



# BRAINWARE UNIVERSITY

LIBRARY  
Brainware University  
Baresat, Kolkata - 700 125

Term End Examination 2021 - 22

Programme – Bachelor of Business Administration in Hospital Management  
Course Name – Fundamentals of Management and Organizational Behaviour

Course Code - BBAHMC101

( Semester I )

Time : 1 Hr.15 Min.

Full Marks : 60

[The figure in the margin indicates full marks.]

## Group-A

(Multiple Choice Type Question)

1 x 60=60

Choose the correct alternative from the following :

- (1) The karta in Joint Hindu family business has
 

a) Limited liability	b) Unlimited liability
c) No liability for debts	d) Joint liability
- (2) The maximum number of partners allowed in the banking business are
 

a) Twenty	b) Ten
c) No limit	d) Two
- (3) Profits do not have to be shared. This statement refers to
 

a) Partnership	b) Joint Hindu family business
c) Sole proprietorship	d) Company
- (4) The capital of a company is divided into number of parts each one of which are called
 

a) Dividend	b) Profit
c) Interest	d) Share
- (5) Provision of residential accommodation to the members at reasonable rates is the objective of
 

a) Producer's cooperative	b) Consumer's cooperative
c) Housing cooperative	d) Credit cooperative
- (6) A partner whose association with the firm is unknown to the general public is called
 

a) Active partner	b) Sleeping partner
c) Nominal partner	d) Secret partner
- (7) Which kind of action is more precisely referred when two or more companies with same size agree to go forward as a single new company ?
 

a) Merger	b) Acquisition
c) can be a and b	d) None of these

- (8) Effects on employment due to mergers and acquisitions can be
- a) Reductions in employees
  - b) job losses
  - c) Rationalization
  - d) all of these
- (9) Which of the following statements is not true with reference to planning?
- a) Planning is a pre-requisite for controlling.
  - b) Planning does not lead to rigidity.
  - c) Planning enables a manager to look ahead and anticipate changes.
  - d) Planning facilitates co-ordination among departments and individuals in the organisation.
- (10) A firm that acquires another firm as part of its overall business strategy is engaging in
- a) a strategic acquisition
  - b) a financial acquisition
  - c) a two-tier tender offer
  - d) a shark repellent
- (11) Classical Management Theory is
- a) Organisation centered
  - b) Human oriented
  - c) Complete employee view
  - d) All these
- (12) Who listed 14 principles of management based on his experience?
- a) Henry Fayol.
  - b) Henry L Gantt.
  - c) Harrington Emerson.
  - d) Winslow Taylor.
- (13) Inspired by Fayol, Harold Koontz and Cyril O'Donnell propounded a new school of thought known as
- a) The human behavioural school
  - b) The empirical school
  - c) the management process school
  - d) The social systems school
- (14) Bottom line of any business plan is
- a) Financial plan
  - b) Marketing plan
  - c) Production plan
  - d) Personnel plan
- (15) Making decisions on the basis of experience, feelings and accumulated judgement is called as \_\_\_\_\_.
- a) Decision making
  - b) Structured problems
  - c) Intuitive decision making
  - d) None of these
- (16) \_\_\_\_\_ is a rule of thumb that managers use to simplify decision making.
- a) Heuristics
  - b) Framing
  - c) Sunk - costs
  - d) None of these
- (17) Rearrange the steps in the decision-making process logically. A. Identification of a problem B. Identification of decision criteria C. Allocation of weights to criteria D. Development of alternatives E. Analysis of alternatives F. Selection of an alternative G. Implementation of the alternative
- a) GFEDCBA
  - b) CDBAFEG
  - c) ABCDEFG
  - d) GCDABEF
- (18) Management by Objective (MBO) is a
- a) Sets of rules
  - b) Series of procedure
  - c) Way of thinking about management
  - d) All of the these
- (19) Objectives in MBO are decided by
- a) Superior
  - b) Subordinates
  - c) Mutual consultations of both superior and subordinates
  - d) None of the above
- (20) Which among the following use plan?



- a) Objectives  
c) Rules
- b) Policies  
d) Budget
- (21) Which among the following is not an element of co-ordination?  
a) Integration  
c) Proper timing  
b) Balancing  
d) Directing
- (22) Find the odd one out.  
a) Goals  
c) Policies  
b) Motivation  
d) Objective
- (23) Planning process begins with \_\_\_\_\_.  
a) Identity alternatives  
c) Developing planning premise  
b) Setting objectives  
d) Selecting alternatives
- (24) It is a function of management which refers to the process of integrating the activities of different units of organisation to achieve the organisation goals. This is called  
a) Actuating  
c) Co-ordination  
b) Controlling  
d) Planning
- (25) Which of the following is not said to be a feature of coordination?  
a) Managerial responsibility  
c) Relevant of group efforts  
b) Provides different functions  
d) Not a separate function
- (26) \_\_\_\_\_ as a special type of plan prepared for meeting the challenges of competitors and other environmental forces.  
a) Policies  
c) Strategy  
b) Objectives  
d) Procedure
- (27) Which of the following statement is true?  
a) There is scope for specialization in line Organization  
c) The line of authority in line Organization is vertical  
b) It is difficult to fix responsibility in line organization  
d) Line organization is only suitable for large-scale operation
- (28) Which among the following is a factor determining centralization?  
a) Integration  
c) Availability of managers  
b) Desire for independence  
d) Control techniques
- (29) A network of social relationship that arise spontaneously due to the interaction at work is called  
a) Formal organization  
c) Decentralization  
b) Informal organization  
d) Delegation
- (30) The right to give orders and power to obedient is \_\_\_\_\_.  
a) Responsibility  
c) Authority  
b) Accountability  
d) Delegation
- (31) \_\_\_\_\_ is the process of estimating the quantity and quality of people required to meet future needs of the organisation.  
a) Demand forecasting  
c) Environmental forecasting  
b) Supply forecasting  
d) None of these
- (32) Which of these is the purpose of recruitment?  
a) Make sure that there is match between cost and benefit  
b) Help increase the success rate of the selection process by reducing the number of visibly

- c) Help the firm create more culturally diverse work - force
- d) None of these
- (33) The poor quality of selection will mean extra cost on \_\_\_\_\_ and supervision.
- a) Training
- b) Recruitment
- c) Work quality
- d) None of these
- (34) What refers to the process of identifying and attracting job seekers so as to build a pool of qualified job applicants?
- a) Selection
- b) Training
- c) Recruitments
- d) Induction
- (35) Rearrange the following steps of recruitment. I. Searching II. Evaluation and control II I. Planning IV. Screening V. Strategy development
- a) III, II, I, V, IV
- b) III, V, I, IV, II
- c) IV, V, III, I, II
- d) II, I, IV, V, III
- (36) Which of these is the main purpose of employee assessment?
- a) Making correct decisions
- b) To effect promotions based on competence and performance
- c) Establish job expectations
- d) None of these
- (37) What do successful analysers tend to examine?
- a) Division and corporate performance evaluation
- b) Current performance with past performance
- c) Ideal appraisal process
- d) None of these
- (38) Listening to a lecture is
- a) Information Listening
- b) Evaluative listening
- c) Emphatic Listening
- d) None of these
- (39) Teaching on TV is superior to class room instruction because
- a) Very large classes are made possible and thus. It is economically advantageous
- b) Experts for teaching a difficult topic can be arranged and others can be benefited from them
- c) Teaching materials can be filmed for reuse
- d) All of these
- (40) Guiding and supervising the efforts of subordinates towards the attainment of the organization's goals describes the function of :
- a) Planning
- b) Organizing
- c) Directing
- d) Controlling
- (41) "Unity of Command " principle of effective direction means:
- a) Subordinates should be responsible to one superior
- b) There should be unity amongst subordinates
- c) There should be unity amongst superiors
- d) A superior can supervise a limited number of subordinates
- (42) Sales could be on cash basis as well as on credit basis. Cash sales is a major source of \_\_\_\_\_
- a) Cash outflows
- b) Cash inflows
- c) Cash budgeting
- d) Cash reserves
- (43) A manager should have a firm grip and control over his employees. What does control in organization mean?



- a) Closely supervising
  - b) Being in command of
  - c) Monitoring
  - d) Having power over
- (44) When a manager decides who will get funds, plans out agendas, make budgets etc., he falls in which following MintzBerg's roles of manager?
- a) Informational Role of Manager
  - b) Interpersonal Role of manager
  - c) Decisional Role of manager
  - d) Resource Allocator
- (45) Effective control depends on \_\_\_\_\_
- a) Organisation structure
  - b) proper direction
  - c) Flow of communication
  - d) All
- (46) Which is the process to resolve conflict according to March and Simon
- a) Problem solving
  - b) Politics
  - c) Persuasion
  - d) All of these
- (47) Neo-classical Theory of Organisation consist
- a) Decentralisation
  - b) Non-formal Organisation
  - c) Human-oriented
  - d) All of these
- (48) You are working as an assistant to an OB specialist doing research on a project to determine relationships between certain variables and cause-effect situations. The specialist is attempting to determine when people are motivated by pay or salary and when they are motivated by recognition, support and encouragement. By examining the connection between rewards and incentives and motivation under various conditions, the specialist appears to be using which of the following approaches in research?
- a) open-systems approach
  - b) contingency approach
  - c) human resources approach
  - d) observational approach
- (49) Which is the method of conflict management?
- a) Conflict Resolution Method
  - b) Conflict Reduction Method
  - c) Conflict Stimulation Method
  - d) None of these
- (50) Which of the following disciplines contributes to the Organisational Behaviour?
- a) Psychology
  - b) Anthropology
  - c) Sociology
  - d) All of these
- (51) Which is the basic principle of a good communication?
- a) Consider the total physical and human setting whenever you communicate
  - b) Examine the true purpose of each communication
  - c) Seek to clarify your ideas before communication
  - d) All of these
- (52) Which is not correct about the nature of leadership?
- a) Ideal Conduct
  - b) Leadership is a personal quality
  - c) Dynamic Process
  - d) Unity of Accounting
- (53) In proactive interference
- a) Material learned earlier interferes with recall of recently learned material
  - b) a person is unable to recall something that is held in the short-term memory store
  - c) Recently learned material interferes with the recall of material learned earlier
  - d) none of these
- (54) Which statement is correct about the goal?
- a) The goal of manufacturing 20 cars per day is a tangible goal
  - b) Developing effective foreign policy is an intangible goal

c) Goals may be tangible or intangible

d) All of these

(55) In operant conditioning an organism:

a) Comes to pair a neutral stimulus with an unconditioned response.

b) Receives reinforcement before exhibiting the desired behaviour as an inducement to behave in that way.

c) receives reinforcement after behaving in the desired way.

d) only learns to avoid punishment

(56) Social Learning Theory gives prominence to learning that occurs

a) by imitation

b) by modelling

c) vicariously.

d) All of these

(57) Which of the following is NOT a learning style identified by Kolb and Fry (1975)?

a) Activist

b) Concrete experience

c) Abstract conceptualisation

d) Active experimentation

(58) According to Honey and Mumford (1992), Reflectors have a preference for:

a) observing their experiences from many different perspectives

b) experiencing things first hand

c) planning

d) Rational objectivity.

(59) Hawthorne Studies is related to which stage of the organisational behaviour evolution

a) Industrial revolution

b) Human relations movement

c) Organisational behaviour

d) Scientific management

(60) Meso organisation behaviour is related with

a) Group behaviour

b) Individual behaviour

c) Organisational behaviour

d) None of these