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Paper Code		
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प्रश्नपुस्तिका क्रमांक
Question Booklet No.

O.M.R. Serial No.

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प्रश्नपुस्तिका सीरीज
Question Booklet Series
C

B.C.A. (First Semester) Examination, February/March-2022

BCA-1003

Principles of Management

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 भरे, 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. Coordination is the Responsibility of:
 - (A) Top manager
 - (B) Middle manager
 - (C) Lower manager
 - (D) All manager
2. Management should find “one best way” to perform a task. Which technique of scientific management is defined in this statement?
 - (A) Motion study
 - (B) Method study
 - (C) Time study
 - (D) Fatigue study
3. Coordination is:
 - (A) An objective of management
 - (B) A political Objective
 - (C) The essence of management
 - (D) A social objective
4. Which of the following are the sources of stress?
 - (A) The environment
 - (B) Social stressors
 - (C) Organizational physical conditions
 - (D) All of these
5. _____ is defined as the optional amount of stress that help to promote health and growth.
 - (A) Mistress
 - (B) Eustress
 - (C) Distress
 - (D) Neostress

6. According to _____” A committee consists of a group of people specifically designated to perform some administrative acts. It functions only as a group and requires the free exchange of Idea among its members”.
- (A) Newman
 - (B) E.F.L. breach
 - (C) McFarland
 - (D) C.K. Prahalad
7. The type of organization structure uses executives along with Specialists:
- (A) Line Organization
 - (B) Line and Organization
 - (C) Functional Organization
 - (D) Committee Organization
8. “Coordination is the essence of management for the achievement of Harmony of individual efforts towards accomplishment of group goal” this statement is of:
- (A) Koontz and O’Donnell
 - (B) Peter Drucker
 - (C) GeorgeR. Terry
 - (D) McFarland
9. In Organization, people who act as a catalyts and assume the responsibility for managing the change process is called:
- (A) Change Master
 - (B) Change agent
 - (C) Autocratic Leader
 - (D) Operational manager
10. Which of the following is not a stage in the change process?
- (A) Refreezing
 - (B) Changing
 - (C) Unfreezing
 - (D) Restraining

11. Which of the following form is the expression of human response to change?
- (A) Resistance
 - (B) Motivation
 - (C) Depression
 - (D) Organizing
12. Which of the following factors is not an organizational resistance to change?
- (A) Organization structure
 - (B) Organizational commitment
 - (C) Sunk cost
 - (D) Insecurity
13. Change can be implemented when:
- (A) Driving forces are more powerful than restraining forces
 - (B) Restraining forces are more powerful than Driving forces
 - (C) Driving forces are equal to Restraining forces
 - (D) None of these
14. Force field analysis was developed by:
- (A) Peter Drucker
 - (B) F.W. Taylor
 - (C) Keith Davis
 - (D) Kurt Lewin
15. Driving forces:
- (A) Facilitate change
 - (B) Restrain change
 - (C) Do not affect change
 - (D) None of these

16. Which of the following are not characteristics of planned change?
- (A) Deliberate act
 - (B) Reactionary act
 - (C) Continuous process
 - (D) Forced act
17. Planned change include all except one of the following elements:
- (A) Technology
 - (B) Structure
 - (C) People
 - (D) Environment
18. Organizational _____ is required to maintain equilibrium between various external and internal forces to achieve organizational objectives.
- (A) Change
 - (B) Planning
 - (C) Controlling
 - (D) Environment
19. According to Herzberg which of the following is maintenance factor?
- (A) Salary structure
 - (B) Recognition
 - (C) Responsibility
 - (D) Achievement
20. _____ is a function of management which helps to check errors in order to take corrective actions.
- (A) Controlling
 - (B) Planning
 - (C) Course of Action
 - (D) Motivation

21. Controlling can be defined as that function of management which helps to seek _____ from the subordinates and managers.
- (A) Planned results
 - (B) Unplanned results
 - (C) Deviated results
 - (D) None of these
22. The objective of Total Quality Management is:
- (A) Improve customer service
 - (B) To improve processing
 - (C) Increase employee productivity
 - (D) All of these
23. Quality leaders focus on _____ rather than maintenance.
- (A) Continuous improvement
 - (B) Discontinuous improvement
 - (C) Static improvement
 - (D) Aesthetics
24. Participative leaders:
- (A) Centralize decision making authority
 - (B) Decentralize decision making authority
 - (C) Both (A) and (B)
 - (D) None of them
25. Democratic leadership is suitable when:
- (A) Employee are considered part of the system
 - (B) Leader promote sharing of decision making
 - (C) Both (A) and (B)
 - (D) None of them

26. McGregor's Theory Y includes all of the following assumptions EXCEPT _____.
- (A) Employees are willing to take on responsibility
 - (B) Employees are not lazy
 - (C) Employees enjoy meaningful work
 - (D) Most employees are resistant to change
27. Theory X and Theory Y was given by:
- (A) Maslow
 - (B) William Ouchi
 - (C) Douglas McGregor
 - (D) None of these
28. Which of the following is not part of the basic needs mentioned by Maslow?
- (A) Physiological needs
 - (B) Safety needs
 - (C) Social needs
 - (D) Hazard needs
29. Motivation is the process of stimulating people to accomplish _____.
- (A) Desired goals
 - (B) Desired people
 - (C) Desired assignment
 - (D) None of these
30. According to Maslow's need hierarchy theory, which of the following not belongs to social need:
- (A) Affection from society
 - (B) Exchange of feelings
 - (C) Belongingness
 - (D) Economic security

31. Which of the following is a need that motivates human behavior as per the achievement motivation theory?
- (A) Power
 - (B) Affiliation
 - (C) Achievement
 - (D) All of these
32. The two factor theory is based on which factors?
- (A) Hygiene and motivators
 - (B) Safety and self-esteem
 - (C) Self-actualization and status quotient
 - (D) None of these
33. Who propounded the Need's Theory?
- (A) Frederick Herzberg
 - (B) Alderfer
 - (C) Abraham Harold Maslow
 - (D) None of these
34. The goal of self-actualization is to:
- (A) Find self-fulfillment
 - (B) Understand cultural values and practices
 - (C) Achieve ego mastery
 - (D) None of these
35. Directing takes place at _____ level of management.
- (A) Top
 - (B) Middle
 - (C) Lower
 - (D) All

36. Directing flows in _____ direction.
- (A) Upward
 - (B) Downward
 - (C) Diagonal
 - (D) Both (A) and (C)
37. Which of the following are the elements of directing?
- (A) Supervision
 - (B) Motivation
 - (C) Leadership
 - (D) All of these
38. Selection is a _____.
- (A) Day to Day process
 - (B) Negative process
 - (C) Positive process
 - (D) None of these
39. Training is the process by which an employee can increase his/her:
- (A) Aptitude
 - (B) Skills and abilities
 - (C) Knowledge
 - (D) All of these
40. Which of the following is not concerned with staffing?
- (A) Recruitment
 - (B) Selection
 - (C) Training
 - (D) Publicity

41. Who is responsible for staffing?
- (A) Personnel manager
 - (B) Production manager
 - (C) Marketing manager
 - (D) None of these
42. The basis of staffing function is:
- (A) Efficient management of personnel
 - (B) Efficient management of organization
 - (C) Efficient management of Society
 - (D) None of these
43. In _____ function managers actively associated with the recruitment, selection, training, and appraisal of his subordinates.
- (A) Staffing
 - (B) Planning
 - (C) Division of work
 - (D) None of these
44. Authority, Responsibility, Accountability is the elements of:
- (A) Informal organization
 - (B) Decentralization
 - (C) Delegation
 - (D) None of these
45. For delegation to be effective it is essential that responsibility be accompanied with:
- (A) Manpower
 - (B) Incentive
 - (C) Promotions
 - (D) Authority

46. _____ reduces Work load of top management.
- (A) Centralization
 - (B) Decentralization
 - (C) Transformation
 - (D) None of these
47. “A plan is a trap to capture the future” This statement is of:
- (A) Allen
 - (B) Hurley
 - (C) Terry
 - (D) Newman
48. “Authority flows downwards from top to bottom whereas accountability flows upwards from bottom to top “it is found in:
- (A) Controlling
 - (B) Formal organization
 - (C) organizing
 - (D) Planning
49. Which is the oldest form of organization?
- (A) Line
 - (B) Line and Staff
 - (C) Functional
 - (D) Matrix
50. Any system or organization in which people or groups are ranked one above the other according to status or authority is called:
- (A) Departmentation
 - (B) Specialization
 - (C) Hierarchy
 - (D) None of these

51. Centralization is suitable for:
- (A) Small organizations
 - (B) Large organizations
 - (C) Middle size organizations
 - (D) None of these
52. _____ is helpful in reducing the burden of the manager.
- (A) Departmentation
 - (B) Centralization
 - (C) Delegation
 - (D) None of these
53. Meaning of authority is _____.
- (A) Subordinate to superior relationship
 - (B) Right to avoid taxes
 - (C) Right to command
 - (D) None of these
54. Delegation can be done of:
- (A) Responsibility
 - (B) Authority
 - (C) Accountability
 - (D) None of these
55. _____ is a planning tools used to predict future environmental happening that will influence the operation of an organization.
- (A) Forecasting
 - (B) Planning
 - (C) Organizing
 - (D) Controlling

56. Decision based on predefined policies and rules are:
- (A) Programmed decision
 - (B) Non-programmed decision
 - (C) Both (A) and (B)
 - (D) None of these
57. The no. of subordinate that a manager can efficiently manage is:
- (A) Span of control
 - (B) Unity of command
 - (C) Unity of Direction
 - (D) None of these
58. Decisions are made in situation of:
- (A) Certainty
 - (B) Uncertainty
 - (C) Risk
 - (D) All of these
59. Programmed decision related to decision making in:
- (A) Structured situation
 - (B) Unstructured situation
 - (C) Non-rational situation
 - (D) All of these
60. _____ is the process of selecting one best alternative from different alternatives.
- (A) Planning
 - (B) Organizing
 - (C) Decision making
 - (D) Forecasting

61. Which of the following is the key feature of organizing?
- (A) Coordination
 - (B) Division of work
 - (C) Ethical code of conduct
 - (D) Both (A) and (B)
62. The acronym SWOT stand for:
- (A) Strengths, weaknesses, Opportunities, threats
 - (B) Strengths, weaknesses, Openness, threats
 - (C) Strengths, warning, Opportunities, threats
 - (D) None of these
63. While planning forecasts regarding the demand of goods, change in policy, change in technological environment, government policy etc. are known as:
- (A) Objectives
 - (B) Premises
 - (C) The course of action
 - (D) All of these
64. The first step in the planning process is to:
- (A) Developing planning premises
 - (B) Establishing Objectives
 - (C) Determining alternative course of action
 - (D) All of these
65. Planning is _____ process.
- (A) Organizing
 - (B) Thinking
 - (C) Forecasting
 - (D) None of these

66. Planning is determination of:
- (A) Present course of action
 - (B) Past course of action
 - (C) Future course of action
 - (D) All of these
67. Planning is:
- (A) Backward looking
 - (B) Forward looking
 - (C) Both (A) and (B)
 - (D) None of these
68. _____ is the process of identifying and grouping of work to be performed.
- (A) Organizing
 - (B) Directing
 - (C) Staffing
 - (D) Both (A) and (C)
69. The terms _____ refers to principles, values and beliefs that define right and wrong behavior.
- (A) Ethics
 - (B) Values
 - (C) Morals
 - (D) CSR
70. Which of the following factors encourage good ethics at the workplace?
- (A) Transparency
 - (B) Equality in treatment
 - (C) Bribe
 - (D) Both (A) and (B)

71. Which of the following is the responsibility of the business firm towards government?
- (A) Payment of taxes regularly
 - (B) provide goods of superior quality
 - (C) Fair returns regularly
 - (D) All of these
72. A firm has the social responsibility of providing fair return to its _____.
- (A) Customer
 - (B) Supplies
 - (C) Debtors
 - (D) Investors
73. A business organization must behave as a good citizen is an example of responsibility of business towards _____.
- (A) Community
 - (B) Employee
 - (C) Owner
 - (D) Creditor
74. Who fill the gap between the traditional and modern theories of management?
- (A) Peter Drucker
 - (B) Chester Barnard
 - (C) Max Weber
 - (D) C.K. Prahlad
75. Differential piece rate system was given by:
- (A) F.W. Taylor
 - (B) Max Weber
 - (C) Peter Drucker
 - (D) Herzberg

76. The main objective of Taylor was to:
- (A) Improve labor relations
 - (B) Increase productivity
 - (C) To develop a general theory of management
 - (D) None of these
77. Which of the followings is not a principle of scientific management given by Taylor?
- (A) Science, not rule of thumb
 - (B) Cooperation not individualism
 - (C) Functional foremanship
 - (D) Harmony not discord
78. Purpose of time study is:
- (A) To remove wastage of time
 - (B) To make worker punctual
 - (C) To determinate fair day's work
 - (D) To give timely assistance
79. Who contributed towards the "Human Relation Approach?"
- (A) Hawthorne Studies
 - (B) F.W. Taylor
 - (C) Elton Mayo
 - (D) Both (A) and (C)
80. Management by objectives are also known as:
- (A) Management by results
 - (B) Management by Goals
 - (C) Management by Planning
 - (D) Management by Evaluation

81. Unity of command implies having not more than one _____ for one _____.
- (A) Friend, Society
 - (B) Boss, Subordinate
 - (C) Unit, Operation
 - (D) None of these
82. In Taylor's functional Organization, gang boss:
- (A) Inspect the quality of work done
 - (B) Issues instructions of workers
 - (C) Sep up tools and machine for work
 - (D) Complies cost of production
83. When tools, people and/or raw material are not found at the right place at right time in the company, management principles violated is:
- (A) Scalar chain
 - (B) Order
 - (C) Authority and responsibility
 - (D) Equity
84. Esprit De Corp's means:
- (A) Fair remuneration
 - (B) Union is strength
 - (C) All is well
 - (D) None of these
85. According to Fayol, all activities of an industrial undertaking are divided as:
- (A) Technical
 - (B) Financial
 - (C) Commercial
 - (D) All of these

86. Principles of management which implies that there should be “One head and one plan” for a group of activities having same objective is.
- (A) Unity of Direction
 - (B) Authority and responsibility
 - (C) Unity of command
 - (D) None of these
87. Top levels of Management are:
- (A) Determinative Management
 - (B) Executory Management
 - (C) Operational Management
 - (D) None of these
88. What makes a good manager?
- (A) Great communicator
 - (B) Good listener
 - (C) Understanding of organizations vision
 - (D) All of these
89. According to _____ Management is an art of getting things done through others:
- (A) Terry
 - (B) F.W. Taylor
 - (C) Mary Parker
 - (D) Koontz
90. _____ identifies three types of skills that are essential for a successful management process:
- (A) Robbins
 - (B) Peter Drucker
 - (C) Robert Katz
 - (D) None of these

91. Management follows a series of continuous interrelated functions so it is called:
- (A) Series
 - (B) Process
 - (C) Experiments
 - (D) None of these
92. Which level of management spends more time in planning and coordination?
- (A) Top Management
 - (B) Middle Management
 - (C) Lower Management
 - (D) None of these
93. Which of the following is not the feature of profession?
- (A) Professional Association
 - (B) Service motive
 - (C) Causal relationship
 - (D) Restricted entry
94. The features of art are:
- (A) Existence of theoretical knowledge
 - (B) It requires application of personal skills
 - (C) Based on creativity and practice
 - (D) All of these
95. Management is considered important for organization because:
- (A) It helps in achieving organizational goals
 - (B) Seeks to integrate individual efforts
 - (C) It helps in development of society
 - (D) All of these

96. Efficiency is:
- (A) Doing the right things
 - (B) Doing things right
 - (C) Achieving first result
 - (D) None of them
97. Management is essential for the organizations which are:
- (A) Non-profit organizations
 - (B) Service organizations
 - (C) Social organizations
 - (D) All of these
98. Management is a:
- (A) Continuous process
 - (B) Initial Process
 - (C) Intermittent process
 - (D) None of these
99. Management is needed at:
- (A) Top level
 - (B) Middle level
 - (C) Lower level
 - (D) All level
100. _____ is the process of working with and through other to effectively achieve the organizational objectives by efficiently using limited resources in the changing environment.
- (A) Management
 - (B) Organization
 - (C) Empirical
 - (D) Politics

Rough Work / रफ कार्य

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 2. **This Question Booklet contains 100 questions, out of which only 75 Question are to be Answered by the examinee. Every question has 4 options and only one of them is correct. The answer which seems correct to you, darken that option number in your Answer Booklet (O.M.R ANSWER SHEET) completely with black or blue ball point pen. If any examinee will mark more than one answer of a particular question, then the first most option will be considered valid.**
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