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Paper:	BUSINESS STUDIES
Set Name:	SET 36
Exam Date:	06 Oct 2022
Exam Shift:	1
Langauge:	English

Section:	BUSINESS STUDIES
Item No:	1
Question ID:	**553661**
Question Type:	MCQ
Question:	_____ is the managerial function that monitors organisational performance towards the attainment of organisational goals
A:	Planning
B:	Controlling
C:	Organising
D:	Directing

Section:	BUSINESS STUDIES
Item No:	2
Question ID:	**553662**
Question Type:	MCQ
Question:	_____ is the scientific technique through which F.W Taylor devised the concept of Assembly line
A:	Motion study
B:	Time study
C:	Method study
D:	Standardisation and simplification

Section:	BUSINESS STUDIES
Item No:	3
Question ID:	**553663**
Question Type:	MCQ
Question:	Rate of saving and investment, money supply in the economy, public debt, volume of imports and export are components of ____ dimension of business environment
A:	Economic
B:	Political
C:	Legal
D:	Social

Section:	BUSINESS STUDIES
Item No:	4
Question ID:	**553664**
Question Type:	MCQ

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Question:	Identify the statement that does not refer to the feature of business environment
A:	Dynamic nature
B:	Innovative
C:	Totality of external forces
D:	Specific and general forces

Section:	BUSINESS STUDIES
Item No:	5
Question ID:	**553665**
Question Type:	MCQ
Question:	Mr. Raj is the MD of the wrist watch company. He has systematically divided the work among all the departments to ensure clarity in thought and action, so that work is carried on smoothly without any interruptions. Identify the importance of planning highlighted in the above case.
A:	Planning reduces overlapping and wasteful activities
B:	Planning promotes innovative ideas
C:	Planning facilitates decision making
D:	Planning reduces the risk of uncertainty

Section:	BUSINESS STUDIES
Item No:	6
Question ID:	**553666**
Question Type:	MCQ
Question:	In a manufacturing concern, division of work into key functions will include production, purchase, marketing accounts and personnel. These departments may be further divided into sections. Which type of structure is highlighted here?
A:	Divisional structure
B:	Functional structure
C:	Rational structure
D:	Organisational structure

Section:	BUSINESS STUDIES
Item No:	7
Question ID:	**553667**
Question Type:	MCQ
Question:	It is defined as the framework within which managerial and operational tasks are performed. Identify it
A:	Span of management
B:	Organisational structure
C:	Informal organisation
D:	Delegation

Section:	BUSINESS STUDIES
Item No:	8
Question ID:	**553668**

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Question Type:	MCQ
Question:	Vasu is a hard working employee in the organisation. He has been working as a junior clerk for the last five years. As Srinath, the senior clerk retired he expected to fill the vacant position. But instead of vertically shifting Vasu, the company appointed Raman as a senior clerk through a placement agency. Vasu felt demotivated and frustrated. Identify the limitation of external sources of recruitment discussed above.
A:	Lengthy process
B:	Dissatisfaction among existing staff
C:	Danger of inbreeding
D:	Competition spirit is hampered

Section:	BUSINESS STUDIES
Item No:	9
Question ID:	**553669**
Question Type:	MCQ
Question:	Controlling function of an organisation is _____
A:	Forward looking
B:	Backward looking
C:	Both forward and backward looking
D:	Neither forward nor backward looking

Section:	BUSINESS STUDIES
Item No:	10
Question ID:	**5536610**
Question Type:	MCQ
Question:	' In a bulb manufacturing unit, the range of defective bulb is decided at 5%. Any deviation that goes beyond the permissible limit of defect is to be brought to the notice of supervisor Identify the concept of one of the functions of management highlighted here.
A:	Control by Exception
B:	Critical Point Control
C:	Controlling
D:	Key Result Areas

Section:	BUSINESS STUDIES
Item No:	11
Question ID:	**5536611**
Question Type:	MCQ
Question:	Which of the following is not a limitation of controlling ?
A:	Difficulty in setting quantitative standards
B:	Resistance from employees
C:	Ensuring order and discipline
D:	Costly affair

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Section:	BUSINESS STUDIES
Item No:	12
Question ID:	**5536612**
Question Type:	MCQ
Question:	Quantitative standards should be set so that it is easier to match the actual performance with the desired (planned) performance. Identify the function of management discussed above.
A:	Planning
B:	Controlling
C:	Staffing
D:	Directing

Section:	BUSINESS STUDIES
Item No:	13
Question ID:	**5536613**
Question Type:	MCQ
Question:	The cost in the process of raising fund through equity is known as _____.
A:	Financial risk
B:	Cost of debt
C:	Floatation cost
D:	Cost of capital

Section:	BUSINESS STUDIES
Item No:	14
Question ID:	**5536614**
Question Type:	MCQ
Question:	A trading organisation comparatively needs _____ investment in fixed assets as compared to a manufacturing organisation
A:	Lesser
B:	larger
C:	Moderate
D:	Negligible

Section:	BUSINESS STUDIES
Item No:	15
Question ID:	**5536615**
Question Type:	MCQ
Question:	Rajat is planning the break up of his finance to know the amount of capital that he will utilize to purchase fixed assets and current assets. Identify the financial decision taken by Rajat
A:	Investment decision
B:	Financial decision
C:	Dividend decision
D:	Capital structure

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Section:	BUSINESS STUDIES
Item No:	16
Question ID:	**5536616**
Question Type:	MCQ
Question:	Debt normally does not cause _____ .
A:	a dilution of control
B:	a dilution of flexibility
C:	a dilution of cost
D:	a dilution of equity

Section:	BUSINESS STUDIES
Item No:	17
Question ID:	**5536617**
Question Type:	MCQ
Question:	Rohit has 500 shares of Ruchi Soya Ltd. Ruchi Soya further issued 1,00,000 equity shares and offered Rohit to buy 1 more equity share for every 5 shares held by him. Identify the method of floatation
A:	Right issue
B:	Private placement
C:	Offer through prospectus
D:	offer for sale

Section:	BUSINESS STUDIES
Item No:	18
Question ID:	**5536618**
Question Type:	MCQ
Question:	Beneficial owner account with a depository participant for holding and transfer of securities is also known as _____.
A:	Securities Account
B:	Demat Account
C:	Share owner Account
D:	Securities owner Account

Section:	BUSINESS STUDIES
Item No:	19
Question ID:	**5536619**
Question Type:	MCQ
Question:	According to the Consumer Protection Act 2019, identify who among the following cannot file a complaint.
A:	Any registered consumers' association
B:	Central Government or any State Government
C:	One or more consumers on behalf of numerous consumers having the same interest
D:	A person who avails of any service for any commercial purpose

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Section:	BUSINESS STUDIES
Item No:	20
Question ID:	**5536620**
Question Type:	MCQ
Question:	Mohini went to a shopkeeper to buy hair oil. The shopkeeper forced her to buy a particular brand of oil out of various brands available with him. Which right of Mohini has been violated?
A:	Right to be informed
B:	Right to choose
C:	Right to safety
D:	Right to be heard

Section:	BUSINESS STUDIES
Item No:	21
Question ID:	**5536621**
Question Type:	MCQ
Question:	" ISI Mark" is found on
A:	Electric goods
B:	Spices
C:	Jewellery
D:	Woolen clothes

Section:	BUSINESS STUDIES
Item No:	22
Question ID:	**5536622**
Question Type:	MCQ
Question:	If a technology required to convert the idea of product offering is available, it is known as ____ feasibility analysis.
A:	Economic
B:	Financial
C:	Commercial
D:	Technical

Section:	BUSINESS STUDIES
Item No:	23
Question ID:	**5536623**
Question Type:	MCQ
Question:	As the volume of advertising is getting more and more expanded it is becoming difficult to make advertising messages heard by the target prospects. This will affect the ____ of advertising
A:	Social values
B:	Preference
C:	Effectiveness
D:	Criticism

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Section:	BUSINESS STUDIES
Item No:	24
Question ID:	**5536624**
Question Type:	MCQ
Question:	That part of a brand which can be recognised but cannot be utterable is called _____ .
A:	Brand name
B:	Trade mark
C:	Brand mark
D:	Patent

Section:	BUSINESS STUDIES
Item No:	25
Question ID:	**5536625**
Question Type:	MCQ
Question:	Which one of the following is not true about objections to advertising?
A:	Advertisements which make similar claims confuses the buyer
B:	Advertising is a very economical mode of communication
C:	Advertising does not distinguish between superior and inferior products
D:	Advertising undermines social values and promote materialism

Section:	BUSINESS STUDIES
Item No:	26
Question ID:	**5536626**
Question Type:	MCQ
Question:	The Economic survey 2019 suggests that the psychological studies can be used in the realm of tax compliance. It is in favour of using religious norms such as "dying debt is a sin" to improve tax compliance. Identify the related dimension of business environment. A. Economic B. Social C. Technological D. Legal E. Political Choose the correct answer from the option given below:
A:	A & D
B:	B & D
C:	E & C
D:	A & E

Section:	BUSINESS STUDIES
Item No:	27
Question ID:	**5536627**
Question Type:	MCQ

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Question:	"Planning is decided in advance what to do and how to do". Choose the correct sequence of steps to make the process of planning A. Developing premises B. Follow up action C. Evaluating alternatives D. Identifying alternatives E. Selecting an alternative Choose the correct answer from the option given below:
A:	A,D,C,E,B
B:	A,B,C,E,D
C:	D,A,C,B,E
D:	C,B,A,D,E

Section:	BUSINESS STUDIES
Item No:	28
Question ID:	**5536628**
Question Type:	MCQ
Question:	From the below description, arrange the organising process in a sequential order A. Assignment of duties B. Establishing reporting relationship C. Identification and division of work D. Departmentalisation Choose the correct answer from the option given below:
A:	D,C,B,A
B:	C,D,A,B
C:	A,C,B,D
D:	B,D,C,A

Section:	BUSINESS STUDIES
Item No:	29
Question ID:	**5536629**
Question Type:	MCQ
Question:	Identify the correct sequence in the staffing process A. The organisation conducted inhouse trainings and offered opportunities for career advancement in the long run B. An advertisement of 'situation vacant' was published in the daily newspaper C. The selected employee was introduced to the office employees and he occupied the position for which he was selected D. The number and types of human resource available and required were assessed in the organisation E. A series of tests and interviews was conducted to shortlist a suitable candidate. Choose the correct answer from the option given below:
A:	D-B-C-E-A
B:	D-B-E-C-A
C:	D-E-C-A-B
D:	E-D-B-C-A

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Section:	BUSINESS STUDIES
Item No:	30
Question ID:	**5536630**
Question Type:	MCQ
Question:	Arrange the following steps of staffing process in a correct sequence A. Performance appraisal B. Training and Development C. Placement and Orientation D. Promotion and Career planning E. Compensation Choose the correct answer from the option given below:
A:	E,A,C,D,B
B:	B,A,D,E,C
C:	C,B,A,D,E
D:	A,B,C,D,E

Section:	BUSINESS STUDIES
Item No:	31
Question ID:	**5536631**
Question Type:	MCQ
Question:	Which of the following statements are related to limitations of planning? A. Planning leads to rigidity B. Planning is futuristic C. Planning reduces creativity D. Planning does not guarantee success E. Planning involves decision making Choose the correct answer from the option given below:
A:	A,B,C and D only
B:	A,C, and D only
C:	B, C, D and E only
D:	A,C,D and E only

Section:	BUSINESS STUDIES
Item No:	32
Question ID:	**5536632**
Question Type:	MCQ
Question:	Capital market consists of A. Development Bank B. Financial Institutions C. Stock Exchange D. Treasury Bills E. Call Money Choose the correct answer from the option given below:
A:	A,C,E only
B:	A,B,C only
C:	A,D,E only

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D:	C,D,E only

Section:	BUSINESS STUDIES
Item No:	33
Question ID:	**5536633**
Question Type:	MCQ
Question:	Which of the following are the external sources of recruitment? A. Direct recruitment B. Transfer C. Casual Callers D. Campus recruitment E. Promotions Choose the correct answer from the option given below:
A:	A,C and D only
B:	A,B and C only
C:	B,C and D only
D:	A and C only

Section:	BUSINESS STUDIES
Item No:	34
Question ID:	**5536634**
Question Type:	MCQ
Question:	SEBI is an interim administrative body to promote orderly and healthy growth of securities market Find out the correct statements about SEBI A. SEBI was established on 12 April 1988 as an administrative body to promote orderly growth of stock market B. The act of Parliament that governs SEBI is SEBI Act, 1994 C. The basic purpose of SEBI is to form new enterprises D. SEBI doesn't protect the rights and interest of investors E. SEBI is a separate regulatory body Choose the correct answer from the option given below:
A:	A,C,E only
B:	A,B,D only
C:	A and E only
D:	B,C,D only

Section:	BUSINESS STUDIES
Item No:	35
Question ID:	**5536635**
Question Type:	MCQ
Question:	From the following identify the drawbacks of external sources of recruitment A. Wider choice B. Dissatisfaction among existing staff C. Lengthy process D. Costly process E. Competitive spirit

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	Choose the correct answer from the option given below:
A:	B,C and E only
B:	B,C and D only
C:	A,B and C only
D:	B, D and E only

Section:	BUSINESS STUDIES
Item No:	36
Question ID:	**5536636**
Question Type:	MCQ
Question:	Match list I with list II **LIST I** / **LIST II** A. People and material must be in suitable places at appropriate time for maximum efficiency — I. Espirit de corps B. This principle resembles with military organisation — II. Order C. It will minimize the need for using penalties — III. Stability of tenure D. Employees should be given reasonable time to show results — IV. Unity of command Choose the correct answer from the option given below:
A:	A-II, B- I, C-IV, D-III
B:	A-II, B- III, C-IV, D-I
C:	A-II, B- IV, C-I, D-III
D:	A-III, B- II, C-I, D-IV

Section:	BUSINESS STUDIES
Item No:	37
Question ID:	**5536637**
Question Type:	MCQ
Question:	Match list I with list II **LIST I** / **LIST II** A. Setting performance standards — I. Management by Exception B. Analysing deviation — II. Sample checking C. Measurement of actual performance — III. Reveals the deviation D. Comparison of actual performance with standards — IV. Serves as benchmarks Choose the correct answer from the option given below:
A:	A-I, B- III, C-II, D-IV
B:	A-II, B- I, C-IV, D-III
C:	A-IV,B- I, C-II, D-III
D:	A-III, B- II, C-I, D-IV

Section:	BUSINESS STUDIES
Item No:	38

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Question ID:	5536638
Question Type:	MCQ
Question:	Match list I with list II **LIST I** A. It seeks to protect and promote the interest of consumers B. It aims to check adulteration of food articles C. It provides protection against under weight and under measure of products D. It provides protection against fraudulent marks on products **LIST II** I. The Standards of Weight and Measures Act, 1976 II. The Trade Mark Act, 1999 III. The Consumer Protection Act 2019 IV. The Prevention of Food Adulteration Act, 1954 Choose the correct answer from the option given below:
A:	A-I, B- II, C-III, D-IV
B:	A-II, B- I, C-III, D-IV
C:	A-III, B- IV, C-I, D-II
D:	A-IV, B- III, C-II, D-I

Section:	BUSINESS STUDIES
Item No:	39
Question ID:	5536639
Question Type:	MCQ
Question:	Match list I with list II **LIST I** A. Separation of planning and execution function B. Setting benchmarks for every business activity which must be adhered during production C. Eliminating superflous varieties, sizes and dimensions D. Minimizing the cost of production and maximising the quality and satisfaction of the customers. **LIST II** I. Standardisation of work II. Simplification of work III. Method study IV. Functional foremanship Choose the correct answer from the option given below:
A:	A-I, B- III, C-II, D-IV
B:	A-IV, B- I, C-II, D-III
C:	A-III, B- II, C-IV, D-I
D:	A-II, B- III, C-I, D-IV

Section:	BUSINESS STUDIES
Item No:	40
Question ID:	5536640
Question Type:	MCQ
Question:	Match list I with list II **LIST I Financial Markets** A. Capital Market **LIST II Explanation** I. It facilitates transfer of investible funds from savers to entrepreneurs

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Question:	

A.	Capital Market	I.	seeking to establish new enterprise
B.	Money Market	II.	It consists of development banks, commercial banks and stock exchange and facilitate economic development
C.	Primary Market	III.	Market with low risk, unsecured instruments where assets are close substitutes for cash
D.	Secondary Market	IV.	It helps existing investors to disinvest and fresh investors to enter market

Choose the correct answer from the option given below:

A:	A-II, B- IV, C-III, D-I
B:	A-IV, B- III, C-II, D-I
C:	A-II, B- III, C-I, D-IV
D:	A-III, B- IV, C-I, D-II

Section:	BUSINESS STUDIES
Item No:	41
Question ID:	**5536641**
Question Type:	MCQ
Passage:	Read the text given below and answer the questions from. Mr.Murthy is the chairman of a leading business organisation. He grabs all possible opportunities and leads the organisation by example and trust. He always motivates his team and introduced a number of motivational schemes like; - Employees are offered shares at a price lower than the market price. - Employees are given individual autonomy and rewards for performance. He realises that satisfied and secured employees can best focus on organisational success. He ensures hiring competent people for various jobs. Every employee is required to undergo training, their jobs are well defined and regular feedbacks are provided so that their long term interest is also served. In order to keep an eye on employees performance, a strategic decision was introduced that all communication must be recorded and filed in the office. He has also devised various ways to know the reactions of employees on different policies and decisions. As a result, employees are highly motivated, goals are achieved and organisation is growing.
Question:	At what level of management is Mr. Murthy working?
A:	Top level
B:	Middle level
C:	Lower level
D:	Operational level

Section:	BUSINESS STUDIES
Item No:	42
Question ID:	**5536642**
Question Type:	MCQ
	Read the text given below and answer the questions from. Mr.Murthy is the chairman of a leading business organisation. He grabs all possible opportunities and leads the organisation by example and trust. He always motivates his team and introduced a number of motivational schemes like;

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Passage:	- Employees are offered shares at a price lower than the market price. - Employees are given individual autonomy and rewards for performance. He realises that satisfied and secured employees can best focus on organisational success. He ensures hiring competent people for various jobs. Every employee is required to undergo training, their jobs are well defined and regular feedbacks are provided so that their long term interest is also served. In order to keep an eye on employees performance, a strategic decision was introduced that all communication must be recorded and filed in the office. He has also devised various ways to know the reactions of employees on different policies and decisions. As a result, employees are highly motivated, goals are achieved and organisation is growing.
Question:	"He grabs all possible opportunities and leads the organisation" by example and trust. Which quality of a good leader is depicted here?
A:	Integrity
B:	Knowledge
C:	Initiative
D:	Motivational skills

Section:	BUSINESS STUDIES
Item No:	43
Question ID:	**5536643**
Question Type:	MCQ
Passage:	Read the text given below and answer the questions from. Mr.Murthy is the chairman of a leading business organisation. He grabs all possible opportunities and leads the organisation by example and trust. He always motivates his team and introduced a number of motivational schemes like; - Employees are offered shares at a price lower than the market price. - Employees are given individual autonomy and rewards for performance. He realises that satisfied and secured employees can best focus on organisational success. He ensures hiring competent people for various jobs. Every employee is required to undergo training, their jobs are well defined and regular feedbacks are provided so that their long term interest is also served. In order to keep an eye on employees performance, a strategic decision was introduced that all communication must be recorded and filed in the office. He has also devised various ways to know the reactions of employees on different policies and decisions. As a result, employees are highly motivated, goals are achieved and organisation is growing.
Question:	"He ensures hiring competent people for various jobs". Which function of management is being performed by MR. Murthy?
A:	Planning
B:	Organising
C:	Staffing
D:	Controlling

Section:	BUSINESS STUDIES
Item No:	44
Question ID:	**5536644**

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Question Type:	MCQ
Passage:	Read the text given below and answer the questions from. Mr.Murthy is the chairman of a leading business organisation. He grabs all possible opportunities and leads the organisation by example and trust. He always motivates his team and introduced a number of motivational schemes like; - Employees are offered shares at a price lower than the market price. - Employees are given individual autonomy and rewards for performance. He realises that satisfied and secured employees can best focus on organisational success. He ensures hiring competent people for various jobs. Every employee is required to undergo training, their jobs are well defined and regular feedbacks are provided so that their long term interest is also served. In order to keep an eye on employees performance, a strategic decision was introduced that all communication must be recorded and filed in the office. He has also devised various ways to know the reactions of employees on different policies and decisions. As a result, employees are highly motivated, goals are achieved and organisation is growing.
Question:	"Every employee is required to undergo training, their jobs are well defined and regular feedbacks are provided so that their long term interest is also served". Above statement describes a step involved in one of the functions of management. Identify the step.
A:	Selection
B:	Taking corrective action
C:	Implementing the plan
D:	Performance appraisal

Section:	BUSINESS STUDIES
Item No:	45
Question ID:	**5536645**
Question Type:	MCQ
Passage:	Read the text given below and answer the questions from. Mr.Murthy is the chairman of a leading business organisation. He grabs all possible opportunities and leads the organisation by example and trust. He always motivates his team and introduced a number of motivational schemes like; - Employees are offered shares at a price lower than the market price. - Employees are given individual autonomy and rewards for performance. He realises that satisfied and secured employees can best focus on organisational success. He ensures hiring competent people for various jobs. Every employee is required to undergo training, their jobs are well defined and regular feedbacks are provided so that their long term interest is also served. In order to keep an eye on employees performance, a strategic decision was introduced that all communication must be recorded and filed in the office. He has also devised various ways to know the reactions of employees on different policies and decisions. As a result, employees are highly motivated, goals are achieved and organisation is growing.
Question:	"He has also devised various ways to know the reaction of employees" Above statement highlights one of the elements involved in communication process. Identify it.
A:	Sender
B:	Media

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C:	Encoding
D:	Feedback

Section:	BUSINESS STUDIES
Item No:	46
Question ID:	**5536646**
Question Type:	MCQ
Passage:	Read the text given below and answer the questions from. Mr.Murthy is the chairman of a leading business organisation. He grabs all possible opportunities and leads the organisation by example and trust. He always motivates his team and introduced a number of motivational schemes like; - Employees are offered shares at a price lower than the market price. - Employees are given individual autonomy and rewards for performance. He realises that satisfied and secured employees can best focus on organisational success. He ensures hiring competent people for various jobs. Every employee is required to undergo training, their jobs are well defined and regular feedbacks are provided so that their long term interest is also served. In order to keep an eye on employees performance, a strategic decision was introduced that all communication must be recorded and filed in the office. He has also devised various ways to know the reactions of employees on different policies and decisions. As a result, employees are highly motivated, goals are achieved and organisation is growing.
Question:	Employees are offered shares at a price lower than the market price" Financial incentives identified above is:
A:	Profit sharing
B:	Co-partnership/Stock option
C:	Productivity linked wage benefit
D:	Perquisites

Section:	BUSINESS STUDIES
Item No:	47
Question ID:	**5536647**
Question Type:	MCQ
Passage:	Read the text given below and answer the questions from. Mr.Murthy is the chairman of a leading business organisation. He grabs all possible opportunities and leads the organisation by example and trust. He always motivates his team and introduced a number of motivational schemes like; - Employees are offered shares at a price lower than the market price. - Employees are given individual autonomy and rewards for performance. He realises that satisfied and secured employees can best focus on organisational success. He ensures hiring competent people for various jobs. Every employee is required to undergo training, their jobs are well defined and regular feedbacks are provided so that their long term interest is also served. In order to keep an eye on employees performance, a strategic decision was introduced that all communication must be recorded and filed in the office. He has also devised various ways to know the reactions of employees on different policies and decisions. As a result, employees are highly motivated, goals are achieved and organisation is growing.

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Question:	"Employees are given individual autonomy and rewards for performance" Identify the need satisfied as given by Maslow's need hierarchy theory
A:	Safety/Security need
B:	Belongingness need
C:	Esteem need
D:	Self actualisation need

Section:	BUSINESS STUDIES
Item No:	48
Question ID:	**5536648**
Question Type:	MCQ
Passage:	Read the text given below and answer the questions from. Mr.Murthy is the chairman of a leading business organisation. He grabs all possible opportunities and leads the organisation by example and trust. He always motivates his team and introduced a number of motivational schemes like; - Employees are offered shares at a price lower than the market price. - Employees are given individual autonomy and rewards for performance. He realises that satisfied and secured employees can best focus on organisational success. He ensures hiring competent people for various jobs. Every employee is required to undergo training, their jobs are well defined and regular feedbacks are provided so that their long term interest is also served. In order to keep an eye on employees performance, a strategic decision was introduced that all communication must be recorded and filed in the office. He has also devised various ways to know the reactions of employees on different policies and decisions. As a result, employees are highly motivated, goals are achieved and organisation is growing.
Question:	"All communication must be recorded and filed in the office" Which type of communication is best described in the above statement?
A:	Lateral communication
B:	Informal communication
C:	Grapevine communication
D:	Formal communication

Section:	BUSINESS STUDIES
Item No:	49
Question ID:	**5536649**
Question Type:	MCQ
Passage:	Read the text given below and answer the questions from. Mr.Murthy is the chairman of a leading business organisation. He grabs all possible opportunities and leads the organisation by example and trust. He always motivates his team and introduced a number of motivational schemes like; - Employees are offered shares at a price lower than the market price. - Employees are given individual autonomy and rewards for performance. He realises that satisfied and secured employees can best focus on organisational success. He ensures hiring competent people for various jobs. Every employee is required to undergo training, their jobs are well defined and regular feedbacks are provided so that their long term interest is also served.

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	In order to keep an eye on employees performance, a strategic decision was introduced that all communication must be recorded and filed in the office. He has also devised various ways to know the reactions of employees on different policies and decisions. As a result, employees are highly motivated, goals are achieved and organisation is growing.
Question:	"Employees were given individual autonomy and reward for performance" Which non financial incentive is highlighted in the above statement?
A:	Status
B:	Organisational climate
C:	Employee recognition
D:	Career advancement opportunity

Section:	BUSINESS STUDIES
Item No:	50
Question ID:	**5536650**
Question Type:	MCQ
Passage:	Read the text given below and answer the questions from. Mr.Murthy is the chairman of a leading business organisation. He grabs all possible opportunities and leads the organisation by example and trust. He always motivates his team and introduced a number of motivational schemes like; - Employees are offered shares at a price lower than the market price. - Employees are given individual autonomy and rewards for performance. He realises that satisfied and secured employees can best focus on organisational success. He ensures hiring competent people for various jobs. Every employee is required to undergo training, their jobs are well defined and regular feedbacks are provided so that their long term interest is also served. In order to keep an eye on employees performance, a strategic decision was introduced that all communication must be recorded and filed in the office. He has also devised various ways to know the reactions of employees on different policies and decisions. As a result, employees are highly motivated, goals are achieved and organisation is growing.
Question:	Mr. Murthy always motivates his team and introduced a number of motivational schemes in the organisation. Which of the following skill is being possed by Mr. Murthy?
A:	Communication skill
B:	Motivation Skill
C:	Self confidence
D:	Integrity

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