

• Question No. 1

A technique to figure out the additional cost for production of additional units

**Options :**

1. Break-even analysis
2. Financial analysis
3. Ratio analysis
4. Marginal cost analysis
- 5.

Answer : Marginal cost analysis

• Question No. 2

Inspiring the members of the organization, charting the future of the organization and envisioning the future is

**Options :**

1. Management
2. Administration
3. Leadership
4. Planning
- 5.

Answer : Leadership

• Question No. 3

Facilitating and improving the performance of employees by building conducive environment is called

**Options :**

1. Performance management
2. Performance appraisal

3. Performance review
4. Performance reduction
- 5.

Answer : Performance management

• Question No. 4

Two or more people or organizations work together to realize shared goals by sharing knowledge is called

**Options :**

1. Collaboration
2. Amalgamation
3. Merger
4. Partnership
- 5.

Answer : Collaboration

• Question No. 5

Comparing various options using decision-analysis techniques and calculating a project's viability is called

**Options :**

1. Project appraisal
2. Performance management
3. Project review
4. Project selection
- 5.

Answer : Project appraisal

• Question No. 6

Identify the false statement

**Options :**

1. Business rules cannot be built into the design of application software
2. Use case diagrams indicate system functionalities
3. Software solutions can provide decision support to enterprise users
4. Different users can be provided with different views of the database
- 5.

Answer : Business rules cannot be built into the design of application software

• Question No. 7

Which of the following statements is true in the context of legislatures in India

**Options :**

1. The Government of India and all the State Governments have bicameral legislature
2. The Government of India has bicameral and all the State Governments have unicameral legislature
3. The Government of India and a few State Governments have bicameral legislature
4. The Government of India and all the State Governments have unicameral legislature
- 5.

Answer : The Government of India and a few State Governments have bicameral legislature

• Question No. 8

What is the minimum financial limit in respect of a Works Project above which a Review Committee has to be constituted?

**Options :**

1. Rs 10 Crores
2. Rs 15 Crores
3. Rs 20 Crores
4. Rs 25 Crores
- 5.

Answer : Rs 10 Crores

• Question No. 9

All conduct of business of the Government of a State shall be expressed to be taken in the name of

**Options :**

1. President of India
2. Governor of the State
3. Chief Minister of the State
4. Minister of the Department concerned with the subject
- 5.

Answer : Governor of the State

• Question No. 10

In Parliamentary form of democratic government that India has adopted, the terms "Head of the State" and "Head of the Government" refer to

**Options :**

1. The President of India and the Prime Minister of India respectively
2. The Prime Minister of India and the President of India respectively
3. The Governor of the State and the President of India respectively
4. The Chief Minister of the State and the Governor of the State respectively
- 5.

Answer : The President of India and the Prime Minister of India respectively

• Question No. 11

Which of the following is a prerequisite of social audit

**Options :**

1. Reduction of corruption
2. Reduction of wastage of public resources
3. Efficient implementation of public policies and programmes
4. Empowerment of people through transparency and other means
- 5.

Answer : Empowerment of people through transparency and other means

• Question No. 12

The functions of Government of India are carried out by a number of Ministries and Departments. The distribution of subjects among the Ministries and the Departments is specified in

**Options :**

1. The Constitution of India
2. The Government of India (Allocation of Business) Rules, 1961
3. The Government of India (Transaction of Business) Rules, 1961
4. Manual of Office Procedure
- 5.

Answer : The Government of India (Allocation of Business) Rules, 1961

• Question No. 13

Right to Information Act was promulgated in the year

**Options :**

1. 1999
2. 2001
3. 2003
4. 2005
- 5.

Answer : 2005

• Question No. 14

Generally which of the following comes into existence by registration under the provisions of Societies Registration Act, 1860?

**Options :**

1. Attached Office of Government of India
2. Central Public Sector Enterprise
3. Central autonomous body
4. Statutory body
- 5.

Answer : Central autonomous body

• Question No. 15

Which of the following most appropriately depicts framework of ethical governance

**Options :**

1. Adherence to universal values like honesty, truth and unselfishness
2. Inclusive development
3. Accountability, transparency, responsiveness, equitable and inclusive development, rule of law, adherence to universal values like honesty, truth and unselfishness
4. Transparency and accountability
- 5.

Answer : Accountability, transparency, responsiveness, equitable and inclusive development, rule of law, adherence to universal values like honesty, truth and unselfishness

• Question No. 16

Which of the following policy deals with the cost of money (rate of interest) to dovetail with developmental objectives of the government

**Options :**

1. Policy announcements made during Finance Minister's budget speech
2. Fiscal policy
3. Monetary policy
4. Policies adopted by commercial banks
- 5.

Answer : Monetary policy

• Question No. 17

What is the maximum number of casual leave a Government Servant is entitled in a year?

**Options :**

1. 10 days
2. 12 days
3. 06 days
4. 08 days
- 5.

Answer : 08 days

• Question No. 18

Generally speaking, regulatory bodies come into existence

**Options :**

1. By provisions stipulated in the Constitution of India
2. By registering under the Companies Act, 1956
3. By an Act of Parliament
4. By registering under the Societies Registration Act, 1860
- 5.

Answer : By an Act of Parliament

- Question No. 19

While formulating Citizen's Charter, who among the following are to be associated

**Options :**

1. Only the senior officers of the organisation
2. Only the staff working in the organisation
3. Both the senior officers and the staff working in the organisation
4. Senior officers and the staff working in the organisation as well as the customers whom the organisation serves
- 5.

Answer : Senior officers and the staff working in the organisation as well as the customers whom the organisation serves

- Question No. 20

The declared purpose of the RTI Act is to

**Options :**

1. promote transparency and accountability in the working of every public authority
2. provide information to public with regard to actions of a public authority
3. enable public to act as a watch-dog
4. repeal Official Secrets Act-1923
- 5.

Answer : promote transparency and accountability in the working of every public authority

- Question No. 21

The rate of annual increment of pay in a pay band for government servants is?

**Options :**

1. 1%



2. 2%
3. 3%
4. 4%
- 5.

Answer : 3%

• Question No. 22

A Public Authority under RTI Act includes

**Options :**

1. non-Government organisation not funded by Government
2. non-Government organisation substantially funded by Government funds,
3. any non-Government organisation, irrespective of the fact whether it received funds from Government or not
4. RTI Act is not applicable to NGOs
- 5.

Answer : non-Government organisation substantially funded by Government funds,

• Question No. 23

The term "foreign service" means

**Options :**

1. A service in a foreign country
2. A service in India in a foreign organization
3. A service where pay and allowances are payable from a source other than Consolidated Fund of India
4. Transfer of an employee on permanent appointment
- 5.

Answer : A service where pay and allowances are payable from a source other than Consolidated Fund of India

• Question No. 24

What is the rate of House Rent Allowance for government servants posted in a city classified in category 'X'?

**Options :**

1. 20%
2. 25%
3. 30%
4. 35%
- 5.

Answer : 30%

• Question No. 25

The rate at which Dearness Allowance is payable to a government servant is revised twice a year in the months of

**Options :**

1. April and October
2. January and July
3. March and September
4. Not specified
- 5.

Answer : January and July

• Question No. 26

Maximum number of days of earned leave that can be accumulated in the entire service period by a Government Servant is

**Options :**

1. 300
2. 365

3. 400

4. 500

5.

Answer : 300

• Question No. 27

Basic Pay in the revised pay structure includes

**Options :**

1. Pay Band + Personal Pay

2. Pay Band + Personal Pay + Special Pay

3. Pay Band + Grade Pay

4. Pay Band + Grade Pay + Special Pay

5.

Answer : Pay Band + Grade Pay

• Question No. 28

Council of Scientific and Industrial Research is a

**Options :**

1. Central Government department

2. Society registered under the Societies Registration Act, 1860

3. Attached office of the Government of India

4. Subordinate Office of the Government of India

5.

Answer : Society registered under the Societies Registration Act, 1860

• Question No. 29

FR in terms of service conditions governing government servants stands for

**Options :**

1. Fundamental Rules
2. Financial Rules
3. Fundamental Rights
4. Foreign Rules
- 5.

Answer : Fundamental Rules

• Question No. 30

A government officer having a minimum of grade pay of \_\_\_\_\_ is entitled to travel by air

**Options :**

1. ₹ 5400
2. ₹ 4800
3. ₹ 4600
4. ₹ 4200
- 5.

Answer : ₹ 5400

• Question No. 31

A database of individuals available for meeting current as well as future human resource needs is called

**Options :**

1. Manpower needs
2. Skills inventory
3. Succession planning
4. Replacement planning
- 5.

Answer : Skills inventory

- Question No. 32

Assessment of an individual's performance by customers, peers, subordinates and superiors is called

**Options :**

1. Job appraisal
2. 360 degrees appraisal
3. Self assessment
4. Annual assessment
- 5.

Answer : 360 degrees appraisal

- Question No. 33

Synergy is

**Options :**

1.  $2+2 = 5$
2.  $2+2 = 4$
3.  $2+2 = 1$
4.  $2+2 = 0$
- 5.

Answer :  $2+2 = 5$

- Question No. 34

Process of identifying and attracting prospective eligible candidates is

**Options :**

1. Selection
2. Staffing
3. Recruitment

4. Training

5.

Answer : Recruitment

• Question No. 35

Which of the following statements is true

**Options :**

1. A Government Servant can participate in meetings of political parties
2. Can take active part in holding rallies in support of political parties
3. Display of posters and other notices by Government Servant Union/Associations in Government buildings
4. Can take part in social and charitable activities occasionally
- 5.

Answer : Can take part in social and charitable activities occasionally

• Question No. 36

A systematic exploration of the activities within a job

**Options :**

1. Job analysis
2. Job description
3. Job specification
4. Job evaluation
- 5.

Answer : Job analysis

• Question No. 37

A government employee can, without the previous sanction of the government,

**Options :**

1. Undertake honorary work of a social or charitable nature,
2. Participate in sports activities as an amateur,
3. Take part in the registration, promotion or management of a literary, scientific or Charitable society or a club
4. Do all the above
- 5.

Answer : Do all the above

• Question No. 38

Government of India may permit its employee to work on \_\_\_\_\_ basis for recognized Central Government employees unions/ associations/federations

**Options :**

1. Deputation
2. Foreign service
3. Permanent absorption
4. Transfer
- 5.

Answer : Foreign service

• Question No. 39

Dowry includes

**Options :**

1. Property
2. Valuable securities
3. Both Property and valuable securities
4. All the above

5.

Answer : All the above

• Question No. 40

Save in exceptional circumstances, the maximum leave that can be granted to a central Government servant is:

**Options :**

1. 90 days
2. 180 days
3. 2 years
4. 5 years
- 5.

Answer : 5 years

• Question No. 41

Government servants are required to adhere to certain norms all the times under the Conduct Rules. In this context, which of the following statements is NOT true?

**Options :**

1. Maintain absolute integrity
2. Act in a discourteous manner in the performance of his official duties;
3. Maintain devotion to duty;
4. Do nothing which is unbecoming of a Government servant
- 5.

Answer : Act in a discourteous manner in the performance of his official duties;

• Question No. 42

Which component is not included in the moveable property?



**Options :**

1. Jewellery
2. Insurance policies, the annual premia of which does not exceed two months' basic pay
3. Shares
4. Motor car, motor cycles
- 5.

Answer : Insurance policies, the annual premia of which does not exceed two months' basic pay

• Question No. 43

Suspension is a

**Options :**

1. Major penalty
2. Minor penalty
3. Simple penalty
4. Executive action
- 5.

Answer : Executive action

• Question No. 44

A government servant retires on attaining the age of superannuation when he is \_\_\_\_\_ old.

**Options :**

1. 55 years
2. 58 years
3. 60 years
4. 65 years
- 5.

Answer : 60 years

- Question No. 45

In case a Government servant seeks to take-up a part-time assignment as lecturer, he is required to:

**Options :**

1. inform his office
2. take-up the assignment and then seek permission
3. seek prior permission
4. There is no need to inform the office
- 5.

Answer : seek prior permission

- Question No. 46

Which of the following is not covered under term "Goods"?

**Options :**

1. Livestock
2. Furniture
3. Spares
4. Books, publications, periodicals etc.
- 5.

Answer : Books, publications, periodicals etc.

- Question No. 47

In terms of the provisions contained in the General Financial Rules, 2005, "Advertised Tender Enquiry" procedure is to be adopted in case of procurement of goods, the estimated cost of which is Rs \_\_\_\_\_ and above.

**Options :**

1. Rs 10 Lakhs
2. Rs. 15 Lakhs

3. Rs. 25 Lakhs
4. Rs. 50 Lakhs
- 5.

Answer : Rs. 25 Lakhs

• Question No. 48

Ordinarily, how much time should be allowed to the bidders for submitting Tenders in response to "Advertised Tender Enquiry" under the General Financial Rules, 2005?

**Options :**

1. Four Weeks
2. Five Weeks
3. Three weeks
4. Two weeks.
- 5.

Answer : Three weeks

• Question No. 49

"Price Variation Clause" is provided in Contracts the duration of which exceeds?

**Options :**

1. 12 months
2. 18 months
3. 24 months
4. 36 months
- 5.

Answer : 18 months

• Question No. 50

A government servant whose date of birth is 1st April will retire from service on

**Options :**

1. 31st March
2. 30th April
3. 31st December
4. 30th June
- 5.

Answer : 31st March

- Question No. 51

Licence Fee is related to

**Options :**

1. Government Vehicle
2. Education
3. Government Accommodation
4. None of the above
- 5.

Answer : Government Accommodation

- Question No. 52

The conduct of Government Servants is governed by

**Options :**

1. Central Civil Service (Conduct) Rules of Government of India
2. Central Civil Service (Classification, Control & Appeal) Rules of Government of India
3. Fundamental Rules
4. Supplementary Rules of Government of India
- 5.

Answer : Central Civil Service (Conduct) Rules of Government of India

- Question No. 53

What is the minimum age for entering into service in Government

**Options :**

1. 18 years
2. 21 years
3. 25 years
4. 28 years
- 5.

Answer : 18 years

- Question No. 54

Which of the following actions is permitted to the government servants

**Options :**

1. to make a joint representation
2. to resort to strike
3. to come late habitually
4. to join the Territorial Army
- 5.

Answer : to join the Territorial Army

- Question No. 55

The original communication sent through fax

**Options :**

1. is enough and there is no need to send it again by post.

2. will subsequently be sent in a routine manner also.
3. will subsequently be sent in a routine manner only if the receiver asks for original communication.
4. will be sent if the fax machine failed to print the sent communication report.
- 5.

Answer : will subsequently be sent in a routine manner also.

• Question No. 56

'Part file' is opened

**Options :**

1. only if the main file on a subject is not likely to be available for some time and it is necessary to process a fresh receipt or a note without waiting for its return,
2. when main file becomes bulky
3. to keep annexures etc
4. when contents of the main file are confidential and cannot to be revealed to the consulting section
- 5.

Answer : only if the main file on a subject is not likely to be available for some time and it is necessary to process a fresh receipt or a note without waiting for its return,

• Question No. 57

As per the Records Retention Schedule of Government of India a Category 'C' record is kept 'for specified period ' not exceeding

**Options :**

1. 3 years
2. 5 years
3. 10 years
4. 25 years
- 5.

Answer : 10 years

- Question No. 58

The Central Registry will NOT register:

**Options :**

1. dak received directly by e-mail addressed to the Ministers/officers by name
2. parliament questions
3. court summons
4. inter departmental files
- 5.

Answer : dak received directly by e-mail addressed to the Ministers/officers by name

- Question No. 59

All officers of the level of \_\_\_\_\_ will redress public grievances pertaining to the divisions under their charge.

**Options :**

1. Under Secretary and above
2. Deputy Secretary and above
3. Joint Secretary and above
4. Additional Secretary and above
- 5.

Answer : Deputy Secretary and above

- Question No. 60

A continual analysis and measurement of actual operations against the predetermined standards developed during the planning period is called

**Options :**

1. Staffing

2. Planning
3. Controlling
4. Monitoring
- 5.

Answer : Controlling

• Question No. 61

The specific roles of a figure head, a leader and a liaison, form part of a managerial role called

**Options :**

1. Informational
2. Decisional
3. Interpersonal
4. Organizational
- 5.

Answer : Interpersonal

• Question No. 62

Espirit de corps means

**Options :**

1. Divide and Rule
2. Union is strength
3. No Rule in war
4. Rule to ruin
- 5.

Answer : Union is strength

• Question No. 63



Leadership style that involves all members of a group in decision-making is called

**Options :**

1. Autocratic
2. Democratic
3. Laissez-faire
4. People-oriented
- 5.

Answer : Democratic

- Question No. 64

Research work done on leadership styles by Universities of Iowa, Michigan and Ohio centre round one main leadership aspect

**Options :**

1. Behaviour
2. Situations
3. Traits
4. Psychology
- 5.

Answer : Behaviour

- Question No. 65

'Classified dak' means

**Options :**

1. Dak duly sorted out-for distribution
2. Dak bearing security grading
3. Dak meant for circulation among all the officers in ministry
4. Dak bearing urgency grading

5.

Answer : Dak bearing security grading

• Question No. 66

"Dak" is a written communication received in a Ministry and

**Options :**

1. it includes digitally received e-mail only when authorized by a designated officer
2. it includes e-mail only when a printed copy of e-mail is received
3. it includes digitally received e-mail
4. it does not include e-mail
- 5.

Answer : it includes digitally received e-mail

• Question No. 67

'Urgent dak' means dak marked as

**Options :**

1. 'Most Immediate'
2. 'Top Priority'
3. 'Most Immediate' or 'Top Priority'
4. 'Immediate' or 'Priority',
- 5.

Answer : 'Immediate' or 'Priority',

• Question No. 68

As per Manual of Office Procedure the executive power of the Union formally vests in

**Options :**

1. the President
2. the Prime Minister
3. the Minister In-charge of the Ministry
4. the Secretary in a Ministry
- 5.

Answer : the President

• Question No. 69

In Government of India an Office Memorandum is generally used for

**Options :**

1. corresponding with members of public
2. calling for information from or conveying information to its employees.
3. corresponding with Public Sector Undertakings
4. issuing financial sanctions.
- 5.

Answer : calling for information from or conveying information to its employees.

• Question No. 70

Individuals readjusting their work skills to fit the needs of the team

**Options :**

1. Job evaluation
2. Job change
3. Job morphing
4. Job specification
- 5.

Answer : Job morphing

- Question No. 71

A written statement with objectives, skills needed, responsibilities involved working conditions of a job etc. is referred to as

**Options :**

1. Job analysis
2. Job evaluation
3. Job description
4. Job specification
- 5.

Answer : Job description

- Question No. 72

A written statement describing educational qualifications required, previous experience needed, skills expected is called

**Options :**

1. Job specification
2. Job analysis
3. Job description
4. Job rotation
- 5.

Answer : Job specification

- Question No. 73

Moving employees to various positions in the organization to expand their skills, knowledge, abilities etc. is called

**Options :**

1. Job rotation

2. Job specification
3. Job analysis
4. Job change
- 5.

Answer : Job rotation

• Question No. 74

A theory based on the assumption that an average human being has an inherent dislike for work and therefore avoids work is

**Options :**

1. Theory X
2. Theory Y
3. Theory Z
4. Theory P
- 5.

Answer : Theory X

• Question No. 75

A process by which authority is allocated to subordinates is called

**Options :**

1. Decentralization
2. Delegation
3. Democratization
4. Departmentalization
- 5.

Answer : Delegation

- Question No. 76

Availability of competent managers in an organization is called

**Options :**

1. Management staff
2. Management inventory
3. Management cadre
4. Management personnel
- 5.

Answer : Management inventory

- Question No. 77

In LIFO method

**Options :**

1. Cost of goods sold is high
2. Cost of goods sold is low
3. Goods procured first issued first
4. Low inventory maintained
- 5.

Answer : Cost of goods sold is high

- Question No. 78

Availability of additional units above the minimum number required to maintain production level is called

**Options :**

1. Closing stock
2. Opening stock
3. Buffer stock

4. Ideal stock

5.

Answer : Buffer stock

- Question No. 79

Procurement involves

**Options :**

1. Planning of purchases
2. Development of specifications
3. Supplier search and selection
4. All the above
- 5.

Answer : All the above

- Question No. 80

E.Alexander's philosophy of job design in which employees are viewed as members of interdependent team and not as individual workers is called

**Options :**

1. Team building
2. Job description
3. Networking
4. Leadership
- 5.

Answer : Team building

- Question No. 81

Dual -career couples are

**Options :**

1. Persons having two career goals
2. Two persons having same career plan
3. Both life partners working
4. Persons adopting dual career strategy
- 5.

Answer : Both life partners working

• Question No. 82

Long term career success organization through career development programmes is

**Options :**

1. Career opportunity
2. Career risk
3. Career choice
4. Career advancement
- 5.

Answer : Career advancement

• Question No. 83

A financial ratio that measures the adequacy of current assets to pay 'off the current liabilities is

**Options :**

1. Debt-equity ratio
2. Liquidity ratio
3. Debt-turnover ratio
4. Profitability ratio
- 5.

Answer : Liquidity ratio



- Question No. 84

In case where information has been denied to the applicant seeking information under RTI Act, the applicant shall be informed of

**Options :**

1. the reasons for such rejection;
2. the period within which an appeal against such rejection may be preferred;
3. the particulars of the appellate authority.
4. All the three above
- 5.

Answer : All the three above

- Question No. 85

An appeal against the decision of Central Public Information Officer may be submitted to the appellate authority within a period of

**Options :**

1. Thirty days
2. Fifteen days
3. Ten days
4. Seven days
- 5.

Answer : Thirty days

- Question No. 86

What is the maximum number of days a female employee can avail under child care leave during entire service.

**Options :**

1. 365

2. 540
3. 730
4. 640
- 5.

Answer : 730

- Question No. 87

From which date annual increment is generally payable to Government Servants?

**Options :**

1. 1st January
2. 1st April
3. 1st July
4. 1st October
- 5.

Answer : 1st July

- Question No. 88

A government servant is eligible for Leave Travel Concession on completion of

**Options :**

1. 1 year service
2. 2 years of service
3. 3 years of service
4. 4 years of service
- 5.

Answer : 1 year service

- Question No. 89

What is the maximum number of Earned Leave Government Servant can encash under the Leave Travel Concession rules during entire service?

**Options :**

1. 60 days
2. 120 days
3. 180 days
4. 365 days
- 5.

Answer : 60 days

- Question No. 90

Leave Travel Concession can be availed during

**Options :**

1. Gazetted holidays
2. Saturdays/Sundays
3. Casual leave
4. Any of the above
- 5.

Answer : Casual leave

- Question No. 91

What is Six Sigma in Manufacturing?

**Options :**

1. It is a term used in Statistical analysis for quality control
2. It is a set of tools and strategies for process improvement and reduction of defects by minimizing variation in processes
3. It is a stress analysis technique of mechanical engineering used to improve strength of a component.

4. Six types of stigmas associated with manufacturing processes.
- 5.

Answer : Six types of stigmas associated with manufacturing processes.

• Question No. 92

Effective management of performances relies upon

**Options :**

1. Advance systems for surveillance and strict vigil
2. Authoritative leadership that does not tolerate slack performance
3. Activity logging, transaction records, goal participation setting, institution of evidence based performance matrix
4. Ensuring confidentiality in rating to performances
- 5.

Answer : Activity logging, transaction records, goal participation setting, institution of evidence based performance matrix

• Question No. 93

Cross communication is

**Options :**

1. Horizontal
2. Diagonal
3. Vertical
4. Horizontal and diagonal
- 5.

Answer : Horizontal and diagonal

• Question No. 94

A disadvantage of Business Process Reengineering is that

**Options :**

1. the workers might feel that they do not have flexibility to work in their own style
2. the workers are afraid of their salary curtailment
3. its implementation slows down the work
4. the total computerization reduces the employment
- 5.

Answer : the workers might feel that they do not have flexibility to work in their own style

- Question No. 95

What does UML stands for in the context of UML- Diagrams?

**Options :**

1. Ultimate modeling language
2. Uniform multipurpose language
3. Unified multipurpose logistics
4. Unified modeling language
- 5.

Answer : Unified modeling language

- Question No. 96

In leadership roles, acknowledging and assuming responsibility for actions, products, decisions and policies is called

**Options :**

1. Management
2. Responsibility
3. Accountability
4. Governance
- 5.

Answer : Accountability

- Question No. 97

Indicate the list of non- ERP Packages from the following

**Options :**

1. SAP, ORACLE and PeopleSoft
2. SAP, ORACLE and BaaN
3. IFS, PeopleSoft and SSA Global
4. IBM, Infosys and Microsoft
- 5.

Answer : IBM, Infosys and Microsoft

- Question No. 98

A motivation theory given by Herzberg that is related to job content is called

**Options :**

1. Hierarchy of needs theory
2. Scientific management theory
3. Need for achievement theory
4. Motivation -hygiene theory
- 5.

Answer : Motivation -hygiene theory

- Question No. 99

A metaphor used in motivation theories for rewards and penalties to employees is called

**Options :**

1. Incentives and bonus

2. Carrot and stick
3. Needs and wants
4. Expectancy and hygiene
- 5.

Answer : Carrot and stick

- Question No. 100

The purpose of GUI is to

**Options :**

1. Accurately provide functional requirements of commands to be executed.
2. Provide users an easy to understand images based interface and reduction in learning time
3. Reduce cost of software development and deployment
4. Provide visually pleasing animated graphics.
- 5.

Answer : Provide users an easy to understand images based interface and reduction in learning time

- Question No. 101

What feature should be included in a printed reference software manual to help users in identifying the most recent document?

**Options :**

1. Date of creation of the document
2. Complete Information of Authors and Publisher
3. Version Number
4. Copyright Information
- 5.

Answer : Version Number

- Question No. 102

A centralized communication that allows employees to communicate with individual at the centre is called

**Options :**

1. Circle network
2. Chain network
3. Wheel network
4. All channel network
- 5.

Answer : Wheel network

- Question No. 103

How are data and applications accessed by user in Cloud Computing?

**Options :**

1. Directly from external devices like pen- drives, USB drives, CDs and other portable storage media
2. From LAN network server
3. From remote servers and data centres through internet
4. Internal solid state hard disk.
- 5.

Answer : From remote servers and data centres through internet

- Question No. 104

Which statement best describes an organization's rights and responsibilities for a single user license of a software application?

**Options :**

1. The organization may make one backup copy of the software and install it on one computer.
2. The organization may install the software on all computers in all of their offices



3. The organization may make backup copies of the software application and distribute the copies
4. The organization may make one backup copy and install the software application on all computers in one office only
- 5.

Answer : The organization may make one backup copy of the software and install it on one computer.

• Question No. 105

Management function that helps maintain managerial effectiveness by laying guidelines for future activities is

**Options :**

1. Leading
2. Planning
3. Controlling
4. Organizing
- 5.

Answer : Planning

• Question No. 106

According to Maslow's theory of motivation, needs are

**Options :**

1. 4
2. 5
3. 6
4. 7
- 5.

Answer : 5

• Question No. 107

What is Knowledge Management in its present format?

**Options :**

1. Management of storage and retrieval of all the manufacturing and financial data/information of a given industry
2. Management of a Database of detailed specification data sheets of various equipments
3. Management of a resource comprising a range of strategies and practices used in an organization for adoption of insights and experiences
4. Management of a repository of domain specific reference data
- 5.

Answer : Management of a resource comprising a range of strategies and practices used in an organization for adoption of insights and experiences

- Question No. 108

"Management By Objectives" was first suggested by

**Options :**

1. Frederick Taylor
2. Henri Fayol
3. Peter F. Drucker
4. Henry Mintzberg
- 5.

Answer : Peter F. Drucker

- Question No. 109

Management function of determining how activities are to be grouped is called

**Options :**

1. Planning
2. Organizing

3. Controlling
4. Leading
- 5.

Answer : Organizing

• Question No. 110

The function of management that involves filling and keeping filled positions in the organization is called

**Options :**

1. Staffing
2. Planning
3. Controlling
4. Leading
- 5.

Answer : Staffing

• Question No. 111

Number of subordinates a superior can supervise efficiently is referred to as

**Options :**

1. Span of authority
2. Span of control
3. Span of power
4. Span of supervision
- 5.

Answer : Span of control

• Question No. 112

Which of the following set of functions are covered under Manufacturing?

**Options :**

1. Project Planning, Call centre support, Supplier Scheduling.
2. Cost Management, Budgeting, Billing.
3. Bill of materials, Workflow, Quality Control.
4. Project Planning, Recruiting, Product Configuration.
- 5.

Answer : Bill of materials, Workflow, Quality Control.

• Question No. 113

Access Control deals with

**Options :**

1. Statistical Quality Control
2. Activity Management
3. User privilege management for different processes
4. Various "self-service" interfaces for customers
- 5.

Answer : User privilege management for different processes

• Question No. 114

Payroll falls under the functional area of

**Options :**

1. Financial Accounting
2. Management Accounting
3. Human Resources
4. Project Management
- 5.

Answer : Human Resources

- Question No. 115

The term DSS In the context of ERP refers to?

**Options :**

1. Deducted Services System
2. Decision Support System
3. Data Supply System
4. Dedicated Support System
- 5.

Answer : Decision Support System

- Question No. 116

Identifying detailed Functional Requirement is a task of

**Options :**

1. The Management and the Project Team
2. The End User
3. The Accounting Management
4. The Product Manufacturing Team
- 5.

Answer : The Management and the Project Team

- Question No. 117

A collection of interconnected networks is called

**Options :**

1. A Client server setup
2. An Inter network
3. A Business application

4. An Intranet

5.

Answer : An Inter network

• Question No. 118

Retrieval of a file in the event of a crash of an electronic storage medium is a

**Options :**

1. Preventive measure

2. Decisive measure

3. Curative measure

4. Indicative measure

5.

Answer : Curative measure

• Question No. 119

Quality gaps happen when managers do not understand the expectations of the

**Options :**

1. Market

2. Customer

3. Manufacturers

4. Suppliers

5.

Answer : Customer

• Question No. 120

PLM in the context of ERP stands for

**Options :**

1. Product life cycle management
2. Product line management
3. Process line management
4. Project life management
- 5.

Answer : Product life cycle management

• Question No. 121

Who conducts acceptance testing of a software application ?

**Options :**

1. Customer
2. Developer
3. Maintenance Staff
4. Tester
- 5.

Answer : Customer

• Question No. 122

Which phase of software project development typically costs the most?

**Options :**

1. Analysis
2. Design
3. Coding
4. Maintenance
- 5.

Answer : Maintenance

- Question No. 123

Supply Chain Management (SCM) covers:

**Options :**

1. Customer, Retailer, Distributor, Manufacturer, Supplier
2. Manufacturer, Supplier, Retailer, Transporter, Distributor
3. Customer, Retailer, Distributor Supplier, Investor
4. Manufacturer, Supplier, Distributor, Customer, Investor
- 5.

Answer : Customer, Retailer, Distributor, Manufacturer, Supplier

- Question No. 124

Staffing in Human Resource Management (HRM) includes:

**Options :**

1. Orientation, Training, Employee Development
2. Job Analysis, Recruitment, Selection
3. Salary, Incentives, Benefits
4. Career Planning, Performance Management, Employee Development
- 5.

Answer : Job Analysis, Recruitment, Selection

- Question No. 125

Configuration module in an ERP application helps in

**Options :**

1. Redefining roles, allocation of tasks and access privileges
2. Automation of routinely performed operations and activities
3. Improving scalability and availability



4. Implementing performance matrix to improve quality of service
- 5.

Answer : Redefining roles, allocation of tasks and access privileges

• Question No. 126

Which of the following appropriately depicts the functions of the Cabinet Secretariat

**Options :**

1. Providing secretariat assistance to the Cabinet & the Cabinet Committees; promotion of inter - ministerial Coordination; monitoring; and promoting new policies
2. Promotion of inter-ministerial coordination; monitoring; and promoting new policies
3. Providing secretariat assistance to the Cabinet & the Cabinet Committees; and promotion of inter-ministerial coordination
4. Providing secretariat assistance to the Cabinet & the Cabinet Committees;
- 5.

Answer : Providing secretariat assistance to the Cabinet & the Cabinet Committees; promotion of inter - ministerial Coordination; monitoring; and promoting new policies

• Question No. 127

Operation of Prime Minister's National Relief Fund and National Defence Fund is done by the

**Options :**

1. The Ministry of Finance and the Ministry of Defence respectively
2. Finance Ministry
3. Cabinet Secretariat
4. Prime Minister's Office
- 5.

Answer : Prime Minister's Office

- Question No. 128

"Make an assessment of the material - capital and human resources - of the country, including technical personnel and investigate the possibilities of augmenting such of these resources as are found to be deficient". This function is allotted to the

**Options :**

1. Cabinet Secretariat
2. Prime Minister's Office
3. Planning Commission
4. Ministry of Human Resource Development
- 5.

Answer : Planning Commission

- Question No. 129

An in-depth study of the planning and implementation of government policy or programme intended for public beneficiaries by civil society Organization is generally referred to as

**Options :**

1. Financial audit
2. Social audit
3. Performance audit
4. Environmental audit
- 5.

Answer : Social audit

- Question No. 130

\_\_\_\_\_ is central to local self governance. It is also central to the transparent and accountable functioning of \_\_\_\_\_.

**Options :**

1. Gram Sabha; and Gram Panchayat respectively
2. Gram Panchayat; and Gram Sabha respectively
3. Gram Panchayat; and Panchayat Samiti respectively
4. Panchayat Samati; and Zilla Parishad respectively
- 5.

Answer : Gram Sabha; and Gram Panchayat respectively

• Question No. 131

Functions have been allotted to various Ministries and Departments. Subject to certain conditions like consultations specified in the relevant rules, all works allotted to a Ministry/Department shall be disposed off by the

**Options :**

1. Prime Minister
2. A Committee of Officers
3. Secretary of the Ministry/Department concerned
4. Minister-in-charge
- 5.

Answer : Minister-in-charge

• Question No. 132

Who among the following is the first law officer of the country

**Options :**

1. Chief Justice of Supreme Court of India
2. Minister of Law in the Union Cabinet
3. Solicitor General of India
4. Attorney General of India
- 5.

Answer : Attorney General of India

• Question No. 133

Under which Article of Constitution of India, the Finance Minister presents the Budget to the Parliament?

**Options :**

1. Article 112
2. Article 115
3. Article 116
4. Article 117
- 5.

Answer : Article 112

• Question No. 134

Who are "citizens" in the context of Citizen's Charter

**Options :**

1. All stakeholders including customers, clients, users, beneficiaries, other Ministries and Departments, State Governments and Union Territory Administrations
2. All citizens who acquired citizenship by birth or by descent or naturalization
3. All citizens who acquired citizenship by birth or by descent or registration or naturalization
4. All citizens who acquired citizenship by birth
- 5.

Answer : All stakeholders including customers, clients, users, beneficiaries, other Ministries and Departments, State Governments and Union Territory Administrations

• Question No. 135

Which of the following has the main function to recommend how the Union Government should share taxes levied by it with the States

**Options :**

1. Planning Commission
2. Ministry of Finance
3. Cabinet Secretariat
4. Finance Commission
- 5.

Answer : Finance Commission

• Question No. 136

District plans prepared by local bodies need to be consolidated and approved by:

**Options :**

1. Gram Sabha and Municipalities
2. District Collector
3. District Planning Committee
4. State Planning Department
- 5.

Answer : District Planning Committee

• Question No. 137

Unless otherwise provided in the departmental instructions, Monthly Statement of Cases pending disposal for over a month, together with the numerical abstract will go up to

**Options :**

1. the Under Secretary
2. the Deputy Secretary
3. the Joint Secretary
4. the Additional Secretary
- 5.

Answer : the Joint Secretary

• Question No. 138

As per Manual of Office Procedure the primary responsibility for expeditious disposal of work and timely submission of arrear and disposal statements rests with

**Options :**

1. the Section Officer.
2. the Under Secretary
3. the Deputy Secretary
4. the Joint Secretary
- 5.

Answer : the Section Officer.

• Question No. 139

Office Order is normally used for communicating

**Options :**

1. financial sanctions
2. for day to day internal administration
3. for communicating orders in disciplinary cases
4. for communicating with members of public
- 5.

Answer : for day to day internal administration

• Question No. 140

"Dak" becomes receipt only after it has been

**Options :**

1. received by Central Registry
2. received by Dealing Assistant and put-up on file
3. received by the concerned section or concerned officer
4. when action on this is complete
- 5.

Answer : received by the concerned section or concerned officer

• Question No. 141

As per Records Management guidelines files should be recorded

**Options :**

1. at the end of calendar year.
2. at the end of each financial year
3. whenever volume 2 of the file is opened, volume I should he recorded.
4. after action on all the issues considered thereon has been completed.
- 5.

Answer : after action on all the issues considered thereon has been completed.

• Question No. 142

Which of the following is NOT responsibility of the Controlling Officer in respect of Funds placed at his disposal?

**Options :**

1. Ensure that expenditure does not exceed Budget Allocation.
2. Ensure that expenditure is incurred in public interest
3. To save as much money as he can.
4. To ensure that the expenditure is incurred for the purpose for which funds are provided.
- 5.

Answer : To save as much money as he can.

- Question No. 143

'Vote on Account' is a grant made in advance in respect of an estimated expenditure by

**Options :**

1. the Planning Commission
2. the Ministry of Finance
3. the Parliament
4. the Chief Accounting Authority
- 5.

Answer : the Parliament

- Question No. 144

Who is the Chief Accounting Authority of a Ministry?

**Options :**

1. Secretary of the Ministry
2. Financial Advisor of the Ministry
3. Joint Secretary of the Ministry
4. Drawing & Disbursing Officer of the Ministry.
- 5.

Answer : Secretary of the Ministry

- Question No. 145

Under which Article of Constitution of India Contingency Fund of India is set up?

**Options :**

1. Article 276
2. Article 267
3. Article 167



4. Article 117

5.

Answer : Article 267

- Question No. 146

Leave Travel Concession, "Any place in India" is admissible once in a block of

**Options :**

1. two years

2. three years

3. four years

4. five years

5.

Answer : four years

- Question No. 147

In exceptional circumstances, a Government servant is entitled to seek change of 'home Town'

**Options :**

1. once in the entire service

2. twice in the entire service

3. thrice in the entire service

4. Four times in the entire service

5.

Answer : once in the entire service

- Question No. 148

What is the lowest Grade Pay in the pay structure of Government of India

**Options :**

1. ₹ 1800
2. ₹ 2000
3. ₹ 4200
4. ₹ 4600
- 5.

Answer : ₹ 1800

• Question No. 149

On tour, subject to certain conditions, a government servant is entitled to

**Options :**

1. Daily Alliance
2. Dearness Allowance
3. Special Allowance
4. Transport Allowance
- 5.

Answer : Daily Alliance

• Question No. 150

How many Pay Bands are there for government servants

**Options :**

1. One
2. Two
3. Three
4. Four
- 5.

Answer : Four

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