

**M.COM DEGREE (CSS) EXAMINATION**  
**FOURTH SEMESTER - FACULTY OF COMMERCE**  
**(Private Registration)**

**CM010403 - BUSINESS ETHICS AND CORPORATE GOVERNANCE**  
**MULTIPLE CHOICE QUESTIONS**

1. The principles of scientific Management were more concerned with the problems at the .....levels
  - A. higher levels
  - B. middle
  - C. operating
  - D. none
2. Father of Modern Management theory is .....
  - A. Henry Fayol
  - B. F.W.Taylor
  - C. Henry Gantt
  - D. None
3. ....suggests that each communication going up or coming down must flow through each position in the line of authority
  - A. communication pattern
  - B. horizontal communications
  - C. scalar chain
  - D. none of these
4. Management can be considered as.....
  - A. exact science
  - B. inexact science
  - C. psuedo science
  - D. b or c
5. ....has defined the basic problem of managing as the art of “knowing exactly what you want men to do and then see that they do it in the best and cheapest way “
  - A. Henry Fayol
  - B. F.W. Taylor
  - C. Mary Parker Follet
  - D. none of these
6. According to functional foremanship, the speed boss, Inspector, foreman and gang boss are entrusted with the .....aspect of work.
  - A. planning
  - B. organizing
  - C. doing
  - D. none of these
7. The principle of Unity of command is contrary to Taylors.....
  - A. rule of thumb
  - B. unity of direction
  - C. functional foremanship
  - D. none of these

8. According to ..... principle, each group of activities with the same objective must have one head and one plan
- A. unity of direction
  - B. unity of command
  - C. either of these
  - D. none
9. Everything which goes to increase the importance of subordinate's role is.....
- A. decentralization
  - B. centralization
  - C. either a or b
  - D. none
10. .... school of Management recognizes the existence of a centralized body of knowledge for the Management.
- A. system approach
  - B. empirical
  - C. contingency
  - D. operational
11. .... school of thought has developed on the idea that there is no single best method to find solutions to Managerial problems
- A. system approach
  - B. empirical
  - C. contingency
  - D. operational
12. Koontz and O'Donnel are the advocates of ..... approach to management
- A. system approach
  - B. empirical
  - C. contingency
  - D. operational
13. .... approach of management heavily concentrates on 'People' aspect of management.
- A. human relations
  - B. system
  - C. empirical
  - D. management science
14. ....is the art of knowing exactly what you want men to do and then seeing that how they do it in the best and cheapest way.
- A. general management
  - B. scientific management
  - C. administration
  - D. none
15. ....helps to determine a fair days work and rest period to complete it
- A. work study
  - B. time study
  - C. motion study
  - D. all of these
16. The main objective of .....study is to determine and eliminate unnecessary and wasteful movements
- A. work study
  - B. time study
  - C. motion study
  - D. all of these

17. The author of the famous book “General and Industrial Management” is.....
- A. Henry Fayol
  - B. F.W. Taylor
  - C. Henry Gantt
  - D. None
18. ....is the right of a superior to give orders to subordinates, take decisions etc.
- A. authority
  - B. responsibility
  - C. accountability
  - D. none
19. Authority and responsibility are .....to each other
- A. supplementary
  - B. complementary
  - C. contradictory
  - D. none
20. ....is defined as a chain of superiors ranging from the ultimate authority to the lowest ranks
- A. structure
  - B. scalar chain
  - C. both of these
  - D. none of these
21. ....developed the “Need Hierarchy Theory” to explain human behaviour within an organization.
- A. A.H.Maslow
  - B. Douglas Mc. Gregor
  - C. Herzberg
  - D. Rensis Likert
22. Theory X and Theory Y was developed by .....
- A. A.H.Maslow
  - B. Douglas Mc. Gregor
  - C. Herzberg
  - D. Rensis Likert
23. .... treats the organization as a complex system based on the principles of supporting relationships in which decision making, leadership, motivation, communication and control move together
- A. A.H.Maslow
  - B. Douglas Mc. Gregor
  - C. Herzberg
  - D. Rensis Likert
24. ....has given the concept of administrative man as the model for decision making
- A. A.H.Maslow
  - B. Douglas Mc. Gregor
  - C. Herzberg
  - D. Herbert Simon
25. Motivation Hygiene theory was developed by .....
- A. A.H. Maslow
  - B. Herbert Simon
  - C. Herzberg
  - D. Rensis Likert

26. ----- refers to co-ordination between activities of a manager and his subordinates.
- A. vertical co-ordination
  - B. horizontal co-ordination
  - C. diagonal co-ordination
  - D. none
27. ----- aims at visualizing and identifying deviation before they actually occur.
- A. predictive control
  - B. concurrent control
  - C. operational control
  - D. all of these
28. If duties and authority are shown in the organizational structure of the enterprise, then it is called
- A. informal delegation
  - B. formal delegation
  - C. written delegation
  - D. none of these
29. ----- is an example of internal source of recruitment
- A. advertisement
  - B. trade unions
  - C. employment exchange
  - D. promotion
30. ----- is the process of inducting an employee into the social set up of work.
- A. placement
  - B. induction
  - C. absorption
  - D. none of these
31. ----- is the act of increasing the knowledge and skills of an employee for doing a job.
- A. training
  - B. induction
  - C. placement
  - D. orientation
32. ----- means issuing orders, instructions and commands.
- A. directing
  - B. unity of command
  - C. authority
  - D. all of these
33. ----- means an individual should receive orders and instructions from only one superior
- A. unity of command
  - B. span of control
  - C. scalar chain
  - D. none of these
34. .... is the activity of influencing people to strive willingly for group of objectives.
- A. motivation
  - B. leadership
  - C. communication
  - D. none of these

35. A leader should have .....
- A. technical knowledge
  - B. empathy
  - C. initiative
  - D. all of these
36. In ..... style of leadership a manager centralizes decision making power in himself
- A. autocratic
  - B. participative
  - C. free rein
  - D. none of these
37. .... leader tries to make the subordinates to feel that they are actually participating in decision making even though he had already taken he decision.
- A. participative
  - B. free rein
  - C. manipulative autocrat
  - D. none of these
38. .... Leadership gives complete freedom to subordinates
- A. authoritarian
  - B. participative
  - C. free rein
  - D. none of these
39. .... Is vested with the democratic style of leadership
- A. negative motivation
  - B. centralization of authority
  - C. decentralization of authority
  - D. one way communication
40. The relationship between the leader and his group is the same as that of father and his family in .....
- A. autocratic
  - B. participative
  - C. free rein
  - D. paternalistic
41. .... Leadership is also referred as fatherly leadership
- A. autocratic
  - B. participative
  - C. free rein
  - D. paternalistic
42. Maslow's theory of motivation is .....
- A. theory x and y
  - B. two factor theory
  - C. achievement theory
  - D. none of these
43. Need Hierarchy theory was developed by .....
- A. Mc Gregor
  - B. Abraham Maslow
  - C. Herzberg
  - D. Mc Clelland

44. According to Need Hierarchy theory, the human needs are .....
- A. limited
  - B. unpredictable
  - C. unlimited
  - D. all of these
45. .... is the need for love and affection
- A. safety
  - B. esteem
  - C. social
  - D. physiological
46. The desire to reach the peak of one's potential is called as .....
- A. self actualization need
  - B. safety need
  - C. esteem need
  - D. social need
47. Two Factor Theory is also known as .....
- A. theory x and y
  - B. motivation hygiene theory
  - C. achievement theory
  - D. none of these
48. Achievement Theory was developed by .....
- A. mc gregor
  - B. abraham maslow
  - C. herzberg
  - D. mc clelland
49. Achievement Theory is concerned with .....
- A. affiliation
  - B. power
  - C. achievement
  - D. all of these
50. Mc Gregor's motivation theory is known as .....
- A. theory x and y
  - B. two factor theory
  - C. achievement theory
  - D. none of these
51. Good corporate governance simply means \_\_\_\_\_.
- A. Good Business
  - B. Good Team
  - C. Good Management
  - D. Good Planning
52. In kautily's Arthashastra maintains \_\_\_\_\_.
- A. Good Governance
  - B. Good Ethics
  - C. Good value
  - D. Good Energy
53. Advertising and pricing are two main laws governing \_\_\_\_\_practices.
- A. Fair Business
  - B. Fair Work
  - C. Fair Job
  - D. Fair Task

54. \_\_\_\_\_ is the process of accomplishing God's purpose and plans through proper use of human.
- A. Organisation
  - B. Corporation
  - C. Management
  - D. Planning
55. \_\_\_\_\_ is the major issue in corporate governance.
- A. Accountability
  - B. Transparency
  - C. Stability
  - D. Loyalty
56. A good value system is a \_\_\_\_\_ of doing good for the whole people.
- A. Commitment
  - B. Promise
  - C. Fraud
  - D. Acceptance
57. Corporate Governance is the \_\_\_\_\_.
- A. Collection of mechanism
  - B. Indian corporate
  - C. Code of standard
  - D. Consumer protection laws
58. Business ethics are \_\_\_\_\_.
- A. Collection of mechanism
  - B. Indian corporate
  - C. Code of standard
  - D. Consumer protection laws
59. Federal trade commission are \_\_\_\_\_.
- A. Collection of mechanism
  - B. Indian corporate
  - C. Code of standard
  - D. Consumer protection laws
60. Anglo American model followed in \_\_\_\_\_.
- A. Collection of mechanism
  - B. Indian corporate
  - C. Code of standard
  - D. Consumer protection laws
61. Stakeholder's theory are the potential \_\_\_\_\_.
- A. Effect of corporate activity
  - B. Indian corporate
  - C. Code of standard
  - D. Consumer protection laws
62. \_\_\_\_\_ is used to understand the relation between agents and principal.
- A. Agency theory
  - B. Directors' theory
  - C. Employee theory
  - D. Management theory
63. Corporate governance involve the full set of relationship between a company management and \_\_\_\_\_.
- A. Board
  - B. Economy
  - C. Services
  - D. Technology

64. The C II Code objective was to develop and promote a code of \_\_\_\_\_.
- A. Corporate Governance
  - B. Business Ethics
  - C. Corporate Ethics
  - D. Corporate Power
65. In Bible management is another word for \_\_\_\_\_.
- A. Corporate governance
  - B. Stewardship
  - C. Business ethics
  - D. Corporate Governance
66. Business ethics and values are important for the successful development of a \_\_\_\_\_.
- A. Business Organisation
  - B. Corporate governance
  - C. Corporate Ethics
  - D. Corporate Education
67. Ethics in business refers to a \_\_\_\_\_.
- A. Code of Standard
  - B. Rules & Regulation
  - C. Right & Obligation
  - D. Good Mechanism
68. Kautilya's treatise consist of 15 chapters, 368 Shlok and \_\_\_\_\_ sutras.
- A. 4968
  - B. 4966
  - C. 4965
  - D. 4964
69. Absolute advantage theory is given by \_\_\_\_\_.
- A. David Ricardo
  - B. Paul Ricard
  - C. Mc. Ricardo
  - D. Harry Ricardo
70. The \_\_\_\_\_ of a company elect a Board of Directors to control the business resources for them.
- A. Owner
  - B. Director
  - C. Employee
  - D. Shareholder
71. Kautilya's Arthashastra enumerates \_\_\_\_\_.
- A. Good corporate governance
  - B. Standards or ideals
  - C. Protect the interest of the investors
  - D. Rule of justice
72. \_\_\_\_\_ Protect the interest of the investors
- A. SEBI
  - B. Corporate Governance
  - C. Business Ethics
  - D. CSR
73. Values are also known as \_\_\_\_\_.
- A. Good corporate governance
  - B. Standards or ideals
  - C. Protect the interest of the investors
  - D. Rule of justice



74. Scriptures from Geeta enumerates by \_\_\_\_\_.
- A. Krishna and Arjuna
  - B. Corporate Governance
  - C. Business Ethics
  - D. CSR
75. \_\_\_\_\_ and values are important for the successful development of a business organisation.
- A. Business ethics
  - B. Business power
  - C. Business energy
  - D. Business activity
76. SEBI has set up a committee under the chairmanship of \_\_\_\_\_ to promote and raise standard of corporate governance.
- A. Kumar Mangalam Birla
  - B. Cadbury committee
  - C. C II Code
  - D. Corporate Governance
77. Which one of the following is most suitable for different place, same time conditions in knowledge sharing process?
- A. Face to face meeting
  - B. Peer to Peer shared computer
  - C. E-Mail
  - D. Video conferencing
78. All of the following includes four dimensions of knowledge management EXCEPT:
- A. Processes
  - B. Products
  - C. People
  - D. Price
79. Which of the following is the study of the principles of valid Inference and demonstration?
- A. Logic
  - B. Fact
  - C. Argument
  - D. Rule
80. Following Are the components of KM except:
- A. People
  - B. Currency
  - C. Process
  - D. Technology
81. ABC incorporation has implemented the advanced and updated version of an enterprise resource planning (ERP) software to get the competitive advantage by increasing its operational efficiency. ABC incorporation is pursuing for which dimension of the knowledge?
- A. Core knowledge
  - B. Advanced knowledge
  - C. Innovative knowledge
  - D. None of the given above
82. Human receive information in which of the following way?
- A. Seeing
  - B. Hearing
  - C. Smelling
  - D. All of the above

83. The term \_\_\_\_\_ refers to a set of sequenced planned actions or events intended to help an organization increase its effectiveness.
- A. Intervention
  - B. Performance management
  - C. Institutionalization
  - D. Knowledge management
84. Which one of the following is not a business driven approach?
- A. Expert driven business
  - B. Experience driven business
  - C. Efficiency driven business
  - D. Product driven business
85. Which of the following is the knowledge that people carry in their minds and is, therefore, difficult to access?
- A. Explicit knowledge
  - B. Tacit knowledge
  - C. Procedural knowledge
  - D. Declarative knowledge
86. Which capital creates the leverage and flexibility to rapidly deploy new knowledge and create an ever-changing array of products and services?
- A. Intellectual capital
  - B. Capital stock
  - C. Social capital
  - D. All of the given options
87. The set of processes developed in an organization to create, gather, store, transfer, and apply knowledge, best describes:
- A. organizational learnings
  - B. knowledge management
  - C. organizational memory
  - D. knowledge assets
88. The stored learning from an organization's history that can be used for decision-making and other purposes best describes:
- A. Organizational learning
  - B. Knowledge warehouse
  - C. Best practices
  - D. Organizational memory
89. The most successful solutions or problem-solving methods that have been developed by a specific organization or industry best describes:
- A. Organizational memory
  - B. Knowledge management
  - C. Best practices
  - D. Standard operating procedures
90. Major knowledge work applications include:
- A. Investment workstations, computer-aided design systems, and intelligent agents
  - B. Document imaging systems
  - C. Virtual reality systems, intelligent agents, and investment workstations
  - D. Computer-aided design systems, virtual reality systems, and investment
91. Interactive graphics software and hardware that create computer-generated simulations which provide sensations that emulate real world-activities describes:
- A. VRML
  - B. Fuzzy neural networks
  - C. Virtual reality systems
  - D. Genetic algorithms

92. Artificial intelligence systems:
- A. Do not exhibit the same level of intelligence as human beings
  - B. Can solve all problems intelligently
  - C. Substitute for experts
  - D. Can come up with new and novel solutions to problems
93. A knowledge-intensive computer program that captures the expertise of a human in limited domains of knowledge describes:
- A. virtual reality
  - B. a neural network
  - C. a decision support system
  - D. an expert system
94. A collection of internal and external knowledge in a single location for more efficient management and utilization by the organization, best describes:
- A. a knowledge repository
  - B. organizational memory
  - C. a data warehouse
  - D. knowledge management
95. Which of the following refers to rule-based AI tolerates imprecision by using non-specific terms called membership functions to solve problems?
- A. Genetic algorithms
  - B. Expert system
  - C. Hybrid system
  - D. Fuzzy logic
96. The totality of hardware and software, as well as the specialized human resources required to enable knowledge is called the:
- A. technical core
  - B. knowledge center
  - C. content satellite
  - D. infrastructure
97. The technical layer of the KM system that pertains to TCP/IP protocol, LANs and WANs is the:
- A. physical layer
  - B. transport layer
  - C. collaborative intelligence layer
  - D. user interface layer
98. The \_\_\_\_\_ layer of the KM system creates a competitive edge for the learning organization.
- A. Knowledge-enabling application
  - B. middleware
  - C. transport
  - D. collaborative intelligence and filtering
99. The \_\_\_\_\_ is the part of an expert system that explains to the user how and why an answer is given.
- A. scheduler
  - B. inference engine
  - C. knowledge base
  - D. justifier
100. The lowest cost solution to developing a KM system is:
- A. in-house development
  - B. development by end users
  - C. outsourcing
  - D. off-the shelf solution
101. The ease of modifying software across product lines is referred to as:
- A. serviceability
  - B. flexibility
  - C. reliability
  - D. modularity

102. The measure of how well the software will run on different computers is:
- A. performance
  - B. portability
  - C. usability
  - D. flexibility
103. The system test that checks under what conditions it begins to fail is called:
- A. life-cycle testing
  - B. maintenance testing
  - C. force-fail testing
  - D. catastrophic testing
104. A network node consisting of hardware or software to protect or filter certain information entering the company's databases or keep select information from leaving the company is a(n):
- A. intelligent agent
  - B. authentication
  - C. POP
  - D. firewall
105. The least technical of these KM system layers is:
- A. transport
  - B. authorized access control
  - C. middleware
  - D. user interface
106. A network that uses TCP/IP to share information within an organization is an:
- A. internet
  - B. extranet
  - C. intranet
  - D. authentication network
107. A self-programming system that creates a model based on its inputs and outputs is a(n):
- A. expert system.
  - B. neural net
  - C. inference engine.
  - D. intelligent agent
108. A KM developer is better off working with a single expert when:
- A. the problem domain is complex.
  - B. there must be alternative ways of generating the knowledge.
  - C. there is a need to share more confidentiality with project-related information.
  - D. there is a need for a synthesis of experience.
109. Phrasing a question by leading with the words, "Isn't it true that..." is an example of:
- A. response bias
  - B. inconsistency bias
  - C. hostility bias
  - D. transactional bias
110. An expert that is methodical, verbal and logical is a:
- A. storyteller type
  - B. godfather type
  - C. salesperson type
  - D. procedure type

## ANSWERS

1. C	2. A	3. C	4. D	5. B	6. C	7. C
8. A	9. A	10. D	11. C	12. D	13. A	14. B
15. A	16. C	17. A	18. A	19. B	20. B	21. A
22. B	23. D	24. D	25. C	26. A	27. A	28. B
29. D	30. B	31. A	32. A	33. A	34. B	35. D
36. A	37. C	38. C	39. C	40. D	41. D	42. D
43. B	44. C	45. C	46. A	47. B	48. D	49. D
50. A	51. A	52. A	53. A	54. C	55. A	56. A
57. A	58. B	59. D	60. B	61. A	62. A	63. A
64. A	65. B	66. A	67. A	68. A	69. A	70. A
71. A	72. A	73. B	74. A	75. A	76. A	77. D
78. D	79. D	80. B	81. A	82. D	83. D	84. D
85. B	86. A	87. B	88. D	89. C	90. D	91. C
92. A	93. D	94. A	95. D	96. A	97. B	98. A
99. D	100. D	101. D	102. B	103. C	104. D	105. D
103. C	107. B	108. C	109. A	110. B		