

Subject	Operations Research
Subject Code	86001

Multiple Choice Questions:

1. The subject of Operations Research was developed in military context during _____.
 - A. World war I
 - B. World war II
 - C. Civil war
 - D. Industrial Revolution
2. Each point of an iso-profit line yields _____.
 - A. The same cost.
 - B. The different cost.
 - C. The same profit.
 - D. The different profit.
3. Alternative solutions exist of an LP model when _____.
 - A. One of the constraints is redundant.
 - B. Two constraints are parallel.
 - C. Objective function is parallel to one of the constraints.
 - D. Objective function is perpendicular to one of the constraints.
4. When it is not possible to find solution of an LPP, it is a case of _____.
 - A. Feasible solution
 - B. Infeasible solution
 - C. Unbounded solution
 - D. Redundancy
5. Which of the following is not a characteristic of the LPP model?
 - A. Resources must be limited.
 - B. Only one Objective question.
 - C. The problem must be of minimization type.
 - D. Parameters values remain constant during the planning period.
6. In LPP; $\text{Max } Z = 5x + 8y$
 Subject to constraints; $3x + 2y \leq 24$, $x + 3y \leq 12$, $x \leq 16$, and $x, y \geq 0$.
 Which is one of the following constraints a redundant constraint?
 - A. $3x + 2y \leq 24$
 - B. $x + 3y \leq 12$
 - C. $x \leq 16$
 - D. $x \geq 16$.
7. An optimal assignment requires that the maximum number of lines that can be drawn through squares with zero opportunity cost be equal to the number of
 - A. Rows or columns
 - B. Rows & columns
 - C. Rows + columns – 1
 - D. Rows =Columns
8. The purchase of a dummy row or column in an assignment problem is to

- A. Obtain balance between total activities & total resources
 - B. Prevent a solution from becoming degenerate
 - C. provide a means of representing a dummy problem
 - D. Representing a dummy problem
9. _____ is one of the fundamental combinatorial optimization problems.
- A. Assignment problem
 - B. Balancing Problem
 - C. Transportation problem
 - D. Optimization Problem
10. The initial solution of a transportation problem can be obtained by applying any known method. However, the only condition is that
- A. The solution be optimal.
 - B. the solution is not degenerate.
 - C. The rim conditions are satisfied.
 - D. the solution is degenerate.
11. The solution to a transportation problem with 'm' rows (supplies) & 'n' columns (destination) is feasible if number of positive allocations are :
- A. $m + n$.
 - B. $m * n$.
 - C. $m + n - 1$.
 - D. $m + n + 1$.
12. Which of the following methods is used to verify the optimality of the current solution of the transportation problem
- A. Least cost method
 - B. Vogel's approximation method
 - C. Modified distribution method
 - D. North-West Corner
13. The critical path is the _____ path through the network.
- A. Longest
 - B. Smallest
 - C. Narrow
 - D. Broader
14. Which of the following is not a concept associated with CPM
- A. Normal Cost
 - B. Crash Cost
 - C. Probability
 - D. Normal Time
15. If an activity has zero activity slack it
- A. Means that the project is expected to be delayed.
 - B. Must be a dummy activity.
 - C. Is on the critical path.
 - D. Means that the project is expected to be on time.
16. In project crashing, the point of minimum total cost is called _____
- A. Optimal cost
 - B. Normal cost
 - C. Total cost

- D.** Crash cost
17. After completing project crashing, the optimum project completion time is _____ to _____ minimum project completion time.
- A.** Always same
B. Not always same
C. Always different
18. The expected time of an activity is calculated as _____
- A.** $t_e = \frac{a+4m+b}{6}$ where a = optimistic time, m = most likely time and b = pessimistic time
B. $t_e = \frac{a+4m+b}{36}$ where a = optimistic time, m = most likely time and b = pessimistic time
C. $t_e = \frac{a+4m+b}{4}$ where a = optimistic time, m = most likely time and b = pessimistic time
D. $t_e = \frac{a+4m+b}{2}$ where a = optimistic time, m = most likely time and b = pessimistic time
19. _____ is the process of determining which job to start first and in what order jobs should be processed on the machine or in work Centre.
- A.** CPM
B. PERT
C. Job Sequencing
D. Crashing
20. An approach that minimizes the total time for sequencing a group of jobs through two work centers while minimizing total idle time in the work centers.
- A.** Gross Materials Requirement Plan
B. Load Report
C. Lot – for – Lot
D. Johnson’s Rule
21. The time required by each job at each machine called _____
- A.** Idle Time
B. Elapsed Time
C. Processing time
D. Job Sequencing Time
22. In a zero-sum game,
- A.** What one player wins, the other loses.
B. The sum of each player’s winnings if the game is played many times must be zero.
C. The game is fair – each person has an equal chance of winning.
D. Long-run profits must be zero.
23. Game theory is concerned with _____
- A.** predicting the results of bets placed on games like roulette
B. the choice of an optimal strategy in conflict situations
C. utility maximization by firms in perfectly competitive markets

- 24.** **D.** the migration patterns of caribou in Alaska
Same move at each round of the Game called
- A.** Mixed Strategy
 - B.** Pure Strategy
 - C.** Minimax Strategy
 - D.** Optimal Strategy
- 25.** In _____ solution, numbers of allocated cell is not equal to $m + n - 1$.
- A.** non-degenerate
 - B.** Degenerate
 - C.** Unbalanced
 - D.** Balanced

Subject	INDIAN ETHOS IN MANAGEMENT
Subject Code	86019

MULTIPLE CHOICE QUESTIONS:

1. Indian _____ means to the ideal that characterize India.

- a) Ethics
- b) Morals
- c) Ethos
- d) Culture

2. Ethos are derived from _____

- a) Scriptures
- b) Culture
- c) Ethics
- d) Morals

3. Ethics are derived from _____

- a) Scriptures
- b) Culture
- c) Ethics
- d) Morals

4. Highest Purushartha is the attainment of _____

- a) Dharma
- b) Artha
- c) Kama
- d) Moksha

5. _____ Believed that there was nothing wrong with sensual pleasure.
- a) Carvaka
 - b) Ajivika
 - c) Buddhism
 - d) Jainism
6. _____ play an important role in improving the productivity.
- a) Values
 - b) Work ethos
 - c) Wages
 - d) Skill
7. _____ lead to innovation and improvement.
- a) Secularism
 - b) Work culture
 - c) Competitors
 - d) Values
8. _____ means religious or people who believe in religion.
- a) Spiritual
 - b) Secularism
 - c) Socialism
 - d) skills
9. _____ values help the managers in taking proper decisions which are from the point of view of organization and employees.
- a) Work Culture
 - b) Trans-cultural
 - c) Corporate Culture
 - d) Social
10. _____ can be positive or negative
- a) Body
 - b) Heart
 - c) Brain
 - d) Stress

11. _____ withdrawal will manifest itself in increased rates of tardiness and absenteeism.

- a) Negative
- b) Positive
- c) Physical
- d) Mental

12. ____ is a technique to clear all the unwanted thoughts and to calm the mind

- a) Medication
- b) Meditation
- c) Motivation
- d) Mediation

13. Meditation is the best kind of _____.

- a) Prayer
- b) Dharma
- c) Silent
- d) Wealth

14. The _____ leadership approach supports the 'follower theory'.

- a) Autocratic
- b) Transformational
- c) Rational
- d) Situational

15. According to John F Kennedy leadership and learning are _____ to each other

- a) Depending
- b) Independent
- c) Related
- d) Indispensable

16. _____ is a philosophical phenomenon

- a) Leadership
- b) Mentoring
- c) Motivation
- d) Training

17. _____ motivating is motivating oneself

- a) Self
- b) Dual
- c) Energy
- d) Zeal

18. _____ is a change of behaviour that takes place through practice or experience.

- a) Learning
- b) Education
- c) Motivating
- d) Leading

19. After gaining the primary education a child can be given _____ education.

- a) Secondary
- b) Free
- c) Practical
- d) Pre primary

20. It is the _____ that spoils work.

- a) Confidence
- b) Ego
- c) Anger
- d) Faith

21. Karma is the _____ assertion of human freedom.

- a) Temporary
- b) Eternal
- c) Long time
- d) No time

22. The word 'personality' has been derived from _____.

- a) French
- b) English
- c) Spanish
- d) Latin

23. Authoritarian tend to be _____ .

- a) Easy
- b) Rigid
- c) Loose
- d) Difficult

24. To not _____ leads to confusion and wasting much time in hit and miss situation.

- a) Know others
- b) Know employers
- c) Know yourself
- d) Know employees

25. When we don't know where we are headed it's hard to set _____.

- a) Goals
- b) Time
- c) Plans
- d) Pre plan

Subject	Organizational Development
Subject Code	86007

MULTIPLE CHOICE QUESTIONS:

1. Who has given the concept of group dynamics and action research?
 - A. Kurt Lewin
 - B. McClelland
 - C. Douglas and Richard Beckhard
 - D. Herbart A. Shephard

2. What is the other name of Laboratory training?
 - A. Executive training
 - B. Sensitivity Training
 - C. In-house training
 - D. External training

3. Which of the following is not a major component of Organizational development?
 - A. Goal setting
 - B. Staff development
 - C. Restructuring or continuous improvement
 - D. Group functioning

4. In Organizational development process_____ encourages people of the organization to identify the problem and design the strategy to solve the same.
 - A. Top Management
 - B. OD practitioner
 - C. Counsellor
 - D. Seniors or immediate boss

5. Goal setting in organizational development is done by:
 - A. Consultants
 - B. Company
 - C. Company and consultants
 - D. Clients

6. Which of the following are not the emerging trends in OD?
 - A. Expanding the use of OD
 - B. Combining traditional hard business competencies and OD
 - C. Creating whole system change
 - D. Achieving efficiency in business processes

7. _____ of organization helps streamlining the organizational efficiency, elimination wastes and gives insight while planning for growth, diversification.

- A. Social Analysis
- B. Political Analysis
- C. Economic Analysis
- D. Behavioral Science Analysis

8. _____ is the flag hosted in the ship of organization.

- A. Mentor
- B. Leadership
- C. Counsellor
- D. Facilitator

9. At _____ stage organization begin with a vision, then environmental scanning, identify the opportunities to draw their mission.

- A. Infant stage
- B. Growth stage
- C. Prime stage
- D. Aging stage

10. Organizational _____ is the movement of an organization from one state affairs to another.

- A. Renewal
- B. Diagnosis
- C. Change
- D. Behavior

11. Following are tools used in organizational diagnosis:

- A. Qualitative tool
- B. Renewal
- C. Diagnosis
- D. Change

12. Following is not a change that takes place in the organization

- A. Changing technology
- B. Change in physical setting

- C. Changing people
 - D. Customers choice
13. _____ consists of wide ranging short term actions in order to reduce financial losses, to stabilize company and to work against problems.
- A. Retrenchment
 - B. Repositioning
 - C. Replacement
 - D. Recovery
14. Changes in _____ necessitate change in the process.
- A. Technology
 - B. Climate
 - C. Employees
 - D. Political climate
15. Following is not the technique of OD intervention
- A. Sensitivity training
 - B. Managerial grid
 - C. Survey feedback
 - D. Leadership development
16. _____ is a modern technique of OD intervention
- A. Sensitivity training
 - B. Managerial grid
 - C. Team building
 - D. Survey feedback
17. _____ intervention examine tradition and practices of the organization.
- A. procedural intervention
 - B. Relationship intervention
 - C. cultural intervention
 - D. perspective intervention
18. Country club management is _____
- A. High people orientation, low production orientation
 - B. High production orientation, low people orientation
 - C. High people orientation, high production orientation
 - D. Low people orientation, low production orientation
19. Four basic types of organizational development include all the following except:
- A. Team building
 - B. Techno-structural

- C. Strategic
- D. Human resource

20. _____ is based on the ability of the power holder to punish others.

- A. Coercive power.
- B. Laundering
- C. Informational power
- D. Persuasion

21. Organizational development targets _____ of all employees of the organization.

- A. Promotion
- B. Motivation
- C. Performance
- D. Efficiency

22. The _____ resource approach sees an organization as an open systems.

- A. Strategic
- B. Managerial
- C. System
- D. Balanced

23. Misrepresentation likely to occur:

- A. When members are forced to participate.
- B. When information gathered is used punitively.
- C. In the entering and contracting phase of planned change.
- D. When members willingly participate.

24. _____ model assesses the organizational effectiveness to work as a team and to adapt to the needs of its members.

- A. Organizational development
- B. Structural functional
- C. Functional
- D. System

25. The objective of OD is to develop mutual _____ and cooperation among employees.

- A. Competition
- B. Enmity
- C. Understanding
- D. Trust

Subject	HRM in Service Sector Management
Subject Code	86010

MULTIPLE CHOICE QUESTIONS:

1 Which of the following are the characteristics of Services?

- A. Intangibility
- B. Homogenous
- C. Non perishable
- D. Tangibility

2. Which of the following are the points describing the importance of service sector in Indian economy?

- A. Share in net national product
- B. Does not help in industrialization
- C. Removes regional balances
- D. Contracts agriculture

3. Service sector is also known as:

- A. Primary sector
- B. Secondary sector
- C. Tertiary sector
- D. Both primary and secondary

4. Network of organizations that provide the materials, products and services to the organization is known as:

- A. Employee market
- B. Internal market
- C. Supplier market
- D. Referral market

5. Services are created and consumed:

- A. separately
- B. simultaneously
- C. First stored and then consumed
- D. First consumed and then created

6. Which of the following statement is not true about pricing of services?
- A. It is fixed
 - B. It cannot be standardized
 - C. It depends on demand
 - D. It is based on competition
7. _____ is not a component of service triangle
- A. Internal Marketing
 - B. External Marketing
 - C. Interactive Marketing
 - D. Relationship Marketing
8. Who created the term Emotional Labour?
- A. Arlie Hochschild
 - B. Peter Drucker
 - C. Sigmund Freud
 - D. Henry Fayol
9. _____ is not the strategy to manage emotional labour.
- A. Use buffering
 - B. Training
 - C. Improve emotional intelligence
 - D. Job rotation
10. The conflict faced by service employees between job requirements and individual personality is _____
- A. Organization customer conflict
 - B. Team conflict
 - C. Inter client contract
 - D. Role/person conflict
11. Service Marketing concept is supported by _____
- A. FW Taylor
 - B. Philip Kotler
 - C. Edward Deming
 - D. Joseph Juran
12. What generally work for principals continuously, rather than for a single deal?
- A Customer
 - B Employees
 - C Agents
 - D Public
13. Who plays a critical role with respect to the development of a company's sales force?
- A) Human Resource
 - B) Marketing

C) Production Department

D) Finance Department

14) Which industry refers to core sectors of economy like Road, Railways, Power etc?

A) Infrastructure

B) Public Service

C) Private Sector

D) Purchasing

15. Who spends huge budgets to ensure the customers are given the best services?

A) Service Companies

B) Public Service

C) Social Enterprise

D) Private Enterprises

16. Which one in these is a service deliverer?

A) Agents

B) Law Firms

C) Customer

D) Manufacturer

17. Which one is related to Partnering Strategies?

A) Police

B) Customer

C) Synergise their skills

D) Employees

18. Which of the following option is not the factor that hinders with the human resource planning process?

A. Type and quality of forecasting information

B. Time horizons

C. Environmental uncertainties

D. Unite the perspectives of line and staff managers

19. ____ is not based on outstanding performance within a single dimension, rather it reflects excellence across multiple dimensions.

- A. Increased profits
- B. Increased competition
- C. Service leadership
- D. Effective planning

20. In which of the following methods HR needs can be estimated by analysing the past trends and projecting future demand by extrapolating the trend?

- A. Delphi method
- B. Trend analysis method
- C. Jury of Executive Judgment Method
- D. Work study method

21. _____ is not the reason for high attrition in service sector

- A. Extensive training and development opportunities
- B. Emotional labour
- C. Lack of skills
- D. Difficult work timings

22. Organization following cycle of mediocrity lack _____

- A. profits
- B. Innovation and growth
- C. IPO
- D. Legal Compliance

23. Which refers to policies and practices companies use to prevent employee from leaving their jobs?

- A. Attrition
- B. Employee retention
- C. H.R.P
- D. Employee cycle

24. Who should have sufficient authority to undertake their responsibilities?

- A. Employees
- B. Customers
- C. Agents
- D. Brokers

25. What is refers to the gradual loss of employees over time?

- A. H.R.P
- B. Work System
- C. Attrition
- D. Employee Cycle

Subject	Workforce Diversity
Subject Code	86013
Subject Name	Workforce Diversity

Multiple Choice Question:

- 1) Which of the following is not a trend indicative of increasing workforce diversity?
 - A) Negative attitude toward authority.
 - B) Gender.
 - C) Physically challenged workers
 - D) Age

- 2) Role clarification methods follow a strategy that includes:-
 - A) Enhancing employees' self-image
 - B) giving the role holder an opportunity to discuss his/her job duties and responsibilities
 - C) Job description
 - D) Specifying job duties

- 3) The HR function can promote equality and inclusion by:
 - A) Employing people of different races
 - B) Providing diversity training to all employees
 - C) Publishing the organization's demographic data
 - D) Publishing employee performance data

- 4) Which of the following is not true?
 - A) All religions must be accommodated for Organization
 - B) Discrimination is sometimes acceptable
 - C) Religion is different to culture
 - D) Discriminate among employee.

- 5) When people are happy at the overall _____ improves.
 - A) Income
 - B) Discussions
 - C) Morale
 - D) Performance

- 6) Even in a _____ workplace exclusive social groups naturally happen.
 - A) Diverse

- B) Non-Diverse
- C) Mixed
- D) Happy

7) Which one of these are not the challenge faced by work forced diversity.

- A) Creativity
- B) Ethnocentrism
- C) Stereotypes
- D) Prejudice

8) In case of _____ hiring it is important to keep in mind that the goal is to higher diverse people.

- A) Individual
- B) Group
- C) Network
- D) campus

9) Which one of the following is the first step to recruiting a diverse work force_____.

- A) Inducing and actively seeking diverse people
- B) Determining needs of diverse workforce
- C) Setting goal of hiring diverse work force.
- D) Communication to all levels of the organization

10) _____ has an important part to play in promoting diversity.

- A) Employee
- B) Chairmen
- C) HR
- D) Employer

11) _____ programs can be of great help in bringing on non-traditional workers within the company.

- A) Hiring
- B) Mentoring
- C) Training
- D) Development

12) Role of recruiter in hiring diverse work force can be:

- A) Mentoring
- B) Posting on the internet
- C) Finding social responsibility
- D) Workshop planner

13) Diversity training is one way to develop awareness and to increase employee _____ and sensitivity to diversity issues.

- A) Motion
- B) Knowledge
- C) Beliefs
- D) Relationship

14) Some cultures are more punctual and _____, while others are more flexible and casual.

- A) Simple
- B) Same
- C) Time-oriented
- D) Task-Oriented

15) Mentoring can be an important way to integrate, develop and _____ employees.

- A) Time-oriented
- B) Oppressive
- C) Retain
- D) Task Oriented

16) Managers must recognize their own cultural biases and _____ .

- A) prejudices
- B) beliefs
- C) ideas
- D) Suspicion

17) An _____ culture is one where everyone feels valued and respected and is able to fully contribute to the organizational goals.

- A) inclusive
- B) exclusive
- C) submissive
- D) regressive

- 18) An Inclusive Leadership Model identifies _____ mindsets.
- A) one
 - B) two
 - C) four
 - D) five
- 19) An _____ approach can help to negate many fears that people have when it comes to addressing diversity.
- A) motivational
 - B) oppressive
 - C) educational
 - D) Individual
- 20) Organizations should consider making diversity a core value or _____ objective of the organization.
- A) Local
 - B) Strategic
 - C) Artificial
 - D) Rational
- 21) Diversity is _____, as opposed to reactive, and calls for change within the culture of the organization.
- A) Regional
 - B) Proactive
 - C) Most productive
 - D) National
- 22) A company _____ can be instrumental in engaging employees to take an active role in diversity initiatives.
- A) Commitment
 - B) Detachment
 - C) Diversity committee
 - D) Discomfort
- 23) It is incumbent upon organizations to capitalize on the _____ of our diversity.
- A) richness
 - B) hollowness
 - C) worthiness
 - D) happiness
- 24) Demographic shifts create _____ in organizations.
- A) calmness
 - B) aloofness
 - C) tension
 - D) Drift

25) _____ is more complex than simply noticing the diversity or differences that exist in society.

- A) multiculturalism
- B) monoculturalism
- C) biculturalism
- D) Regionalism