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Paper Code		
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(To be filled in the OMR Sheet)		

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-103(N)

Principles of Management
(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 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।

1. _____ is the full form of the abbreviation TQM.
 - (A) Team quality management
 - (B) Total quantity management
 - (C) Total quality manager
 - (D) Total quality management

2. _____ means communication without words.
 - (A) Object communication
 - (B) Written communication
 - (C) Oral communication
 - (D) Non-verbal communication

3. Training is the process by which an employee can increase his/her:
 - (A) Aptitude
 - (B) Skills and abilities
 - (C) Knowledge
 - (D) All of these

4. Recruitment is a _____.
 - (A) Day to Day process
 - (B) Negative process
 - (C) Positive process
 - (D) None of these

5. Directing flows in _____ direction.
 - (A) Upward
 - (B) Downward
 - (C) Diagonal
 - (D) Both (A) and (C)

6. Directing takes place at _____ level of management.
- (A) Top
 - (B) Middle
 - (C) Lower
 - (D) All
7. The two factor theory is based on which factors?
- (A) Maintenance and Satisfier
 - (B) Safety and self - esteem
 - (C) Self – actualization and status quotient
 - (D) None of these
8. Which of the following is not a need that motivates human behavior as per the achievement motivation theory?
- (A) Power
 - (B) Affiliation
 - (C) Self Actualization
 - (D) (A) & (B)
9. According to Maslow’s need hierarchy theory, which of the following not belongs to Physiological need?
- (A) Food
 - (B) Shelter
 - (C) Cloths
 - (D) Economic security
10. Motivation is the process of stimulating people to accomplish _____.
- (A) Desired goals
 - (B) Desired people
 - (C) Desired assignment
 - (D) None of these

11. Theory z is given by:
- (A) Maslow
 - (B) William Ouchi
 - (C) Douglas McGregor
 - (D) None of these
12. 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
13. 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
14. Who is responsible for staffing?
- (A) Personnel manager
 - (B) Production manager
 - (C) Marketing manager
 - (D) None of these
15. Participative leaders:
- (A) Centralize decision making authority
 - (B) Decentralize decision making authority
 - (C) Both (A) and (B)
 - (D) None of them

16. In _____function managers actively associated with the recruitment, selection, training, and appraisal of his subordinates.
- (A) Staffing
 - (B) Planning
 - (C) Division of wok
 - (D) None of these
17. _____is function of management which helps to check errors in order to take corrective actions.
- (A) Controlling
 - (B) Planning
 - (C) Course of Action
 - (D) Motivation
18. _____reduces Work load of top management.
- (A) Centralization
 - (B) Decentralization
 - (C) Transformation
 - (D) None of these
19. Driving forces:
- (A) Facilitate change
 - (B) Restrain change
 - (C) Do not affect change
 - (D) None of these
20. For delegation to be effective it is essential responsibility be accompanied with necessary:
- (A) Manpower
 - (B) Incentive
 - (C) Promotions
 - (D) Authority

21. The objective of Total Quality Management is:
- (A) Improve customer service
 - (B) To improve processing
 - (C) Increase employee productivity
 - (D) All of these
22. A “plan is a trap to capture the future” This statement is of:
- (A) Allen
 - (B) Hurley
 - (C) Terry
 - (D) Newman
23. Physical barriers to communication are:
- (A) Time and distance
 - (B) Interpretation of words
 - (C) Denotations
 - (D) Connotations
24. According to Herzberg which of the following is maintenance factor?
- (A) Insurance policy
 - (B) Recognition
 - (C) Responsibility
 - (D) Achievement
25. Planned change include all except one of the following elements:
- (A) Technology
 - (B) Structure
 - (C) People
 - (D) Environment

26. Which is the oldest form of organization?
- (A) Line
 - (B) Line and Staff
 - (C) Functional
 - (D) Matrix
27. Grapevine communication is associated with _____ communication.
- (A) Formal
 - (B) Informal
 - (C) Horizontal
 - (D) Vertical
28. Meaning of authority is _____.
- (A) Subordinate to superior relationship
 - (B) Right to avoid taxes
 - (C) Right to command
 - (D) None of these
29. Centralization is suitable for:
- (A) Small organizations
 - (B) Large organizations
 - (C) Middle size organizations
 - (D) None of these
30. The term “communis” derived from _____ word?
- (A) Greek
 - (B) Latin
 - (C) Chinese
 - (D) English

31. Force field analysis was developed by:
- (A) Peter. Drucker
 - (B) F.W. Taylor
 - (C) Keith Davis
 - (D) Kurt Lewin
32. Which of the following factors is not a organizational resistance to change?
- (A) Organization structure
 - (B) Organizational commitment
 - (C) Sunk cost
 - (D) Insecurity
33. Which of the following is not a stage in the change process?
- (A) Refreezing
 - (B) Changing
 - (C) Unfreezing
 - (D) Restraining
34. In Organization, people who act as a catalysts and assume the responsibility for managing the change process is called:
- (A) Change Master
 - (B) Change agent
 - (C) Autocratic Leader
 - (D) Operational manager
35. The type of organization structure uses executives along with Specialists:
- (A) Line Organization
 - (B) Line and staff organization
 - (C) Functional Organization
 - (D) Committee Organization

36. Communications is a:
- (A) One way process
 - (B) Two way process
 - (C) Three way process
 - (D) Four way process
37. 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
38. Distress is:
- (A) Positive stress
 - (B) Negative stress
 - (C) Both (A) & (B)
 - (D) None of these
39. _____ is defined as the optimal amount of stress that help to promote health and growth.
- (A) Mistress
 - (B) Eustress
 - (C) Distress
 - (D) Neostress
40. The most important goal of communication is:
- (A) Favorable relationship between sender and receiver
 - (B) Receiver response
 - (C) Receiver understanding
 - (D) Organizational goodwill

41. Decision based on predefined policies and rules are:
- (A) Programmed decision
 - (B) Non-programmed decision
 - (C) Both (A) and (B)
 - (D) None of these
42. Decisions are made in situation of:
- (A) Certainty
 - (B) Uncertainty
 - (C) Risk
 - (D) All of these
43. Programmed decision related to decision making in:
- (A) Structured situation
 - (B) Unstructured situation
 - (C) None-rational situation
 - (D) All of these
44. _____ is the process of selecting one best alternative form different alternatives.
- (A) Planning
 - (B) Organizing
 - (C) Decision making
 - (D) Forecasting
45. 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)

46. 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
47. Planning is _____ process.
- (A) Organizing
 - (B) Thinking
 - (C) Forecasting
 - (D) None of these
48. Planning is:
- (A) Backward looking
 - (B) Forward looking
 - (C) Both (A) and (B)
 - (D) None of these
49. The term _____ refers to principles, values and beliefs that define right and wrong behavior:
- (A) Ethics
 - (B) Values
 - (C) Morals
 - (D) CSR
50. 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

51. Strategic management is mainly the responsibility of:
- (A) Lower management
 - (B) Middle management
 - (C) Top management
 - (D) All of the above
52. Changes in company _____ also necessitates changes in the systems in various degrees:
- (A) Structure
 - (B) System
 - (C) Strategy
 - (D) Turnover
53. _____ is not one of the elements of strategic management.
- (A) Formulating strategy
 - (B) Implementation of Strategy
 - (C) Evaluation of Strategy
 - (D) None of the above
54. A firm has the social responsibility of providing fair return to its _____.
- (A) Customer
 - (B) Creditors
 - (C) Debtors
 - (D) Investors
55. Who fill the gap between the traditional and modern theories of management?
- (A) Peter Drucker
 - (B) Chester Barnard
 - (C) Max Weber
 - (D) Betty

56. In SWOT analysis, OT reflects _____ factors.
- (A) Internal
 - (B) External
 - (C) International
 - (D) Necessary
57. The three organizational levels includes _____.
- (A) Corporate level
 - (B) Business level
 - (C) Functional level
 - (D) All of the above
58. Differential piece rate system was given by:
- (A) F.W. Taylor
 - (B) Max Weber
 - (C) Peter Drucker
 - (D) Herzberg
59. Which of the following is not a principle of scientific management given by Taylor?
- (A) Science, not rule of thumb
 - (B) Cooperation not individualism
 - (C) Functional foreman ship
 - (D) Harmony not discord
60. 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

61. The word tactic is most likely to be associated with _____.
- (A) Business Strategy
 - (B) Corporate Strategy
 - (C) Operational Strategy
 - (D) All of the above
62. SWOT stands for _____.
- (A) Strength, Weakness, Opportunity, Thread
 - (B) Strength, Weakness, Opportunity, Threat
 - (C) Strong, Weak, Open, Transparent
 - (D) Strategic Weapons for Worldwide Tactics
63. Strategic management is an important part of any business which helps with _____ Formulation and business decisions.
- (A) Strategy
 - (B) Tactics
 - (C) Procedure
 - (D) Marketing
64. Purpose of time study is:
- (A) To remove wastage of time
 - (B) To make worker punctual
 - (C) To determine fair day's work
 - (D) To give timely assistance
65. Who contributed towards the "Human Relation Approach?"
- (A) Hawthorne Studies
 - (B) F.W. Taylor
 - (C) Elton Mayo
 - (D) Both (A) and (C)

66. Management by objectives are also known as:
- (A) Management by results
 - (B) Management by Goals
 - (C) Management by Planning
 - (D) Management by Evaluation
67. BCG in BCG matrix stands for _____.
- (A) Boston Calmette Group
 - (B) British Consulting Group
 - (C) Boston Corporate Group
 - (D) Boston Consulting Group
68. Strategy is _____.
- (A) Completely Proactive & Completely Reactive
 - (B) Partly Proactive & Partly Reactive
 - (C) Neither Proactive nor Reactive
 - (D) Proactive Only
69. FW Taylor is known as the father of:
- (A) Human relationship approach to management
 - (B) Scientific management approach
 - (C) Quantitative approach to management
 - (D) General and industrial management
70. The main advantage of functional organisation is:
- (A) Specialization
 - (B) Expert advice
 - (C) Simplicity
 - (D) Experience

71. Unity of command implies having not more than one _____ for one _____.
- (A) Friend society
 - (B) Boss, Subordinate
 - (C) Unit, Operation
 - (D) None of these
72. In Taylor's functional Organization, gang boss:
- (A) Inspect the quality of work done
 - (B) Issues instructions to workers
 - (C) Set up tools and machine for work
 - (D) Complies cost of production
73. 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
74. The main purpose of control function is to:
- (A) Punish the defaulter
 - (B) Watch the defaulter
 - (C) Take remedial action
 - (D) None of the above
75. Delegation of authority makes the size of the organisation:
- (A) Smaller
 - (B) Does not affect size
 - (C) Larger
 - (D) All of the above

76. According to Fayol, all activities of an industrial undertaking are divided as:
- (A) Technical
 - (B) Financial
 - (C) Commercial
 - (D) All of these
77. What do you mean by Esprit De Corps?
- (A) Fair remuneration
 - (B) Union is strength
 - (C) All is well
 - (D) None of these
78. Focus of planning is on:
- (A) Forecasting of events
 - (B) Placement of employees
 - (C) Both (A) and (B)
 - (D) None of the above
79. What makes a good manager?
- (A) Great communicator
 - (B) Good listener
 - (C) Understanding of organizations vision
 - (D) All of these
80. Which of the following is not a part of strategic planning?
- (A) Purposes and mission
 - (B) Objectives
 - (C) Choice of business
 - (D) Social responsibility

81. According to _____ Management is an art of getting things done through others:
- (A) Terry
 - (B) F.W. Taylor
 - (C) Mary Parker
 - (D) Koontz
82. _____ 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
83. Which of management functions are closely related?
- (A) Planning and organization
 - (B) Staffing and control
 - (C) Planning and control
 - (D) Planning and staffing
84. Subsidiary functions of management include:
- (A) Communication
 - (B) Planning
 - (C) Directing
 - (D) Staffing
85. The leaders that require a strong vision are called:
- (A) Situational Leaders
 - (B) Transactional Leaders
 - (C) Transformational leaders
 - (D) None of the above

86. Management follows a series of continuous interrelated functions so it is called:
- (A) Series
 - (B) Process
 - (C) Experiments
 - (D) None of these
87. Which of the following is not the feature of profession?
- (A) Professional Association
 - (B) Service motive
 - (C) Causal relationship
 - (D) Restricted entry
88. 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
89. Efficiency is:
- (A) Doing the right things
 - (B) Doing things right
 - (C) Achieving first result
 - (D) None of them
90. Management is a:
- (A) Continuous process
 - (B) Initial Process
 - (C) Intermittent process
 - (D) None of these

91. Lack of proper management results in:
- (A) Failure of company
 - (B) Wastage of time, money and effort
 - (C) Both (A) and (B)
 - (D) Neither (A) nor (B)
92. The fundamental components of management does not include:
- (A) Planning
 - (B) Organization
 - (C) Motivation
 - (D) Budgeting
93. Which of the following is not a part of management?
- (A) Planning
 - (B) Staffing
 - (C) Budgeting
 - (D) Communication
94. Principles of management cannot be _____.
- (A) Defined
 - (B) Part of business
 - (C) Tested Laboratories
 - (D) Applied Everywhere
95. Which of the following statements best describes Mental Revolution?
- (A) Workers should be paid more wages.
 - (B) The management and workers should not play the game of one-upmanship.
 - (C) Both management and workers require each other.
 - (D) It implies change of attitude of management only

96. A good manager synchronizes all the activities of different departments through:
- (A) Supervision
 - (B) Planning
 - (C) Coordination
 - (D) Staffing
97. Coordination is the Responsibility of:
- (A) Top managers
 - (B) Middle managers
 - (C) Lower managers
 - (D) All managers
98. Coordination is:
- (A) Function of management
 - (B) An objective of management
 - (C) The essence of management
 - (D) None of these
99. _____ is the process of working with and through others to effectively achieve the organizational objectives by efficiently using limited resources in the changing environment.
- (A) Management
 - (B) Organization
 - (C) Empirical
 - (D) Politics
100. Chief Marketing Officer and Managing Director is the part of _____.
- (A) Middle Management
 - (B) Operational Management
 - (C) Top Management
 - (D) None of these

Rough Work / रफ कार्य

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