

DR.RAFIQ ZAKARIA CAMPUS-I
MAULANA AZAD COLLEGE OF ARTS, SCIENCE & COMMERCE
DEPARTMENT OF COMMERCE & MANAGEMENT SCIENCE
CLASS: B.COM-IV SEM. SUBJECT: CORPORATE ACCOUNTING-II

(Multiple Choice type Questions)

- (1) As per AS – 14 purchase consideration is what is payable to
 - (a) Shareholders
 - (b) Creditors
 - (c) Debentureholders
 - (d) Shareholders and Debentureholders

- (2) When amalgamation is in the nature of merger, the accounting method to be followed is:
 - (a) Equity method
 - (b) Purchase method
 - (c) Pooling of interests method
 - (d) Consolidated method

- (3) When amalgamation is in the nature of Purchase, the accounting method to be followed is:
 - (a) Equity method
 - (b) Purchase method
 - (c) Pooling of interests method
 - (d) Consolidated method

- (4) Amalgamation is said to be in the nature of merger if:
 - (a) All assets and liabilities of transferor company are taken over by the transferee company.
 - (b) Business of transferor company is intended to be carried on by the transferee company.
 - (c) Purchase consideration must be paid in equity shares by the transferee company except for fraction shares.
 - (d) All of the above

- (5) Amalgamate adjustment account is opened in the books of transferee company to incorporate:
 - (a) The assets of the transferor company
 - (b) The liabilities of the transferor company
 - (c) The statutory reserves of the transferor company
 - (d) The non – statutory reserves of the transferor company

- (6) Goodwill arising on amalgamation is to be
 - (a) Retained in the books of the transferee company
 - (b) Amortised to income on a systematic basis normally five years
 - (c) Adjusted against reserves or profit and loss account balance
 - (d) All of the above

- (7) Under pooling of interest method the difference between the purchase consideration and share capital of the transferee company should be adjusted to:
 - (a) General reserve
 - (b) Amalgamation adjustment account
 - (c) Goodwill or capital reserve
 - (d) None of the above

- (8) Under purchase method the difference between the purchase consideration and share capital of the transferee company should be adjusted to:
- (a) General reserve
 - (b) Amalgamation adjustment account
 - (c) Goodwill or capital reserve
 - (d) None of the above
- (9) For amalgamation in the nature of merger, the shareholders holding at least _____ or more of the equity shares of the transferor company becomes the equity shareholders of the transferee company.
- (a) 51%
 - (b) 90%
 - (c) 99%
 - (d) 100%
- (10) AS – 14 is not applicable if when transferee company acquires transferor company and transferor company:
- (a) Ceases to exist
 - (b) Separate entity is Continue to exist
 - (c) Applied in all cases
 - (d) None of the above

11. Capital reduction is implemented per Section _____ of Companies Act.

- a) 77
- b) 75
- c) 80
- d) 100

12. The scheme of capital reduction is to be approved by _____.

- a) High Court
- b) SEBI
- c) Central Government
- d) Shareholders

13. The scheme of internal reconstruction involves _____ company.

- a) one
- b) two
- c) three
- d) many

14. Fictitious assets are to be transferred to _____.

- a) internal reconstruction
- b) security premium
- c) share capital
- d) capital reserve

15. Balance in Capital Reduction should be transferred to ____.

- a) security premium
- b) capital reserve
- c) share capital
- d) Profit & Loss Account

16. The cancellation of contingent liability is _____ for company
- a) profit
 - b) loss
 - c) no profit –no loss
 - d) nil
17. The payment for contingent liability should be debited to _____.
- a) capital reduction
 - b) capital reserve
18. “And Reduced” words are to be shown as in Balance Sheet as per _____ requirement.
- a) company law
 - b) AS
 - c) income tax
 - d) stock exchange
19. XYZ Ltd. had on 31st December, 2008; 80,000 equity shares at 10 each. It was decided to reduce shares to 8 each. The reduction is _____.
- a) 1,60,000
 - b) 80,000
 - c) 2,00,000
 - d) 1,50,000
20. Creditors of the company are 50,00,000 one creditor for 20,00,000 decided to forego 40% of his claim. He is allotted 30,000 equity shares of 40 each in full satisfaction. The amount transferred to capital reduction is _____.
- a) 8,00,000
 - b) 10,00,000
 - c) 4,00,000
 - d) 5,00,000

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CLASS: B.COM-IV SEM.
SUBJECT: HUMAN RESOURCE MANAGEMENT-II
(Multiple Choice type Questions)

1. The systematic, periodic & impartial rating of an employee's excellence is known as –
 - A. Orientation
 - B. Performance Appraisal
 - C. Productivity management
 - D. None of these

2. The first step in the process of Performance Appraisal is-
 - A. Feedback
 - B. Corrective action
 - C. Setting performance standard
 - D. Measuring performance

3. _____ is forming a mental picture of a person on the basis of age, gender or caste.
 - A. Halo effect
 - B. Constant error
 - C. Stereotyping
 - D. Personal bias

4. When the past performance affects assessment of present performance it is –
 - A. Halo effect
 - B. Spill over effect
 - C. Stereotyping
 - D. Central tendency

5. _____ is a list of statements that describe the characteristics & performance of employees on the job.
 - A. Confidential list
 - B. Check list method
 - C. Critical list
 - D. Group appraisal list

6. The use of _____ focuses the evaluator's attention on key behaviors that distinguish effective from ineffective work performance.
 - A. simple analysis
 - B. job analysis
 - C. critical incidents
 - D. graphic rating scales

7. A performance appraisal method that allows the evaluator to rate employees on an incremental scale is called a-
 - A. written essay
 - B. critical incident
 - C. graphic rating scale
 - D. multiperson comparison

8. Assessment centers are best if they are used to select
- A. senior management
 - B. semiskilled workers
 - C. routine operatives in the firm
 - D. unskilled workers
9. It is the tendency of a superior to rate people lower than their performance.
- A. Thorns Effect
 - B. Central tendency
 - C. Halo effect
 - D. Static tendency
10. Halo Effect is related with _____
- A. Performance appraisal
 - B. Wage & salary administration
 - C. Selection.
 - D. Transfer
11. The process of verifying that there is a performance deficiency and determining if such deficiency should be corrected through training or through some other means is called
- A. needs analysis
 - B. task analysis
 - C. performance analysis
 - D. training strategy
12. The first step in a performance analysis is to
- A. compare the persons performance to ideal performance
 - B. evaluate productivity per employee
 - C. assess number of employee related customer complaints
 - D. evaluate supervisor performance reviews
13. Objective-based rating scales are__.
- A. Subjectivity determined
 - B. Based on a points-based system.
 - C. Measures of performance against objectives set
 - D. Manager-allocated rating scales
15. To be effective a points based rating system require_____.
- A. Close management control
 - B. Comprehensive, reliable and consistent information.
 - C. Objectivity in assessments
 - D. 360% assessments
16. 360% feedback involves appraisals by_____.
- A. Line managers
 - B. Subordinates.
 - C. Superiors.
 - D. Anyone who is directly on contract with appraise
17. BARS stands for-
- A. Bi-annual Assessment Rating Scale
 - B. Behaviorally Anchored Rating Scale
 - C. Basket Associated Research Scale
 - D. None of these

18. MBO stands for-
- A. Management by Orientation
 - B. Mutual Benefit Ordinance
 - C. Management by Ownership
 - D. Management by Objectives
19. Which of the following is not a traditional method-
- A. Graphic Rating Scale
 - B. Group Appraisal
 - C. Human Resource Accounting
 - D. Confidential Report
20. Integration of Performance Appraisal systems with broader human resource systems is-
- A. Performance Standardization
 - B. Performance Management
 - C. Behavioral Management
 - D. None of these
21. The policies formulated on requests of subordinates are called-
- A. Specific Policies
 - B. Appealed Policies
 - C. Implicit policies
 - D. None of these
22. _____ lay down the criteria for decision making in the field of HR Management.
- A. Performance Policies
 - B. Human Resource Policies
 - C. Selection policies
 - D. None of these
23. A Human Resource Policy may not conform with the objectives of the organization.
- A. True
 - B. False
24. A good HR policy should have the following:
- A. Clarity
 - B. Flexibility
 - C. Consistency
 - D. All of these
25. Non- financial motivator is_____.
- A. bonus.
 - B. job security.
 - C. medical reimbursement.
 - D. leave with pay.
26. The research study on needs based motivation is_____.
- A. Maslow's hierarchy theory.
 - B. Adams equity theory.
 - C. Attribution theory.
 - D. Hawthorne study.

27. _____ is a force to drive a person to action.
- A. Motivation
 - B. Co-ordination
 - C. Co-operation
 - D. Control
28. Motivation based on force or fear is called_____.
- A. negative motivation.
 - B. positive motivation.
 - C. extrinsic motivation.
 - D. intrinsic motivation.
29. Wages, salaries, bonus, vacation pay, insurance are examples of _____.
- A. financial motivation.
 - B. non-financial motivation.
 - C. extrinsic motivation.
 - D. intrinsic motivation.
30. Participation, recognition and power are some of the examples of_____.
- A. financial motivation.
 - B. non-financial motivation.
 - C. extrinsic motivation.
 - D. intrinsic motivation.
31. According to Maslow, physiological needs is a_____.
- A. high level needs.
 - B. medium level needs.
 - C. lower level needs.
 - D. psychological needs.
32. Herzberg's Hygiene factors_____.
- A. motivate employees.
 - B. do not motivate employees.
 - C. dissatisfy employees.
 - D. satisfy employees.
33. _____ includes services, facilities and amenities provided to employees for their betterment.
- A. Recruitment
 - B. Employee Welfare
 - C. Employee Appraisal
 - D. Employee Morale
34. _____ reflects mental health.
- A. Motivation
 - B. Morale
 - C. Incentives
 - D. None of these
35. Which of the following relations does not exists in reality-
- A. High Morale-High Productivity
 - B. Low Morale-High Productivity
 - C. High Morale- Low Productivity
 - D. Low morale- Low Productivity
 - E. None of these

36. Which of the following factors does not affect morale of employees?
- A. Working Conditions
 - B. Management Policies
 - C. Supervision
 - D. None of these
 - E. All of these
37. Morale can have both positive and negative impact on productivity.
- A. True
 - B. False
38. Example of Hygiene factors is_____.
- A. achievement.
 - B. recognition.
 - C. advancement.
 - D. salary.
39. Which of the following agencies do not work for employee welfare-
- A. Government
 - B. Trade Unions
 - C. Employer
 - D. Educational institutions
40. Employee welfare helps for the following-
- A. Improving recruitment
 - B. Reducing labour turnover
 - C. Improving productivity
 - D. All the above
41. The welfare services provided within the establishment are called-
- A. Housing
 - B. Intra-mural
 - C. Extra-mural
 - D. Over-mural
42. Welfare provisions given under any act are called-
- A. Standing
 - B. Statutory
 - C. Simulating
 - D. None of these
43. Which of the following is not a intra mural service-
- A. Rest rooms
 - B. Canteen
 - C. Creches
 - D. Housing
44. Which of the following is not an extra mural service-
- A. Children education
 - B. Transportation
 - C. Washing facilities
 - D. Co-operative stores

45. As per Mines Act, 1952 who is responsible to make provision for welfare of employees?
- A. Mine owner
 - B. Welfare officer
 - C. Mine manager
 - D. None of these
46. Which of the following is not a duty of welfare officer-
- A. Counseling workers
 - B. Liaison with workers
 - C. Liaison with Management
 - D. Advising Labour Minister
47. _____ is the term used to define planned elimination of jobs in an organization
- A. Downsizing
 - B. Decruitment
 - C. Recruitment
 - D. Planned firing
48. When employees from an organization differ from each other in terms of age, education, language, values etc. it is called-
- A. Employee Expansion
 - B. Workforce Diversity
 - C. Integration
 - D. None of these
49. The policy regarding retrenchment of surplus workforce is called-
- A. Exit Policy
 - B. Disintegration policy
 - C. Displacement policy
 - D. None of these
50. VRS mean-
- A. Voluntary Retrenchment Scheme
 - B. Valid Retirement Scheme
 - C. Voluntary Retirement Scheme
 - D. Visual Recording System
51. _____ is also known as Golden Hand shake.
- A. PMS
 - B. VRS
 - C. BARS
 - D. KRAs
52. _____ employees become self-directed and self-controlled.
- A. Empowered
 - B. Elected
 - C. Energetic
 - D. None of these
53. _____ is the process that provides greater authority through the sharing of relevant information and the provision of control over factor affecting job performance.
- A. VRS
 - B. Down sizing
 - C. Empowerment
 - D. Self control

54. Which of the following is not a barrier to employee empowerment-

- A. Love for Authority
- B. Authoritarian Organizational culture
- C. Allowing employees to observe peers
- D. Dependency of subordinates.

55. Knowledge employees demand empowerment.

- A. True
- B. False

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SUBJECT: BUSINESS REGULATORY FRAMEWORK-II

(Multiple Choice type Questions)

1. 'Delivery' within the meaning of section 2(1) of the Sale of Goods Act, 1930, can be
(a) actual (b) constructive
(c) symbolic (d) either (a) or (b) or (c).
2. Which of the following documents is a document of title to goods
(a) bill of exchange (b) promissory note
(c) dock warrant (d) all the above.
3. Goods which are to be manufactured or produced or acquired by the seller after making the contract of sale are known as _____.
(a) Specific Goods (b) Existing Goods
(c) Future Goods (d) Unascertained Goods
4. In case of an agreement to sell, the ownership in the goods remains with _____.
(a) The buyer
(b) The seller
(c) Both the buyer and the seller
(d) The Central Government or the State Government, as the case may be
5. There are _____ kinds of delivery
(a) Three (b) Four
(c) Five (d) Two
6. The following are goods as per Section 2(7) of the Sale of Goods Act, 1930:
(a) Trademark. (b) Goodwill.
(c) Patent. (d) All of the above
7. An unpaid seller loses the right of lien under the following circumstances:
(a) Where the seller so conducts himself that he leads third parties to believe that the lien does not exist.
(b) Where seller has waived the right of lien.
(c) Where the buyer or his agent lawfully obtains possession of the goods.
(d) All of the above.
8. In case of an agreement to sale, if the seller becomes insolvent while the goods are in his possession, the buyer's remedy
(a) Is to claim the goods from the official receiver or assignee.
(b) Is to claim dividend from the estate of the seller for the price paid.
(c) Is not available .
(d) Is to file a suit for damages.
9. Agreement to sale is an _____.
(a) Executed contract (b) Executory contract
(c) Both of the above (d) None of the above

10. In case of an agreement to sell, the aggrieved party_____.
- (a) Can sue for price (b) Can sue for damages
(c) Can sue the buyer for injunction (d) None of the above
11. 'Buyer' means a person who_____.
- (a) Buys goods (b) Agrees to buy goods
(c) Has bought goods (d) Buys or agrees to buy goods
12. Following conditions are implied in a contract of sale of goods unless the circumstances of the contract show a different intention:
- (a) Condition as to title. (b) Sale by description.
(c) Sale by sample. (d) All of the above.
13. The action of goods being physically delivered to the buyer is known as:
- (a) Actual Delivery. (b) Constructive Delivery.
(c) Symbolic Delivery. (d) All of the above.
14. Rights of an unpaid seller include_____.
- (a) Right against the goods (b) Right of stoppage in transit
(c) Right of re-sale (d) All of the above
15. In case of an agreement to sell, subsequent loss or destruction of the goods is the liability of -
- (a) The buyer (b) The seller
(c) Both the buyer and the seller (d) The insurance company
16. 'Price' under Section 2(10) of The Sale of Goods Act, 1930 means
- (a) Money or money's worth.
(b) Monetary consideration for the sale of goods.
(c) Any consideration that can be expressed in terms of money.
(d) None of the above.
17. In case of sale
- (a) Property in goods passes to the buyer. (b) Risk in the goods passes to the buyer.
(c) Both the above. (d) None of the above
18. Conditions and warranties _____.
- (a) Must be expressed (b) Must be implied if not expressed
(c) May either be expressed or implied (d) None of the above
19. The sale of goods act, 1930 dose not cover _____.
- A. existing good.
B. immovable goods.
C. future goods.
D. services.
20. There are _____ parties in a Bill of Exchange.
- (a) Two (b) Four
(c) Three (d) Five
21. The negotiable instrument act was first passed in the year_____
- A. 1880
B. 1881
C. 1882
D. 1883.

22. The word negotiable mean_____
- A. transferable by hand
 - B. transferable by law
 - C. transferable by delivery
 - D. none
23. In legal terms a person who receives a negotiable instrument in good faith and for valuable consideration is known as _____
- A. Holder in due course
 - B. Holder
 - C. Holder for value.
 - D. None
24. A negotiable instrument drawn in india on a person residing in india and payable outside india is know as _____
- A. Inland instrument
 - B. Indo-foreign instrument
 - C. foreign instrument
 - D. none
25. A negotiable instrument in which no time for payment is specified is payable:
- A. after acceptance
 - B. after one month
 - C. after sight
 - D. on demand
26. The negotiable instrument act makes specific mention of three instruments, namely promissory note, bill of exchange and_____
- A. bank draft
 - B. hundi
 - C. cheque
 - D. none of these
27. A bill of exchange dishonoured due to non-acceptance by the drawee, becomes_____
- A. void
 - B. invalid
 - C. voidable
 - D. none
28. A person who is directed to pay the amount of bill of exchange is know as _____
- A. drawer
 - B. payee
 - C. drawee
 - D. creditor
29. A bill of exchange payable to bearer on demand is _____
- A. voidable
 - B. valid
 - C. invalid
 - D. conditional

30. Which of the following is a valid promissory note?
A. I owe you some amount
B. I owe you Rs 100
C. I promise to pay A or order Rs 500
D. I promise to pay the bearer Rs 500
31. Which of the following is not an essential of a valid promissory note?
A. A promissory note must be signed by the maker
B. It must be in writing
C. It must be stamped
D. It must be registered
32. After the dishonour of a negotiable instrument, the holder may get the fact of dishonour authenticated by a notary public. The "noting" may be done in case of _____
A. Promissory note
B. Cheque
C. Bill of exchange
D. Both (a) and (c)
33. In case of dishonour of a cheque, the holder's remedy is against the _____
A. drawee of a cheque
B. indorsee of a cheque
C. drawer of cheque
D. both (a) and (c)
34. A bill of exchange is discharged when its acceptor by negotiation back, become its holder _____
A. at maturity
B. after maturity
C. before maturity
D. both (a) and (b)
35. In which of the following cases of forgery, a banker is discharged from liability by making a payment in due course _____ -
A. payee's indorsement
B. drawer's signatures
C. both (a) and (b)
D. none of these
36. The payment of a negotiable instrument becomes due _____
A. at maturity
B. after maturity
C. before maturity
D. on 3rd day of maturity
37. A hundi which is payable 'at sight' is know as _____
A. miadi hundi
B. darshani hundi
C. zikri
D. none

38. The negotiable instrument drawn in favour of a minor is _____
- A. void
 - B. valid
 - C. voidable
 - D. invalid
39. which of the following is not competent to draw a valid negotiable instrument
- A. agent
 - B. company
 - C. partnership firm
 - D. insolvent
40. A condition is a stipulation which is_____.
- A. essential to the main purpose of contract of sale.
 - B. not essential to the main purpose of the contract of sale.
 - C. collateral to the main purpose of contract of sale.
 - D. additional security.
41. If a price is not determined by the parties in a contract of sale, the buyer is bound to pay_____.
- A. the price demanded by the seller.
 - B. a reasonable price.
 - C. the price which the buyer thinks is reasonable.
 - D. the price to be determined by a third independent person.
42. The main objective of a contract of sale is _____.
- A. transfer of possession of goods.
 - B. transfer of property in goods.
 - C. delivery of goods.
 - D. payment of price.
43. The Protection of Human Rights Act came into existence in India in the year-
- A. 1992
 - B. 1993
 - C. 1994
 - D. 1994
44. The National Human Rights Commission is constituted by-
- A. President of India
 - B. Central Government
 - C. State Government
 - D. Chief Minister
45. _____ is the chairperson of National Human Rights Commission.
- A. Chief Justice of High Court
 - B. Chief Justice of Supreme Court
 - C. Judge of Supreme Court
 - D. None of these

46. The Commission or the State Commission shall not inquire into any matter after the expiry of _____ year from the date on which the act constituting violation of human rights is alleged to have been committed.
- A. One
 - B. Two
 - C. Five
 - D. Ten
47. The State Human Rights Commission is constituted by-
- A. Governor of State
 - B. Central Government
 - C. State Government
 - D. Chief Minister
48. _____ is the chairperson of State Human Rights Commission.
- A. Chief Justice of High Court
 - B. Chief Justice of Supreme Court
 - C. Judge of District Court
 - D. None of these
49. A person appointed as Chairperson of State Commission shall hold office for a term of _____ years from the date on which he enters upon his office or until he attains the age of seventy years, whichever is earlier.
- A. Ten
 - B. Three
 - C. Five
 - D. One
50. Which of the following is not a member of National Human Rights Commission?
- A. Chief Justice of High Court
 - B. Judge of High Court
 - C. Judge of Supreme Court
 - D. All of these

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SUBJECT: PRINCIPLES OF BUSINESS MANAGEMENT-II
(Multiple Choice type Questions)

1. Leadership is the activity of influencing people to strive willingly for mutual objectives - The definition is given by _____.
 - A. George R. Terry.
 - B. Koontz and O Donnel.
 - C. Allen.
 - D. Robert C. Apple.

2. Leadership behavior is influenced by certain qualities of a person is _____.
 - A. Followers theory.
 - B. Trait theory.
 - C. Situational theory.
 - D. Managerial grid.

3. The leadership theory study leadersbehaviour is_____.
 - A. Followers theory.
 - B. Trait theory.
 - C. Behavioural theory.
 - D. Managerial grid.

4. Leadership theory which explain the characteristics required for an effective leader is _____.
 - A. Followers theory.
 - B. Trait theory.
 - C. Situational theory.
 - D. Managerial grid.

5. Leadership theory explains the leadership styles available to leaders are _____.
 - A. Followers theory.
 - B. Trait theory.
 - C. Situational theory.
 - D. Managerial grid.

6. Leadership theory which explains that a leader is strongly affected by the situation in which he works is_____.
 - A. Followers theory.
 - B. Trait theory.
 - C. Situational theory.
 - D. Managerial grid.

7. Followers decide whether a person is a leader or not is according to_____.
 - A. Traittheory.
 - B. Behavioral theory.
 - C. Followers theory.
 - D. System theory.

8. The theory focused on a persons act rather than his trait or behavior is-_____.
 - A. Trait theory.
 - B. Behavioral theory.
 - C. Followers theory.
 - D. System theory.

9. All decision-making power is centralized in the leader is under _____.
- A. autocratic style.
 - B. liberal leader.
 - C. democratic leader.
 - D. institutional leader.
10. The leadership style considers subordinates do not have ability and immature is _____.
- A. autocratic style.
 - B. liberal leader.
 - C. democratic leader.
 - D. institutional leader.
11. The leader makes decisions in consultation with his followers is _____.
- A. autocratic style.
 - B. liberal leader.
 - C. democratic leader.
 - D. institutional leader.
12. Complete freedom for group or individual decision, with a minimum of leader participation is under _____.
- A. autocratic style.
 - B. democratic style.
 - C. free-rein style.
 - D. creative style.
13. The leader hold his leadership because he is loyal to his followers is _____.
- A. autocratic style.
 - B. democratic style.
 - C. free-rein style.
 - D. creative style.
14. A leader exercises his power over his followers because of his position held in the organizational hierarchy is _____.
- A. autocratic leader.
 - B. intellectual leader.
 - C. liberal leader.
 - D. institutional leader.
15. The leader who excels as a leader because of his superior knowledge is _____.
- A. autocratic leader.
 - B. intellectual leader.
 - C. liberal leader.
 - D. institutional leader.
16. A leader who serves as the head of the family and treats his followers like his family members is _____.
- A. paternalistic leader.
 - B. intellectual leader.
 - C. liberal leader.
 - D. institutional leader.
17. A leader motivates his followers to work hard by offering them rewards is _____.
- A. positive style.
 - B. negative style
 - C. autocratic style.
 - D. democratic style.

18. A leader forces his followers to work hard and penalizes them is_____.
- A. positive style.
 - B. negative style.
 - C. autocratic style.
 - D. democratic style.
19. Leader acts more as bosses; the leadership style is_____.
- A. positive style.
 - B. negative style.
 - C. autocratic style.
 - D. democratic style.
20. Quick decision is possible under which leadership style?
- A. positive style.
 - B. negative style.
 - C. autocratic style.
 - D. democratic style.
21. The leader have full power or authority to take a decision is under_____.
- A. positive style.
 - B. negative style.
 - C. autocratic style.
 - D. democratic style.
22. The authority is decentralized in which leadership style?
- A. positive style.
 - B. negative style.
 - C. free-rain style.
 - D. democratic style.
23. The followers themselves take decisions for which they get authority under_____.
- A. positive style.
 - B. negative style.
 - C. free-rein style.
 - D. democratic style.
24. The leader acts as a liaison officer between the employees and the outside world is_____.
- A. positive style.
 - B. free-rein style.
 - C. autocratic style.
 - D. democratic style.
25. The contribution of a leader is nothing under_____.
- A. positive style
 - B. free-rein style
 - C. autocratic style
 - D. democratic style
26. The employees train themselves and they are self-motivated under_____.
- A. free-rein style.
 - B. negative style.
 - C. autocratic style.
 - D. democratic style.

27. Motivation means a process of stimulating people to action to accomplish desired goals is said by_____.
- A. Owen.
 - B. Scott.
 - C. Shartle.
 - D. Flippo.
28. Motivation based on force of fear is called_____.
- A. negative motivation.
 - B. positive motivation.
 - C. extrinsic motivation.
 - D. intrinsic motivation.
29. Motivation available only after the completion of a job is_____.
- A. negative motivation.
 - B. positive motivation.
 - C. extrinsic motivation.
 - D. intrinsic motivation.
30. Motivation available at the time of performance of work is_____.
- A. negative motivation.
 - B. positive motivation.
 - C. extrinsic motivation.
 - D. intrinsic motivation.
31. Wages, salaries, bonus, vacation pay, insurance are examples of _____.
- A. financial motivation.
 - B. non-financial motivation.
 - C. extrinsic motivation.
 - D. intrinsic motivation.
32. Participation, recognition and power are some of the examples of_____.
- A. financial motivation.
 - B. non-financial motivation.
 - C. extrinsic motivation.
 - D. intrinsic motivation.
33. Maslows motivation theory is on the basis of human_____.
- A. satisfaction.
 - B. needs.
 - C. maintenance factors.
 - D. rewards.
34. According to Maslow, physiological needs is a_____.
- A. high level needs.
 - B. medium level needs.
 - C. lower level needs.
 - D. psychological needs.
35. According to Maslow, self-actualization needs is a _____.
- A. high level needs.
 - B. medium level needs.
 - C. lower level needs.
 - D. psychological needs.

36. Self-confidence, independence, achievements, knowledge, status, recognition and appreciation examples of_____.
- A. safety needs.
 - B. social needs.
 - C. ego needs.
 - D. self-actualization needs.
37. According to Maslow, the satisfied needs_____.
- A. motivate the workers.
 - B. do not motivate the workers.
 - C. highly motivate the workers.
 - D. satisfy the workers.
38. Herzbergs Hygiene factors_____.
- A. motivate employees.
 - B. do not motivate employees.
 - C. dissatisfy employees.
 - D. satisfy employees.
39. Example of Hygiene factors is_____.
- A. achievement.
 - B. recognition.
 - C. advancement.
 - D. salary.
40. Example of motivational factors (Herzbergs) is_____.
- A. salary.
 - B. status.
 - C. job security.
 - D. recognition.
41. Expectancy motivation theory is given by_____.
- A. Vroom.
 - B. Maslow.
 - C. Herzberg.
 - D. McGregor.
42. Porter and Lawler model of motivation is primary to_____.
- A. workers.
 - B. directors.
 - C. managers.
 - D. supervisors.
43. The last function of management is_____.
- A. Planning.
 - B. Organizing.
 - C. Controlling.
 - D. Staffing.
44. Fixation of standards, measurement of performance, comparison, and correction of deviation are the steps in_____.
- A. planning.
 - B. organizing.
 - C. Staffing.
 - D. control process.

45. Which function is basis of control?
A. Planning.
B. Organizing.
C. Controlling.
D. staffing.
46. Planning is looking ahead and control is_____.
A. looking back.
B. looking front.
C. looking sideward.
D. looking down.
47. The control takes place before the actual activity is known as_____.
A. concurrent control.
B. feed forward control.
C. feedback control.
D. preserving control.
48. Control exercised while the activity is in progress is_____.
A. concurrent control.
B. feed forward control.
C. feedback control.
D. preserving control.
49. Control imposed after an action has occurred is _____.
A. concurrent control.
B. feed forward control.
C. feedback control.
D. preserving control.
50. The integration of objectives and activities of an organization is_____.
A. control.
B. co-ordination.
C. Planning.
D. organizing.
51. X and Y theory was introduced by_____.
A. McGregor.
B. Peter Drucker.
C. Henry Fayol.
D. FW Taylor.
52. Need hierarchy theory was formulated by _____.
A. Maslow.
B. Henry Fayol.
C. McGregor.
D. FW Taylor.
53. Esteem needs are also called as _____.
A. social needs.
B. self realization needs.
C. ego needs.
D. safety needs.
54. The motivation which is based on force of fear is _____.
A. negative motivation.
B. positive motivation.
C. extrinsic motivation.
D. intrinsic motivation.

55. The management function which regulates the activities_____.
- A. co-ordination.
 - B. control.
 - C. direction.
 - D. planning.
56. _____ is said to be a process in which the managers instruct, guide and oversee the performance of the workers to achieve predetermined goals.
- A. Planning
 - B. Organising
 - C. Motivating
 - D. Directing
57. Directing includes which of the following?
- A. Motivating
 - B. Communicating
 - C. Leadership
 - D. All of these
58. Which of the following is correct:
- A. High Morale-Low Productivity
 - B. Low Morale- High Productivity
 - C. High Morale-High Productivity
 - D. All of these

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CLASS: B.COM-IV SEM.

SUBJECT: ITAB-IV

(Multiple Choice type Questions)

1. To the _____, physical location does not matter because the Internet allows anyone to link to any Web site no matter where in the world that site might be.
 - a. bricks-and-clicks retailer
 - b. e-tailer
 - c. bricks-and-mortar retailer
 - d. B-to-G business
 - e. location *always* matters

2. What is true regarding competitive advantage.
 - a. companies must have it to survive
 - b. a “high tech” approach is necessary to derive it
 - c. information systems to key to its development
 - d. it is difficult to sustain
 - e. none of the above

3. Perhaps a potential customer’s most common path to a previously unknown website is through a(n) _____.
 - a. search engine
 - b. online advertisement
 - c. personal contact
 - d. print advertisement
 - e. none of the above

4. A competitive advantage derived from _____ is generally considered the best approach for a company.
 - a. product placement
 - b. price
 - c. marketing
 - d. improved value chain and/or supply chain efficiency
 - e. none of the above

5. When the supermarket scans your “premier customer” card it links you to your purchases and then uses that information to establish a personal shopping pattern for you. Subsequently, the supermarket uses that information to target advertising (like coupons and mailers) directly to you based on your established shopping patterns, a form of one-to-one, _____ marketing.
 - a. spam-based
 - b. mass
 - c. modified
 - d. e-commerce
 - e. relationship

6. Purchasing new computers or technologies generally leads to a competitive advantage for a company.
 - a. True
 - b. False

7. Web sites use _____ to compile personal information on their visitors and then use the information to create customer profiles.
- cookies
 - transition pages
 - registration forms
 - a and c
 - b and c
8. Digital products, such as software, music, digitized images, and electronic games are a great fit for consumer focused (B2C) e-commerce because _____.
- they are always free
 - electronic distribution is more efficient than alternative distribution channels for digital products
 - digital products are not a good fit for B2C e-commerce
 - they cannot be easily monitored
 - none of the above
9. When measuring the effectiveness on an online advertisement, the _____ is the percentage of visitors to a page who click on an advertisement.
- click ratio
 - click rate
 - nielsen rating
 - hit ratio
 - click-through rate
10. _____ is/are used to pay for micro transactions.
- e-cash
 - digital cash
 - bank accounts
 - either A or B
 - none of the above
11. _____ are used by consumers to locate the best price for a desired product
- shopping bots
 - search engines
 - middleware routines
 - worms
 - spam
12. The development of _____ has been more evolutionary than revolutionary.
- consumer focused e-commerce
 - B2C e-commerce
 - the dot-coms
 - intra-business e-commerce
 - consumer focused start-ups
13. Early business application programs focused on _____.
- individual processes
 - automating selected manual tasks
 - neither A nor B
 - both A and B

14. Viewing a system (such as an organization) as a set of individual processes leads to _____.
- sub-optimization
 - optimization
 - standardization
 - isolation
 - process maximization
15. Islands of automation do not allow for productivity of individual functional groups.
- True
 - False
16. A _____ is an existing, often relatively inefficient application developed for an old platform.
- web application
 - functional application
 - resistant application
 - mission critical
 - legacy application
17. On a(n) _____ architecture, the server does most of the work.
- fat client
 - island of automation
 - Richard Simmons client
 - thin client
 - web application
18. A(n) _____ is a private corporate network that uses standard Internet protocols and interfaces.
- ethernet
 - extranet
 - local area network
 - TCP/IP network
 - intranet
19. For a company to obtain competitive advantage it must use a technology/process that is:
- non-substitutable
 - “high tech”
 - not easily copied
 - a and c
 - b and c
20. Intra-organizational e-commerce is _____ focused. B2B focuses on improving information exchanges throughout the _____.
- supply chain/value chain
 - customer/supply chain
 - value chain/supply chain
 - customer/value chain
21. In an effort to increase inter-organizational information flow, many companies expand access to corporate intranets to include selected trading partners and customers by creating a(n) _____.
- EDI exchange
 - Extranet
 - VPN
 - RAND
 - VAN

22. _____ is the process of planning, implementing, and controlling the flow of goods and services from point of origin to point of consumption.
- CRM
 - surplus management
 - transportation
 - logistics
 - none of the above
23. _____ includes software and integration efforts intended to increase customer satisfaction and loyalty.
- supply chain management
 - e-procurement
 - dynamic servicing
 - human services
 - CRM
24. The general premise of _____ is to effectively manage the flow of product, information, and finances between all trading partners.
- supply chain management
 - value chain management
 - logistics management
 - e-procurement
 - e-tailing
25. _____ is the electronic transmission of business transaction documents directly between the computers of trading partners in a standard message format.
- ERP
 - encapsulation
 - B2B
 - transaction processing
 - none of the above
26. Which of the following is likely to have the lowest cost of entry?
- an e-retailer
 - a bricks-and-mortar presence
 - a bricks-and-clicks presence
 - a traditional storefront
 - all are about equal
27. Before the dot-com bubble burst, a proposed B2C venture that could legitimately claim _____ had relatively little trouble getting startup funding.
- competitive prices
 - good marketing strategies
 - convenience
 - first mover status
 - all of the above.
28. The ultimate objective of a company's website is to add enough value to achieve _____, a state in which the customer has a vested interest to stay with the company because switching to a competitor entails significant switching costs.
- loyalty
 - integration
 - interconnection
 - lock-in
 - a dependency relationship

29. Consumer interaction, the essence of consumer focused (B2C) e-commerce, is the front end to _____.
- the value chain (intra-business e-commerce)
 - the supply chain (B2B e-commerce)
 - neither
 - both
30. _____, the act of modifying a product or service to fit a given user's requirements, is a possible e-commerce source of sustainable competitive advantage.
- specialization
 - customization
 - targeting
 - tuning
 - none of the above
31. Intra-business e-commerce is sometimes called _____ e-commerce.
- B2C
 - B2B
 - C2C
 - B2G
 - none of the above – B2E
32. In a client/server application, the _____ logic provides the user interface.
- business
 - information/data
 - presentation
 - all of the above
 - none of the above
33. E-Banking is also known as
- ATMs
 - Net banking
 - Traditional banking
 - None of these
34. _____ is backbone of all E-payments in E-commerce
- EFT
 - EPS
 - PayPal
 - None of these
35. Which one is a client level threat?
- Malicious code
 - Viruses
 - Active contents
 - All the above
36. Which one is not a server level threat?
- Malicious code
 - CGI threats
 - Database threats
 - Buffer overflows