

TIME: 40 minutes

MAXIMUM MARKS: 30

SEM	SET	PAPER CODE	TITLE OF THE PAPER
II	2014	14PHR2202	MANAGERIAL EFFECTIVENESS

**SECTION - A****Answer all the questions:****30 × 1 = 30****Choose the correct answer:**

- \_\_\_\_\_ is the dynamic organization within an individual of those psychological systems that determine his/her unique characteristics.
  - Behaviour
  - Habits
  - Personality
  - None of the above
- Managerial effectiveness depends on organizations\_\_\_\_\_ model.
  - Development
  - Social
  - Management
  - All the above
- \_\_\_\_\_ behavior aims at identification and exploitation of opportunities.
  - Individual
  - Group
  - Proactive
  - Management
- \_\_\_\_\_ the combination of characteristics or qualities that form an individual's character.
  - Behavior
  - Power
  - Character
  - Talent
- \_\_\_\_\_ is the action of various agents on nerves, muscles or a sensory organ.
  - Personality
  - Power
  - Stimulation
  - Character
- A \_\_\_\_\_ letter is usually a letter from one company to another or between such organizations.
  - Company
  - Correspondence
  - Business
  - Circular

7. \_\_\_\_\_correspondence is the communication or exchange of information in a written format for the process of business activities.
  - a) Banking
  - b) Import
  - c) Export
  - d) Business
8. \_\_\_\_\_business is a general trade between an indigenous concern and a foreign company.
  - a) Trade
  - b) Import & Export
  - c) Banking
  - d) None of the above
9. \_\_\_\_\_is a powerful method of gaining a comprehensive on a potential organizational change.
  - a) Competition
  - b) Force field analysis
  - c) Group discussion
  - d) Comparison
10. Correspondent banking and payments processing is an attractive \_\_\_\_\_.
  - a) Profit
  - b) Business
  - c) Skills
  - d) Activity
11. A \_\_\_\_\_is a distinct set of concept.
  - a) Perception
  - b) Science
  - c) Paradigm
  - d) Business
12. Empathetic listening is paying attention to another person with \_\_\_\_\_.
  - a) Emotional identification
  - b) Compassion
  - c) Feeling
  - d) All the above
13. \_\_\_\_\_is the habit of creative co-operation and team work.
  - a) Co-operation
  - b) Group work
  - c) Synergize
  - d) None of the above
14. \_\_\_\_\_is the ability to see, hear or become aware of something.
  - a) Personality
  - b) Perception
  - c) Attitude
  - d) Listening

15. Force field analysis is an influential development in the field of \_\_\_\_\_.
- a) Psychology
  - b) Management
  - c) Social science
  - d) Sociology
16. Renewal is the action of extending the period of validity of a \_\_\_\_\_.
- a) Licence
  - b) Subscription
  - c) Contract
  - d) All the above
17. \_\_\_\_\_ is the acting out or performance of a particular role, either consciously or unconsciously.
- a) Role model
  - b) Role play
  - c) Acting
  - d) Personality
18. \_\_\_\_\_ is a conversation about planning and continuous improvement.
- a) Role play
  - b) Case study
  - c) Sharpen the saw
  - d) Performance
19. A \_\_\_\_\_ study is a research method involving an up-close, in-depth and detailed examination of a subject of study.
- a) Descriptive
  - b) Exploratory
  - c) Case
  - d) Individual
20. \_\_\_\_\_ is a plan or sketch showing the arrangement of copy and art work.
- a) Advertisement
  - b) Layout
  - c) Planning
  - d) None of the above
21. \_\_\_\_\_ is the advancement of a product, idea or point of view through publicity.
- a) Business
  - b) Marketing
  - c) Demand
  - d) Resource
22. \_\_\_\_\_ is the advancement of an employees position within the organization.
- a) Business
  - b) Marketing
  - c) Human resource
  - d) Human development

23. A \_\_\_\_\_ strategy used by corporations to reduce the diversity of the company operations.
- a) Business
  - b) Retrenchment
  - c) Marketing
  - d) Sales
24. \_\_\_\_\_ a short message sent from one person to another in the same organization.
- a) Message
  - b) Letter
  - c) Memo
  - d) Circular
25. An effective leader periodically take stock their personal strengths is called \_\_\_\_\_.
- a) Self-reliant
  - b) Self support
  - c) Sell assessment
  - d) All the above
26. \_\_\_\_\_ activities can be powerful way to write a group.
- a) Group
  - b) Class room
  - c) Individual
  - d) Team building
27. \_\_\_\_\_ is the identification of the nature and cause of certain phenomenon.
- a) Personality
  - b) Diagnosis
  - c) Synergize
  - d) Perception
28. \_\_\_\_\_ is a written declaration certifying to a person's character, conduct.
- a) Reference
  - b) Conduct certificate
  - c) Testimonial
  - d) None of the above
29. \_\_\_\_\_ is the formal act of giving up or quitting ones office or position.
- a) Memo
  - b) Letter
  - c) Resignation
  - d) Correspondence
30. \_\_\_\_\_ communication skill have proves to be the most powerful element to possess for in a skill set of employee.
- a) Verbal
  - b) Business
  - c) Oral
  - d) Group

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