick classifies the function of management as _____.
(A) POSDCORB
(B) POSTCARD
(C) POSDCORB
(D) POSDORBC
43. Controlling involves _____.
(A) Determining the Objectives
(B) Setting Standards of Performance
(C) Identifying Activities for the Creation of Departments
(D) Directing the People towards Accomplishment of Common Goals
44. Reporting relationship is a step of _____.
(A) Planning
(B) Organizing
(C) Leading
(D) Medical Examination
45. In the case of selecting candidates in an organization, the first step is :
(A) Preliminary Interview
(B) Back ground Investigation
(C) Blank Application
(D) Medical Examination

46. Decisions which are repetitive and can be established well in advance to solve the day-today problems in an organization are known as :
- (A) Programmed Decisions
 - (B) Non-programmed Decisions
 - (C) Personal Decisions
 - (D) Heuristic Techniques
47. To manage is to forecast and plan, to organize, to compound, to co-ordinate and to control. This definition was given by _____.
- (A) Peter F. Drucker
 - (B) Henry Fayol
 - (C) Louis Allan
 - (D) Terry
48. Management is what a manager does said by _____.
- (A) Peter F. Drucker
 - (B) Terry
 - (C) Louis Allan
 - (D) Henry Fayol
49. Scalar Chain denotes :
- (A) A Production Process
 - (B) An Appraisal Process
 - (C) Span of Management
 - (D) Authority from the highest to the lowest ranks
50. The concept of 'Management by Objectives' was introduced by :
- (A) Frederick Herzberg
 - (B) F.W. Taylor
 - (C) Elton Mayo
 - (D) Peter F. Drucker

51. Gang-Plank is related with :
(A) Communication
(B) Motivation
(C) Supervision of workers
(D) Incentives to workers
52. Control exercised while the activity is in progress is _____.
(A) Concurrent control
(B) Feed forward control
(C) Feedback control
(D) Preserving control
53. According to Maslow, self-actualization needs is a _____.
(A) High level needs
(B) Medium level needs
(C) Lower level needs
(D) Psychological needs
54. _____ means that each section has its own workers to perform activities within the department.
(A) Centralization
(B) Departmentation
(C) Decentralization
(D) Delegation
55. Participation, recognition and power are some of the examples of _____.
(A) Financial motivation
(B) Non-financial motivation
(C) Extrinsic motivation
(D) Intrinsic motivation

56. Wages, salaries, bonus, vacation pay, insurance are example of _____.
(A) Financial motivation
(B) Non-financial motivation
(C) Extrinsic motivation
(D) Intrinsic motivation
57. Leadership behaviour is influenced by certain qualities of a person is _____.
(A) Followers theory
(B) Trait theory
(C) Situational theory
(D) Managerial grid
58. Supervision means :
(A) Inducing people to perform
(B) Observing people while job performance
(C) Giving job responsibility
(D) Both (A) & (B)
59. Motivation is a _____ process.
(A) Complex process
(B) Psychological process
(C) Continuous process
(D) All (A), (B) & (C)
60. 'Responsibility is the duty' It was propounded by _____.
(A) Elton Mayo
(B) Peter Drucker
(C) Chester Barnard
(D) M.E. Hurtley

61. Controlling involves
- (A) Determining the objectives
 - (B) Identifying the activities for the creation of department
 - (C) Directing the people towards accomplishment of common goals
 - (D) Setting standards of performance
62. Bureaucracy Theory was invented by :
- (A) Elton Mayo
 - (B) Henri Fayol
 - (C) Max Weber
 - (D) Peter Drucker
63. _____ process is an interplay of three elements- the leader, the follower and the situation.
- (A) Control
 - (B) Motivation
 - (C) Leadership
 - (D) Planning
64. A decision to launch a new product is a / an _____.
- (A) Programmed Decision
 - (B) Non-routine Decision
 - (C) Personal Decision
 - (D) Organizational Decision
65. Which one of the following is not a part of the communication process ?
- (A) Encoding
 - (B) Decoding
 - (C) Medium
 - (D) Situation

66. _____ involves interpretation of the message by the receiver.
- (A) Encoding
 - (B) Decoding
 - (C) Feedback
 - (D) Medium
67. _____ refers to training conducted away from actual work setting.
- (A) Conference Method of Training
 - (B) Coaching
 - (C) Job Rotation
 - (D) Vestibule Training
68. Dispersal of authority throughout the organization is _____.
- (A) Delegation of Authority
 - (B) Decentralization of Authority
 - (C) Wide Span of Control
 - (D) None of (A), (B) & (C)
69. _____ of motivation is also known as Two factor Theory of Motivation.
- (A) Maslow's Theory
 - (B) Herzberg's Theory
 - (C) Mc Gregor's Theory
 - (D) Vroom's Theory
70. _____ is that managerial function which initiates organized action.
- (A) Directing
 - (B) Organizing
 - (C) Leading
 - (D) Motivating

71. The purpose of control is to _____.
- (A) Fix standard
 - (B) Measure actual performance
 - (C) Find out deviation
 - (D) (A), (B) & (C)
72. _____ refers to the introduction of a person to the job and the organization.
- (A) Induction
 - (B) Selection
 - (C) Recruitment
 - (D) Placement
73. Which one of the following is not a barrier to effective communication ?
- (A) Selective Perception
 - (B) Defensiveness
 - (C) Emotions
 - (D) Filtering
74. The military organization leads to _____.
- (A) Specialization
 - (B) Unified control
 - (C) Over loading
 - (D) Over dependence
75. _____ is an intellectual process.
- (A) Controlling
 - (B) Planning
 - (C) Organizing
 - (D) Directing

76. Scientific Management is concerned with _____.
(A) Co-operation, not individualism
(B) Increased production through long experience
(C) Application of scientific principles to the management of production
(D) Increased sales
77. Rules, duties and responsibilities of workers are given in writing in _____.
(A) Formal organization
(B) Informal organization
(C) Business or organization
(D) Strategic organization
78. Decision making is expected to be based on _____.
(A) Competitors policies
(B) Rational thinking
(C) Government policies
(D) Workers activities
79. _____ is not a quantitative technique of decision-making.
(A) Linear programming
(B) Game Theory
(C) Management by Objective
(D) Simulation
80. Who propounded the need-based theory of motivation ?
(A) Vroom
(B) Porter
(C) Maslow
(D) Mc Gregor

81. Under which leadership system, goals are set and work-related decisions are taken by the subordinates :
- (A) Exploitative
 - (B) Benevolent
 - (C) Authoritarian
 - (D) Democratic
82. The process of assigning work to others and giving them authority to do that is ____.
- (A) Controlling
 - (B) Organizing
 - (C) Delegating authority
 - (D) Directing
83. _____ power is the ability to punish others for not carrying out orders.
- (A) Reward
 - (B) Legitimate
 - (C) Expert
 - (D) Coercive
84. _____ flows from the top-level management to the bottom level management.
- (A) Authority
 - (B) Performance
 - (C) Responsibility
 - (D) Accountability
85. _____ refers to the process of passing information from one person to another and its understanding.
- (A) Planning
 - (B) Communication
 - (C) Controlling
 - (D) Motivating

86. What is the essence of management ?
- (A) Directing
 - (B) Coordinating
 - (C) Controlling
 - (D) Planning
87. Which is concerned with the total manner in which a manager influences the actions of subordinates ?
- (A) Planning
 - (B) Organizing
 - (C) Directing
 - (D) Staffing
88. An identified group of people contributing their efforts towards the attainment of goals is called an _____.
- (A) Organization
 - (B) Business
 - (C) Management
 - (D) Department
89. Set of clear instruction in a clear and logical sequence to perform a particular task are :
- (A) Rules
 - (B) programme
 - (C) Policy
 - (D) Methods
90. _____ is an obligation to perform certain functions and achieve certain results.
- (A) Responsibility
 - (B) Decentralization
 - (C) Centralization
 - (D) Delegation

91. The process of harmonizing or synchronizing of individual efforts with the purpose of achieving group goal :
- (A) Coordination
 - (B) Control
 - (C) Decision making
 - (D) Delegation
92. Specifying the manner of executing policy is known as _____.
- (A) Objective
 - (B) Schedules
 - (C) Procedures
 - (D) Budgets
93. A rigid plan, no scope for discretion _____.
- (A) Rule
 - (B) Schedules
 - (C) Procedures
 - (D) Budgets
94. _____ process is called a negative process.
- (A) Training
 - (B) Placement
 - (C) Selection
 - (D) Induction
95. _____ is a means to an end.
- (A) Organizing
 - (B) Planning
 - (C) Controlling
 - (D) Coordinating

96. _____ form the basis for the functioning of an organization.
- (A) Profits
 - (B) Objectives
 - (C) Policies
 - (D) Strategies
97. Administrative function is the _____ managerial function.
- (A) Top-level
 - (B) Middle- level
 - (C) Lower- level
 - (D) Supervisory level
98. Existence, Relatedness and Growth (ERG) theory was propounded by :
- (A) Alderfer
 - (B) Likert
 - (C) Vroom
 - (D) Herzberg
99. Close supervision, control of subordinates, centralization of authority, autocratic leadership styles are the features of _____.
- (A) Need hierarchy theory
 - (B) Two factor theory
 - (C) Theory X
 - (D) Theory Y
100. An individual's degree of like or dislike of oneself is known as :
- (A) Self-belief
 - (B) Self-concept
 - (C) Self-efficacy
 - (D) Self-esteem

Rough Work / रफ कार्य

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