

Q1. Arrange the following steps of selection process in a logical sequence.

- (A) Reference and Background checks
- (B) Selection Decision
- (C) Employment Interview
- (D) Preliminary Screening
- (E) Selection Tests

Choose the correct answer from the options given below.

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

Q2. Arrange the following steps of organising process in a logical sequence.

- (A) Establishing authority and reporting relationship
- (B) Identification of work
- (C) Departmentalisation
- (D) Division of work
- (E) Assignment of duties

Choose the correct answer from the options given below:

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

Q3. Arrange the steps of Planning Process in a proper order:

- (A) Implementation of plan and follow-up action
- (B) Developing Premises
- (C) Identification and evaluation of alternative courses of action
- (D) Setting up of objectives
- (E) Selecting an alternative

Choose the correct answer from the options given below:

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

Q4. Match List – I with List – II.

List – I		List – II	
(A)	Intelligence test	(I)	Indicator of a person's capacity to develop
(B)	Aptitude test	(II)	Clues to a person's emotions, values, etc.
(C)	Personality test	(III)	Measure existing skills of the individual
(D)	Trade test	(IV)	Indicator of a person's learning ability and ability to make judgements

Choose the correct answer from the options given below:

- (a) (A) – (I), (B) – (II), (C) – (III), (D) – (IV)
- (b) (A) – (IV), (B) – (I), (C) – (II), (D) – (III)
- (c) (A) – (II), (B) – (III), (C) – (I), (D) – (IV)

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

Q5. Match List - I with List - II

List-I (Factors)		List-II (Factors affecting)	
(A)	Credit availed	(I)	Working capital
(B)	Diversification	(II)	Fixed capital
(C)	Control consideration	(III)	Capital structure
(D)	Legal constraint	(IV)	Dividend Decision

Choose the correct answer from the options given below:

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

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

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

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

Q6. Match List - I with List – II

List-I		List-II	
A.	Right to be heard	I.	Enlightenment of one's rights and reliefs
B.	Right to seek redressal	II.	Reliefs provided by the Consumer Protection Act
C.	Right to be informed	III.	File a complaint in case of dissatisfaction
D.	Right to consumer education	IV.	Directions for use, ingredients etc

Choose the correct answer from the options given below:

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

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

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

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

Q7. Labelling is an element of which 'p' of marketing mix?

(a) Product

(b) Price

(c) Place

(d) Promotion

Q8. Match List I with List II.

List – I		List - II	
(A)	Branding	(I)	Designing and producing the container or wrapper of a product
(B)	Packaging	(II)	Provides detailed information about the product
(C)	Allocation	(III)	Process of giving a name, sign or symbol to a product
(D)	Labelling	(IV)	Breaking homogenous stock into smaller, marketable Lots

Choose the correct answer from the options given below:

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

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

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

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

Q9. "A manager applies the acquired knowledge in a personalised and skillful manner in the light of the realities of a given situation." Identify the nature of management of reflected from the above lines.

(a) Management as an Art

- (b) Management as a Science
- (c) Management as a Profession
- (d) Management as a multidimensional

Q10. "Management of people" has dimensions of:

- (a) Customer's needs
- (b) Employee's needs
- (c) Manager's needs
- (d) Management's needs

Direction (Q11-Q15): Read the passage given below and answer question

XYZ Innovations is a growing tech company. Let's look at some of their employees:

Aarav, a junior software engineer, is primarily concerned with making enough money to cover his rent, food, and daily expenses. He works hard during his shift and hopes for a stable income.

Bhavna, a project manager, is anxious about potential layoffs mentioned in industry news. She actively seeks reassurance from management about her job security and contributes diligently to team projects to demonstrate her value and ensure her continued employment.

Chitra, a graphic designer, feels a bit isolated in the large company. She actively participates in company social events, joins employee clubs, and makes an effort to connect with her colleagues on a personal level. She feels happier and more motivated when she feels accepted and part of a team.

Deepak, a senior developer, is highly skilled and respected by his peers. He takes pride in leading complex projects and enjoys receiving recognition for his innovative solutions and contributions. He strives for promotions and titles that reflect his expertise and accomplishments.

Esha, the head of R&D, is constantly pushing the boundaries of her field. She attends workshops, pursues new certifications, and volunteers for challenging assignments, even those outside her core responsibilities. Her main drive is to learn, grow, and fully utilize her potential to innovate and achieve breakthrough results.

Q11. Which level of Maslow's hierarchy is primarily motivating Aarav?

- (a) Safety/Security Needs
- (b) Basic Physiological Needs
- (c) Affiliation/Belonging Needs
- (d) Esteem Needs

Q12. Which level of Maslow's hierarchy is primarily motivating Bhavna?

- (a) Self Actualisation Needs
- (b) Affiliation/Belonging Needs
- (c) Safety/Security Needs
- (d) Esteem Needs

Q13. Which level of Maslow's hierarchy is primarily motivating Chitra?

- (a) Basic Physiological Needs
- (b) Affiliation/Belonging Needs
- (c) Esteem Needs
- (d) Self Actualisation Needs

Q14. Which level of Maslow's hierarchy is primarily motivating Deepak?

- (a) Self Actualisation Needs
- (b) Safety/Security Needs
- (c) Affiliation/Belonging Needs
- (d) Esteem Needs

Q15. Which level of Maslow's hierarchy is primarily motivating Esha?

- (a) Esteem Needs
- (b) Self Actualisation Needs
- (c) Basic Physiological Needs
- (d) Safety/Security Needs

### Solutions

S1. Ans. (b)

Sol. The Correct Sequence is

- (D) Preliminary Screening
- (E) Selection Tests
- (C) Employment Interview
- (A) Reference and Background checks
- (B) Selection Decision

S2. Ans. (c)

Sol. The Correct Sequence of Organising Process:

- (B) Identification of work
- (D) Division of work
- (C) Departmentalisation
- (E) Assignment of duties
- (A) Establishing authority and reporting relationship

S3. Ans. (c)

Sol. Correct Process

- (D) Setting up of objectives
- (B) Developing Premises
- (C) Identification and evaluation of alternative courses of action
- (E) Selecting an alternative
- (A) Implementation of plan and follow-up action

S4. Ans. (b)

Sol. The correct match is given below:

List – I		List – II	
(A)	Intelligence test	(IV)	Indicator of a person's learning ability and ability to make judgements
(B)	Aptitude test	(I)	Indicator of a person's capacity to develop
(C)	Personality test	(II)	Clues to a person's emotions, values, etc.
(D)	Trade test	(III)	Measure existing skills of the individual

S5. Ans. (a)

Sol. The correct match is given below:

List-I (Factors)		List-II (Factors affecting)	
(A)	Credit availed	(I)	Working capital
(B)	Diversification	(II)	Fixed capital

(C)	Control consideration	(III)	Capital structure
(D)	Legal constraint	(IV)	Dividend Decision

S6. Ans. (c)

Sol. The correct match is given below:

List-I		List-II	
A.	Right to be heard	III.	File a complaint in case of dissatisfaction
B.	Right to seek redressal	II.	Reliefs provided by the Consumer Protection Act
C.	Right to be informed	IV.	Directions for use, ingredients etc
D.	Right to consumer education	I.	Enlightenment of one's rights and reliefs

S7. Ans. (a)

Sol. Labelling is an element of Product Mix.

S8. Ans. (a)

Sol. The correct match is given below:

List - I		List - II	
(A)	Branding	(III)	Process of giving a name, sign or symbol to a product
(B)	Packaging	(I)	Designing and producing the container or wrapper of a product
(C)	Allocation	(IV)	Breaking homogenous stock into smaller, marketable Lots
(D)	Labelling	(II)	Provides detailed information about the product

S9. Ans. (a)

Sol. The statement reflects Management as an Art, emphasizing the personalized and skillful application of knowledge. Like an artist, a manager uses creativity, experience, and personal skills to effectively handle situations, solve problems, and achieve desired outcomes, adapting to the unique demands of each situation.

S10. Ans. (b)

Sol. The "Management of people" dimension focuses on addressing and fulfilling employee's needs within an organization. This includes motivating employees, fostering good interpersonal relationships, providing proper training and development, and ensuring job satisfaction, which collectively contribute to enhanced productivity and organizational effectiveness.

S11. Ans. (b)

Sol. According to the sources, Basic Physiological Needs are the most basic in the hierarchy and correspond to primary needs like hunger, thirst, shelter, sleep, and sex. In an organisational context, basic salary helps satisfy these needs. Aarav's concern for covering rent, food, and daily expenses aligns directly with these fundamental requirements for survival, which are met through his income.

S12. Ans. (c)

Sol. The sources state that Safety/Security Needs provide security and protection from physical and emotional harm, with examples including job security, stability of income, and pension plans. Bhavna's anxiety about potential layoffs and her actions to ensure her job security directly reflect her drive to satisfy these safety and security needs.

S13. Ans. (b)

Sol. According to the sources, Affiliation/Belonging Needs refer to affection, a sense of belongingness, acceptance, and friendship. Chitra's feelings of isolation and her proactive efforts to participate in social events, join clubs, and connect with colleagues to feel accepted and part of a team directly align with the satisfaction of these affiliation and belongingness needs.

S14. Ans. (d)

Sol. The sources define Esteem Needs to include factors such as self-respect, autonomy, status, recognition, and attention. Deepak's desire for recognition for his contributions, pride in leading complex projects, and striving for promotions and titles that reflect his expertise are all indicative of his pursuit of esteem needs, seeking acknowledgment and status.

S15. Ans. (b)

Sol. The sources describe Self Actualisation Needs as the highest level in the hierarchy, referring to the drive to become what one is capable of becoming, including needs for growth, self-fulfilment, and

achievement of goals. Esha's continuous effort to learn, pursue new challenges, and fully utilize her potential to innovate aligns with the concept of self-actualisation, striving for personal growth and achieving her full capabilities.