

Roll No.

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Signature of Invigilator

Question Booklet Series

X

Question Booklet No.

PAPER-II

Subject Code : 31

## MANAGEMENT

Time : 2 Hours

Maximum Marks: 200

## Instructions for the Candidates

- Write your Roll Number in the space provided on the top of this page as well as on the OMR Sheet provided.
- At the commencement of the examination, the Question Booklet will be given to you. In the first 5 minutes, you are requested to open the booklet and verify it:
  - To have access to the Question Booklet, tear off the paper seal on the edge of this cover page.
  - Faulty booklet, if detected, should be got replaced immediately by a correct booklet from the invigilator within the period of 5 (five) minutes. Afterwards, neither the Question Booklet will be replaced nor any extra time will be given.
  - Verify whether the Question Booklet Number is identical with OMR Sheet Number; if not, the full set is to be replaced.
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- This paper consists of One Hundred (100) multiple-choice type questions. All the questions are compulsory. Each question carries *two* marks.
- Each Question has four alternative responses marked: (A) (B) (C) (D) . You have to darken the circle as indicated below on the correct response against each question.  
*Example:* (A) (B) (C) (D) , where (C) is the correct response.
- Your responses to the questions are to be indicated correctly in the OMR Sheet. If you mark your response at any place other than in the circle in the OMR Sheet, it will not be evaluated.
- Rough work is to be done at the end of this booklet.
- If you write your Name, Phone Number or put any mark on any part of the OMR Sheet, except in the space allotted for the relevant entries, which may disclose your identity, or use abusive language or employ any other unfair means, such as change of response by scratching or using white fluid, you will render yourself liable to disqualification.
- Do not tamper or fold the OMR Sheet in any way. If you do so, your OMR Sheet will not be evaluated.
- You have to return the Original OMR Sheet to the invigilator at the end of the examination compulsorily and must not carry it with you outside the Examination Hall. You are, however, allowed to carry question booklet and duplicate copy of OMR Sheet after completion of examination.
- Use only **Black Ball point pen**.
- Use of any calculator, mobile phone, electronic devices/gadgets etc. is strictly prohibited.
- There is no negative marks for incorrect answer.

**The Question Booklet  
is encrypted with  
QR code for  
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## MANAGEMENT

1. F. W. Taylor's Principles of Scientific Management suggested the use of scientific methods to define
- the simplest way of doing a job.
  - the most complex way of doing a job.
  - the best way of doing a job.
  - the most automated way of doing a job.
2. In which sequence do managers usually perform managerial functions?
- Organising, Planning, Controlling, Leading
  - Planning, Organising, Leading, Measuring
  - Planning, Organising, Leading, Coordinating
  - Controlling, Planning, Organising, Staffing
3. Important decisions that encompass the whole organisation are taken by
- Strategic level managers.
  - Tactical level managers.
  - Operational level managers.
  - Functional level managers.
4. Wheel, Network, Cycle are types of
- Communication
  - Leadership
  - Organisation
  - Motivational methods
5. A condition when available information is so poor that managers cannot understand the probabilities and outcomes of alternatives, is known as
- Certainty
  - Risk
  - Uncertainty
  - Diplomacy
6. The cross elasticity of demand for complementary commodities is
- Positive
  - Zero
  - Negative
  - Greater than one
7. Given the price, if the cost of production increases because of higher price of raw materials, the supply
- decreases
  - increases
  - remains same
  - fluctuates
8. The short run average cost curve is \_\_\_\_\_ shaped.
- V
  - U
  - L
  - S
9. Which of the following is the correct term for calculating National Income at constant prices in India?
- Correct income
  - Domestic income
  - Real income
  - Surplus income
10. The ethical decision 'same job, same wage' is under which criteria?
- Rights
  - Utilitarianism
  - Justice
  - Culture

[ Please Turn Over ]

11. \_\_\_\_\_ helps in estimating the difference between the current and future requirements of the competencies.

- (A) Talent analysis
- (B) Gap analysis
- (C) Competency analysis
- (D) Job analysis

12. How many 'S' elements are there in McKinsey Model for Change Management (based on company's organisational design)?

- (A) Five
- (B) Six
- (C) Seven
- (D) Eight

13. Which of the following is *not* a function normally performed by HR department?

- (A) Accounting and Audit
- (B) Recruitment and Selection
- (C) Pay and Reward
- (D) Employee Relations

14. Group of employees joined to solve the production related issues is called \_\_\_\_\_.

- (A) internal group
- (B) production group
- (C) virtual community
- (D) quality circle

15. According to Kurt Lewin, which of the following is *not* a stage in change process?

- (A) Unfreezing
- (B) Changing
- (C) Refreezing
- (D) Restraining

16. Which of the following implies the refreeze step of Lewin's Change Management Model?

- (A) Communicate a change
- (B) Reinforce a change
- (C) Execute a change
- (D) Plan a change

17. On which ground can a trade union refuse to admit a person as a member?

- (A) Goodwill damage of the trade union
- (B) Inter-organizational transfer
- (C) Misconduct of the person
- (D) Relation with manager

18. Which of the following was the first Registered Trade Union of India?

- (A) Hind Mazdoor Sabha
- (B) Madras Labour Union
- (C) Indian National Union Congress
- (D) Trade Union of Meerut

19. The term 'Super-301' is related to which of the following options?

- (A) Modern computer
- (B) American Trade Law
- (C) A variety of rice
- (D) New project of Indian government

20. A list of demands prepared by the employees at bargaining is called as

- (A) Charter
- (B) Barter
- (C) Needs
- (D) Promotion

21. Human Resource Management basically emphasizes on

- (A) development of people.
- (B) punishment of people.
- (C) adoption of people.
- (D) hiring, training and firing of people.

22. Process of studying and collecting information about a job is known as

- (A) HR planning
- (B) Job design
- (C) Job analysis
- (D) Job evaluation

23. Workers' participation in management is also known as

- (A) Leadership
- (B) Trade Union
- (C) Collective Bargaining
- (D) Industrial Democracy

24. How many factors were identified by Pettigrew and Whipp to manage successful change?

- (A) Four
- (B) Five
- (C) Six
- (D) Seven

25. Which of the following refers to the term 'Quality Improvement'?

- (A) A team effort
- (B) Zero things went wrong
- (C) Tough job
- (D) Structured approach for improvement of both functional and operational areas

26. Social objective of an organization is to

- (A) minimize the profit of the business.
- (B) minimize the negative impact on society.
- (C) maximize the number of employees in the business and management.
- (D) minimize the risk of the business.

27. What is the term used for a written record of the duties, responsibilities and conditions of a job?

- (A) Job Enrichment
- (B) Job Ranking
- (C) Job Enlargement
- (D) Job Description

28. Which of the following is the full form of MPDQ?

- (A) Modern Positions Developed Qualitatively
- (B) Management Process Descriptive Questions
- (C) Management Position Description Questionnaires
- (D) Methods for Personality Development Questions

29. Promotion is a/an \_\_\_\_\_ source of recruitment.

- (A) external
- (B) internal
- (C) macro
- (D) government department

30. HRM does not include \_\_\_\_\_.

- (A) retirement of employees
- (B) training of employees
- (C) manpower planning
- (D) maintenance of account

[ Please Turn Over ]

31. VED Analysis is applied mainly for

- (A) Inventory Management.
- (B) Cash Management.
- (C) Receivables Management.
- (D) Capital Budgeting.

32. The following information relates to production and sale of an article for January and February 2024 :

	January ₹	February ₹
Sales	38,000	65,000
Profit	—	3,000
Loss	2,400	—

Calculate sales to earn a profit of ₹5,000 by applying the Profit Volume Ratio.

- (A) ₹ 80,000
- (B) ₹ 90,000
- (C) ₹ 70,000
- (D) ₹ 75,000

33. Which of the following is correct for computing the Labour Efficiency Variance?

- (A) Standard Labour Cost – Actual Labour Cost
- (B) Standard Rate (Standard Time – Actual Time)
- (C) Actual Time (Standard Rate – Actual Rate)
- (D) Standard Rate × Idle Time

34. Given:

Current Ratio	2:8
Acid Test Ratio	1:5
Working Capital	₹ 1,62,000

Find out the amount of Liquid Assets.

- (A) ₹ 1,35,000
- (B) ₹ 1,70,000
- (C) ₹ 90,000
- (D) ₹ 95,000

35. The Zero Base Budgeting technique was first used in \_\_\_\_\_ in the year 1962.

- (A) Japan
- (B) USSR
- (C) UK
- (D) USA

36. When did India become the member of IBRD?

- (A) 1947
- (B) 1948
- (C) 1951
- (D) 1971

37. Given:

	₹
Total Revenue from Operations (Sales)	5,20,000
Sales Return	20,000
Cost of Revenue from Operations (Goods sold)	4,00,000

Calculate Gross Profit Ratio.

- (A) 10%
- (B) 15%
- (C) 20%
- (D) 25%

38. AS \_\_\_\_\_ is applicable to the preparation of Cash Flow Statements in our country.

- (A) 3
- (B) 11
- (C) 16
- (D) 19

39. Which of the following is *not* the application of funds for the preparation of Funds Flow Statement?

- (A) Funds lost in operations
- (B) Redemption of preference share capital
- (C) Trading profits
- (D) Purchase of non-current assets

40. CAPM of portfolio management stands for
- Capital Asset Pricing Method
  - Current Asset Purchase Method
  - Concurrent Asset Pricing Model
  - Capital Asset Pricing Model
41. The standard materials required for producing 100 units is 120kgs. A standard price of 0.50 paise per kg is fixed and 2,40,000 units were produced during the period. Actual materials purchased were 3,00,000 kgs at a cost of ₹ 1,65,000. What is the value of Material Usage Variance?
- ₹ 6,000 (Unfavourable)
  - ₹ 6,000 (Favourable)
  - ₹ 12,000 (Favourable)
  - ₹ 16,000 (Unfavourable)
42. Du Pont Control Chart was designed by a/an \_\_\_\_\_ company.
- American
  - Indian
  - Japanese
  - Korean
43. Which of the following relates to Irrelevance Concept of Dividend Theory?
- Walter Model
  - Gordon Model
  - Baumol Approach
  - M M Approach
44. The annual demand for a product is 6,400 units. The unit cost is ₹ 6 and inventory carrying cost per unit per annum is 25% of the average inventory cost. If the cost of procurement is ₹ 75, determine the Economic Order Quantity.
- 400 units
  - 600 units
  - 800 units
  - 1,000 units
45. A project cost is ₹ 5,00,000 and it yields annually a profit of ₹ 80,000 (before tax of 50%), after depreciation @12% p.a. Calculate the Pay-back Period.
- 4 years
  - 5 years
  - 6 years
  - 7 years
46. A merger, in which both the acquired and acquiring firms cease to exist, is called a
- Divestiture
  - Conglomeration
  - Spin off
  - Consolidation
47. Overhead Volume Variance =
- (Actual Output × Standard Rate) – Budgeted Overhead
  - Budgeted Overhead – Actual Overhead
  - Actual Quantity (Standard Price – Actual Price)
  - Standard Price (Standard Quantity – Actual Quantity)
48. Shri . P. L. Tandon Committee was set up by RBI regarding financing the working capital by banks in the year
- 1968
  - 1974
  - 1979
  - 1985

**49.** Sequence the following activities in the process of Standard Costing.

- (a) Establishing Standard Costs
- (b) Comparison of actual and standard costs
- (c) Measurement of actual costs
- (d) Identifying variance and its causes
- (e) Disposing the variance to cost and profit centers

Choose the correct answer from the following options:

- (A) (a), (c), (b), (d), (e)
- (B) (a), (b), (c), (e), (d)
- (C) (a), (d), (b), (c), (e)
- (D) (a), (e), (d), (b), (c)

**50.** Which of the following statements is incorrect?

- (A) Forecasting begins where budgeting ends. Budgeting provides the logical basis for forecasting.
- (B) Forecasting is merely well-educated inference about future probable events whereas budget relates to quantitative expression of events to be perused in the future.
- (C) Master budget is the summary of various functional budgets
- (D) ZBB technique was first used in 1962.

**51.** Foreign Direct Investment is

- (A) an ownership stake in a domestic company.
- (B) a crossborder investment.
- (C) does not allow technology transfer.
- (D) an annual executive survey.

**52.** Metadata means

- (A) data about a piece of information.
- (B) data based on metrics.
- (C) data based upon market data.
- (D) a set of data that describes other data.

**53.** The World Bank Group (WBG) is

- (A) a network of the Central Banks of different countries.
- (B) a conglomeration of some international banks.
- (C) a community of banks whose basic aim is to finance international business.
- (D) a family of five international organisations that makes leveraged loans to developing countries.

**54.** The Bretton Woods Agreement and System

- (A) created an international network for Bretton Woods residents.
- (B) required a dual system of gold and silver for currency exchange.
- (C) was an instrument to create political peace between two countries.
- (D) created a collective international currency exchange regime.

**55.** A Decision Support System (DSS) is

- (A) a computer program application used to improve a company's decision making capabilities.
- (B) a computer program focused on the internal operations of an organization.
- (C) a computer program that simulates human behaviour.
- (D) a software technology that collects and stores data from multiple data sources.

**56.** The ministerial conferences of the WTO

- (A) bring together the foreign ministers of member countries.
- (B) can take decisions on all matters under any of the multilateral trade agreements.
- (C) helps members countries to maintain momentum of trade.
- (D) negotiates the bulk of the world's nations agreements concerning e-commerce.



57. Ansoff proposed that product marketing strategy combined four growth areas, which are

- (A) Market growth, Market development, Product development and Diversification.
- (B) Market penetration, Market diffusion, Product development and Diversification.
- (C) Market penetration, Market development, Product development and Diversification.
- (D) Market growth, Market diffusion, Product development and Diversification.

58. The four components of corporate strategy are

- (A) Vision, Mission, Objectives and Profit.
- (B) Vision, Mission, Human resources and Dividend.
- (C) Visioning, Mission, Profit and Dividend.
- (D) Visioning, Objective setting, Resource allocation and Strategic trade-offs.

59. A blue ocean strategy is concerned with

- (A) expansion and investment.
- (B) lose competencies.
- (C) differentiation and low cost.
- (D) calculation of trading profit.

60. Businesses use Integration Strategies to enhance their competitiveness

- (A) by expanding their influence in new area.
- (B) by focusing on internal strengths.
- (C) by enlarging the existing labour force.
- (D) by concentrating on single unit business.

61. The primary purpose of diversification is

- (A) to balance production with procurement.
- (B) to forecast future labour force.
- (C) to mitigate risk.
- (D) to enable ERP implementation.

62. Putting prospective buyers into groups is called

- (A) Market extension.
- (B) Market diversification.
- (C) Market segmentation.
- (D) Market expansion.

63. The WTO was created on

- (A) 1st January, 1994
- (B) 1st January, 1995
- (C) 1st January, 1996
- (D) 1st January, 1941

64. A Database Management System (DBMS) is a system software for

- (A) protecting and storing raw material records.
- (B) applying operation research techniques to marketing.
- (C) adding statistical tests to business analytics.
- (D) creating and managing database.

65. Marketing management mainly stresses on

- (A) planning sales campaigns.
- (B) coordinating production schedules.
- (C) customer value and satisfaction.
- (D) advertising and internet campaigns.

66. Search Engine Optimisation (SEO) is the process of

- (A) improving the company's database.
- (B) creating an optimised management information system.
- (C) improving the company's presence on the web.
- (D) searching for new markets.

67. Resistance of employees to change is a challenge addressed by

- (A) Vendor relationship management.
- (B) change management.
- (C) performance appraisal.
- (D) recruitment and selection processes.

68. The four distinct stages of the product life cycle are

- (A) Product Introduction, Growth, Standardisation and Infancy.
- (B) Product Introduction, Growth, Saturation and Standardisation.
- (C) Product Introduction, Growth, Maturity and Decline.
- (D) Product Development, Growth, Maturity and Decline.

69. A product mix is also called

- (A) Product services.
- (B) Product portfolio.
- (C) Product management.
- (D) Product component.

70. World Intellectual Property Organization (WIPO) is the global forum for

- (A) Intellectual property policy, Services, Information and Liability.
- (B) Intellectual property alignment, Services, Information and Liability.
- (C) Intellectual property policy, Services, Information and Cooperation.
- (D) Intellectual property alignment, Services, Information and Collaboration.

71. Coefficient of quartile deviation is calculated by the formula

$$(A) \frac{Q_3 - Q_1}{Q_3 + Q_1}$$

$$(B) \frac{Q_3 + Q_1}{Q_3 - Q_1}$$

$$(C) \frac{Q_3 + Q_1}{2}$$

$$(D) \frac{Q_3 - Q_1}{2}$$

72. What is the value of the correlation coefficient if the coefficient of determination is 0.81?

- (A) Must be positive
- (B) 0.656
- (C) Either +0.9 or -0.9
- (D) Must be negative

73. In North-West Corner Rule for solving a transportation problem

- (A) the first assignment is made in the cell occupying the lower left-hand corner of the transportation table.
- (B) the last assignment is made in the cell occupying the upper left-hand corner of the transportation table.
- (C) the last assignment is made in the cell occupying the lower right-hand corner of the transportation table.
- (D) the first assignment is made in the cell occupying the upper left-hand corner of the transportation table.

74. What is the term for an organisation that adapts to changes in the environment by quickly responding to shifts in supply and demand conditions?

- (A) Opportunistic organisation
- (B) Enterprising organisation
- (C) International organisation
- (D) Agile organisation

75. When work stations are arranged according to the progressive steps by which the product is produced, it is called a
- (A) fixed position layout.
  - (B) job shop layout.
  - (C) functional layout.
  - (D) product layout.
76. Customer behaviour in which the customer moves from one queue to another in a multiple channel situation is
- (A) Balking
  - (B) Reneging
  - (C) Jockeying
  - (D) Altering
77. Place utility is created by
- (A) Logistics function
  - (B) Distribution function
  - (C) Procurement function
  - (D) Operation function
78. The ISO 9000 series was created by the
- (A) Internal Organization for Standardization.
  - (B) International Trade Organization.
  - (C) International Organization for Standardization.
  - (D) International Standards for Organization.
79. Which of the following knowledge can be articulated, codified, and stored in certain media?
- (A) Explicit Knowledge
  - (B) Tacit Knowledge
  - (C) Procedural Knowledge
  - (D) Declarative Knowledge
80. The process that links the acquisition of raw material to the sale of the finished product refers to which of the following integration?
- (A) Horizontal integration
  - (B) Vertical integration
  - (C) Horizontal integration first, then Vertical integration
  - (D) Vertical integration first, then Horizontal integration
81. A master production schedule specifies
- (A) the financial resources required for production.
  - (B) what component is to be made, and when.
  - (C) what product is to be made, and when.
  - (D) the labour hours required for production.
82. In job-shop (make-to-order) operations, the master production schedule is usually expressed in terms of
- (A) end items
  - (B) modules
  - (C) kits
  - (D) customer orders
83. Which of the following is *not* a phase of the Six Sigma methodology?
- (A) Define
  - (B) Measure
  - (C) Analyze
  - (D) Implement
84. Which of the following is a key principle of the Lean Methodology?
- (A) Eliminating defects
  - (B) Reducing cycle time
  - (C) Eliminating waste
  - (D) Increasing customer satisfaction

[ Please Turn Over ]

85. In the context of hypothesis testing using paired t-test, if  $n$  is the number of pairs in the two related samples, the degree of freedom is

- (A)  $2n - 1$
- (B)  $2n - 2$
- (C)  $n - 1$
- (D)  $n$

86. Which of the following is *not* one of the four V's of Big Data?

- (A) Velocity
- (B) Volume
- (C) Variety
- (D) Value

87. A knowledge-intensive computer program that captures the expertise of a human in limited domains of knowledge describes

- (A) Virtual Reality
- (B) a neural network
- (C) a decision support system
- (D) an expert system

88. If  $K$  is the mean of Poisson distribution, then the variance is given by

- (A)  $K/2$
- (B)  $K$
- (C)  $K^2$
- (D)  $K^{1/2}$

89. The standard normal distribution has mean = \_\_\_\_\_ and standard deviation = \_\_\_\_\_.

- (A) 1, 0
- (B) 0, 1
- (C) 0, 0
- (D) 1, 1

90. The main aim of QFD is to

- (A) listen to the voice of customer
- (B) lower cost
- (C) reduce errors
- (D) reduce supplier defect

91. Innovation can be best defined as

- (A) generation of funny ideas.
- (B) evolution of new branches of science.
- (C) opposite of creativity in geology.
- (D) commercial exploitation of new ideas.

92. The use of informal networks by entrepreneurs to gather information is known as

- (A) Secondary research
- (B) Entrepreneurial networking
- (C) Informal parameters
- (D) Indirect marketing

93. SIDBI was set up as a subsidiary of

- (A) IDBI
- (B) IFCI
- (C) ICICI
- (D) SFC

94. MSME enterprises with turnover of up to ₹400 crore are eligible for a tax rate of 25% instead of usual 30%, under

- (A) Section 115 BA
- (B) Section 15
- (C) Section 10A
- (D) Section 80A

95. Which of the following attitudes is *not* generally associated with successful entrepreneurship?

- (A) Competition and cooperation
- (B) Desire to influence others
- (C) Innovation and product improvement
- (D) Status quo in business

96. Intrapreneur is

- (A) the first owner of a company.
- (B) an employee with innovative contribution to organisational goal.
- (C) a retired entrepreneur.
- (D) a college student with innovative ideas.

97. Business plan is important because

- (A) it gives Patent Rights to entrepreneurs.
- (B) it helps ensure the entrepreneur's control over assets.
- (C) it provides a guide for business goals and activities.
- (D) it names the stakeholders of business.

98. The small manufacturing and service enterprises are defined as those with

- (A) Investment < ₹ 10 crore and Turnover < ₹ 50 crore.
- (B) Investment > ₹ 10 crore and Turnover > ₹ 50 crore.
- (C) Investment < ₹ 10 crore and Turnover > ₹ 50 crore.
- (D) Investment > ₹ 10 crore and Turnover < ₹ 50 crore.

99. Rural entrepreneurship primarily impacts

- (A) agricultural productivity of farms.
- (B) road condition in villages.
- (C) social and economic lives of rural people.
- (D) biodiversity in forests.

100. \_\_\_\_\_ help integrate formal credit systems in women's groups.

- (A) Land development banks.
  - (B) Self-help groups.
  - (C) Regional rural banks.
  - (D) Commercial banks.
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**Space for Rough Work**

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