

General Instructions

- (i) The examination will be conducted in Computer-Based Test (CBT) mode.
- (ii) Each question carries +5 marks for correct answer and -1 mark for wrong answer.
- (iii) The total number of questions are 50.
- (iv) Duration of the exam is 1 hour (60 minutes).

1.

_____ source of recruitment basically specialises in filling up vacancies at the middle and top levels of management.

- (A) Labour contractors
- (B) Advertising on television
- (C) Direct recruitment
- (D) Placement agencies and management consultants

Correct Answer: (D) Placement agencies and management consultants

Solution:

Concept:

Different sources of recruitment are used for hiring employees at different organizational levels.

Step 1: Understand middle and top-level recruitment.

Middle-level and top-level management positions require:

- Skilled professionals

- Experienced candidates
- Specialized selection process

Step 2: Analyze labour contractors.

Labour contractors generally supply:

- Temporary workers
- Daily wage labour
- Unskilled or semi-skilled employees

Thus, option (A) is incorrect.

Step 3: Analyze advertising on television and direct recruitment.

Advertising and direct recruitment are generally useful for:

- Large-scale hiring
- Entry-level recruitment
- General vacancies

They are not specialized for top management hiring.

Thus, options (B) and (C) are incorrect.

Step 4: Analyze placement agencies and management consultants.

Placement agencies and management consultants specialize in:

- Executive search
- Managerial recruitment
- Hiring experienced professionals
- Filling middle and top-level vacancies

Therefore, option (D) is correct.

Step 5: Conclusion.

Hence, the correct answer is:

Placement agencies and management consultants

Quick Tip: Management consultants and placement agencies are also called external recruitment agencies for executive hiring.

2. Match LIST-I with LIST-II.

LIST-I	LIST-II
(A) Status	(I) Shares offered at discounted prices
(B) Bonus	(II) Confirmation letter
(C) Job security	(III) Ranking of positions in an organisation
(D) Co-partnership	(IV) Incentive offered above wages and salaries

Figure 1: Enter Caption

Choose the correct answer from the options given below:

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

Correct Answer: (D) (A)-(III), (B)-(IV), (C)-(II), (D)-(I)

Solution:

Concept:

Various organizational terms are associated with employee motivation, compensation, and organizational structure.

Step 1: Match Status.

Status refers to:

Ranking of positions in an organisation

Thus:

$(A) \rightarrow (III)$

Step 2: Match Bonus.

Bonus means:

Incentive offered above wages and salaries

Thus:

$(B) \rightarrow (IV)$

Step 3: Match Job Security.

Job security is associated with:

Confirmation letter

because confirmation indicates permanent employment.

Thus:

$(C) \rightarrow (II)$

Step 4: Match Co-partnership.

Co-partnership refers to employees getting:

Shares offered at discounted prices

Thus:

$(D) \rightarrow (I)$

Step 5: Write the final matching.

$(A) - (III), (B) - (IV), (C) - (II), (D) - (I)$

Step 6: Conclusion.

Hence, the correct answer is:

(A) – (III), (B) – (IV), (C) – (II), (D) – (I)

Quick Tip: Bonus is a financial incentive, while status represents an employee's rank and position in an organization.

2. Match LIST-I with LIST-II.

LIST-I	LIST-II
(A) Status	(I) Shares offered at discounted prices
(B) Bonus	(II) Confirmation letter
(C) Job security	(III) Ranking of positions in an organisation
(D) Co-partnership	(IV) Incentive offered above wages and salaries

Figure 2: Enter Caption

Choose the correct answer from the options given below:

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

Correct Answer: (D) (A)-(III), (B)-(IV), (C)-(II), (D)-(I)

Solution:

Concept:

Various organizational terms are associated with employee motivation, compensation, and organizational structure.

Step 1: Match Status.

Status refers to:

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Step 6: Conclusion.

Hence, the correct answer is:

$$(A) - (III), (B) - (IV), (C) - (II), (D) - (I)$$

Quick Tip: Bonus is a financial incentive, while status represents an employee's rank and position in an organization.

4. Mr. Hari is given the responsibility of formulation of strategies for the achievement of organisational goals. Identify the level of Management at which Mr. Hari is working.

- (A) Top Management
- (B) Middle Management
- (C) Operational Management
- (D) Supervisory Management

Correct Answer: (A) Top Management

Solution:**Concept:**

Different levels of management perform different types of functions in an organization.

Step 1: Understand the role mentioned in the question.

The question states that Mr. Hari is responsible for:

Formulation of strategies

for achieving organizational goals.

Step 2: Identify which level formulates strategies.

Top management is mainly responsible for:

- Policy formulation

- Strategic planning
- Goal setting
- Decision making
- Overall organizational direction

Thus, strategy formulation is a function of top management.

Step 3: Analyze other options.

- Middle Management → Implements policies and coordinates departments.
- Operational Management → Handles routine operations.
- Supervisory Management → Supervises workers at lower level.

These levels do not mainly formulate organizational strategies.

Step 4: Conclusion.

Hence, Mr. Hari is working at:

Top Management

Quick Tip: Top management focuses on long-term planning and strategic decision-making for the entire organization.

5. _____ lays a very important role in an organisation as they interact with the actual workforce.

- (A) Top level Management
- (B) Vice President
- (C) Middle level Management
- (D) Supervisory or operational Management

Correct Answer: (D) Supervisory or operational Management

Solution:

Concept:

Organizations have different levels of management, and each level performs specific duties.

Step 1: Understand the phrase “actual workforce”.

The actual workforce refers to:

- Workers
- Employees
- Staff performing day-to-day operations

Step 2: Identify the management level interacting directly with workers.

Supervisory or operational management:

- Directly supervises workers
- Assigns daily tasks
- Maintains discipline
- Ensures smooth workflow

Hence, they interact most closely with the actual workforce.

Step 3: Analyze other options.

- Top management focuses on policies and long-term planning.
- Vice President is a senior executive position.
- Middle management coordinates departments and implements policies.

These levels do not interact directly with workers regularly.

Step 4: Conclusion.

Therefore, the correct answer is:

Supervisory or operational Management

Quick Tip: Supervisory management is also called lower-level or operational management.

6. Ram, Shyam, Mohan and Sohan work in Indian Oil as Divisional Head, Production Manager, Supervisor and Chief Finance Officer respectively. Who is working at top level of Management?

- (A) Ram
- (B) Shyam
- (C) Mohan
- (D) Sohan

Correct Answer: (D) Sohan

Solution:

Concept:

Management is divided into three major levels:

- Top level management
- Middle level management
- Supervisory or operational management

Step 1: Identify each person's position.

- Ram → Divisional Head
- Shyam → Production Manager
- Mohan → Supervisor
- Sohan → Chief Finance Officer (CFO)

Step 2: Understand top level management positions.

Top level management includes positions such as:

- Chief Executive Officer (CEO)

- Chief Finance Officer (CFO)
- Managing Director
- President

These officers take major strategic and policy decisions.

Step 3: Analyze other positions.

- Divisional Head → Middle level management
- Production Manager → Middle level management
- Supervisor → Supervisory level management

Thus, they are not top-level managers.

Step 4: Conclusion.

Therefore, the person working at the top level of management is:

Sohan

Quick Tip: Chief-level officers such as CEO, CFO and COO belong to top-level management.

7. Disha is a manager in a factory. She performs many types of activities. She makes plans for future projects. She handles the problems and grievances of workers and she makes arrangements for resources required for production. Which characteristic of management is highlighted in this statement?

- (A) Dynamic function
- (B) An intangible force
- (C) Multi-dimensional
- (D) Group activity

Correct Answer: (C) Multi-dimensional

Solution:**Concept:**

Management is considered multi-dimensional because it involves managing:

- Work
- People
- Operations

simultaneously.

Step 1: Analyze planning activity.

Disha makes plans for future projects.

This represents:

Management of work

Step 2: Analyze handling worker grievances.

She handles problems and grievances of workers.

This represents:

Management of people

Step 3: Analyze arrangement of resources.

She arranges resources required for production.

This represents:

Management of operations

Step 4: Identify the characteristic highlighted.

Since Disha is performing different dimensions of management together, the characteristic highlighted is:

Multi-dimensional

Step 5: Conclusion.

Hence, the correct answer is:

Multi-dimensional

Quick Tip: Management is called multi-dimensional because it manages work, people and business operations together.

8. Which of the following are related to the social objectives of management?

- (A) Using environmentally friendly methods of production
- (B) Providing financial loans to suppliers
- (C) Providing basic amenities like schools and creches to employees
- (D) Giving employment opportunities to economically weaker sections of society

Choose the correct answer from the options given below:

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

Correct Answer: (A) (A), (C) and (D) only

Solution:

Concept:

Social objectives of management focus on the welfare of society, employees and the environment.

Step 1: Analyze Statement (A).

Using environmentally friendly production methods helps:

- Protect the environment
- Reduce pollution
- Promote social welfare

Thus, statement (A) is related to social objectives.

Step 2: Analyze Statement (B).

Providing financial loans to suppliers is mainly related to:

Business or economic objectives

not social objectives.

Thus, statement (B) is not correct here.

Step 3: Analyze Statement (C).

Providing schools and creches to employees improves employee welfare.

Hence, statement (C) is part of social objectives.

Step 4: Analyze Statement (D).

Giving employment opportunities to weaker sections promotes:

- Social equality
- Social welfare
- Inclusive growth

Thus, statement (D) is also related to social objectives.

Step 5: Identify the correct combination.

Correct statements are:

(A), (C), (D)

Step 6: Conclusion.

Hence, the correct answer is:

(A), (C) and (D) only

Quick Tip: Social objectives of management focus on employee welfare, environmental protection and social justice.

9. Which of the following statements are true about management?

- (A) Management is required at all levels of the organization.
- (B) Management is only necessary for profit-making organizations.
- (C) Management is a complex activity.
- (D) Management is both an art and a science.

Choose the correct answer from the options given below:

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

Correct Answer: (B) (A), (C) and (D) only

Solution:

Concept:

Management is a universal process used in all kinds of organizations to achieve goals effectively and efficiently.

Step 1: Analyze Statement (A).

Management is needed at:

- Top level
- Middle level

- Supervisory level

Therefore, statement (A) is correct.

Step 2: Analyze Statement (B).

Management is required not only in profit-making organizations but also in:

- Schools
- Hospitals
- NGOs
- Government organizations

Hence, statement (B) is incorrect.

Step 3: Analyze Statement (C).

Management involves planning, organizing, directing and controlling many activities together.

Thus, management is a complex activity.

Therefore, statement (C) is correct.

Step 4: Analyze Statement (D).

Management is considered:

- An art → because it requires practical skills
- A science → because it follows systematic principles

Thus, statement (D) is correct.

Step 5: Identify correct statements.

Correct statements are:

(A), (C), (D)

Step 6: Conclusion.

Hence, the correct answer is:

(A), (C) and (D) only

Quick Tip: Management is universal and applicable to both profit and non-profit organizations.

10. "She is always involved in helping poor women of the area by providing them with jobs after imparting necessary skills." Which objective of management is reflected in this statement?

- (A) Personal objective
- (B) Organisational objective
- (C) Social objective
- (D) Administrative objective

Correct Answer: (C) Social objective

Solution:

Concept:

Management has different objectives such as:

- Organisational objectives
- Social objectives
- Personal objectives

Social objectives focus on the welfare of society and community development.

Step 1: Understand the statement.

The statement mentions:

- Helping poor women
- Providing skills
- Giving employment opportunities

These activities improve social welfare.

Step 2: Identify the related objective.

Providing employment and skill development to weaker sections of society reflects:

Social responsibility towards society

Hence, it represents the social objective of management.

Step 3: Eliminate other options.

- Personal objective → related to employee satisfaction and personal goals
- Organisational objective → related to profit and growth
- Administrative objective → related to administration and coordination

These do not directly match the statement.

Step 4: Conclusion.

Therefore, the correct answer is:

Social objective

Quick Tip: Social objectives of management include employment generation, environmental protection and community welfare.