

21/09/2023

Name of Post:	Assistant Manager (Human Resource) in Assam Power Distribution Company Limited (APDCL)
Advt. No.	07/2023 dated 30.03.2023
Date of Screening Test	21.09.2023

AMHR/APDCL/1/23

RE ASKED TO DO SO

Series



00612

TEST BOOKLET
Paper—I
(HUMAN RESOURCE)

Time Allowed : 2 Hours

Full Marks : 100

Read the following instructions carefully before you begin to answer the questions :

1. The name of the Subject, Roll Number as mentioned in the Admission Certificate, Test Booklet No. and Series are to be written legibly and correctly in the space provided on the Answer-Sheet with Black/Blue ballpoint pen.
2. **Answer-Sheet without marking Series as mentioned above in the space provided for in the Answer-Sheet shall not be evaluated.**
3. All questions carry equal marks.

The Answer-Sheet should be submitted to the Invigilator.

Directions for giving the answers : Directions for answering questions have already been issued to the respective candidates in the 'Instructions for marking in the OMR Answer-Sheet' along with the Admit Card and Specimen Copy of the OMR Answer-Sheet.

Example :

Suppose the following question is asked :

The capital of Bangladesh is

- (A) Chennai
- (B) London
- (C) Dhaka
- (D) Dhubri

You will have four alternatives in the Answer-Sheet for your response corresponding to each question of the Test Booklet as below :



In the above illustration, if your chosen response is alternative (C), i.e., Dhaka, then the same should be marked on the Answer-Sheet by blackening the relevant circle with a Black/Blue ballpoint pen only as below :



The example shown above is the only correct method of answering.

4. Use of eraser, blade, chemical whitener fluid to rectify any response is prohibited.
5. Please ensure that the Test Booklet has the required number of pages (20) and 100 questions immediately after opening the Booklet. In case of any discrepancy, please report the same to the Invigilator.
6. No candidate shall be admitted to the Examination Hall/Room 20 minutes after the commencement of the examination.
7. **No candidate shall leave the Examination Hall/Room** without prior permission of the Supervisor/Invigilator. No candidate shall be permitted to hand over his/her Answer-Sheet and leave the Examination Hall/Room before expiry of the full time allotted for each paper.
8. No Mobile Phone, Electronic Communication Device, etc., are allowed to be carried inside the Examination Hall/Room by the candidates. Any Mobile Phone, Electronic Communication Device, etc., found in possession of the candidate inside the Examination Hall/Room, even if on off mode, shall be liable for confiscation.
9. No candidate shall have in his/her possession inside the Examination Hall/Room any book, notebook or loose paper, except his/her Admission Certificate and other connected papers permitted by the Commission.
10. Complete silence must be observed in the Examination Hall/Room. No candidate shall copy from the paper of any other candidate, or permit his/her own paper to be copied, or give, or attempt to give, or obtain, or attempt to obtain irregular assistance of any kind.
11. This Test Booklet can be carried with you after answering the questions in the prescribed Answer-Sheet.
12. Noncompliance with any of the above instructions will render a candidate liable to penalty as may be deemed fit.
13. No rough work is to be done on the OMR Answer-Sheet. You can do the rough work on the space provided in the Test Booklet.

N.B. : There will be negative marking @ 0.25 per 1 (one) mark against each wrong answer.

/133-D

[No. of Questions : 100]

SEAL

1. Which one of the following statements is the most suitable option with reference to the advantage of the performance management over performance appraisal?

(A) Performance appraisal is subjective.

(B) Performance management is broader and includes performance appraisal.

(C) Performance management encourages active participation of employee and emphasizes a two-way communication.

(D) Performance management creates a shared vision of the purpose and aims of the organization.

2. Which method of performance appraisal will you use when you need to find out exceptional example of success or failure of the employees in meeting job requirements?

(A) Critical incident appraisal

(B) Forced rating appraisal

(C) Field review appraisal

(D) Graphic rating scale appraisal

3. If an organization desires for planned change and work collaboratively to achieve that, what intervention should it use?

(A) Training and development

(B) Conflict management

(C) Organization development

(D) Management by objectives

4. Which training need identification tool is most suitable to quickly determine precise performance related information at any specific point of time?

(A) Performance appraisal

(B) Management information system

(C) Critical incident interview

(D) Job analysis

5. For staffing the position of a software engineer of a multinational IT company, which staffing policy will be the most suitable?

(A) Geocentric

(B) Polycentric

(C) Ethnocentric

(D) Heterocentric

6. The technique of drawing conclusions from a candidate's handwriting about future performance in a role is called
- (A) graphology
 - (B) physiognomy
 - (C) phrenology
 - (D) calligraphy
7. Who has advanced the goal setting theory of performance management?
- (A) E. A. Locke and Gary Latham
 - (B) F. Trompenaars and Charles Hamp
 - (C) R. Tung and Arthur Andersen
 - (D) J. C. Usunier and P. N. Gharvi
8. Which of the following concepts is developed on unitarism, individualism, high commitment and strategic alignment?
- (A) Personnel management
 - (B) Human resource management
 - (C) Industrial relations
 - (D) Personnel administration
9. Which one is **not** a non-quantitative job-evaluation method?
- (A) Ranking method
 - (B) Grading method
 - (C) Point rating method
 - (D) Job-classification method
10. Which of the following is a process of systematically identifying, assessing and developing organizational leadership to enhance performance?
- (A) Manpower planning
 - (B) Career planning
 - (C) Succession planning
 - (D) Human resource planning
11. Who is the profounder of the socio-psychological approach to Human Resource Development?
- (A) T. W. Schultz
 - (B) Lorraine Corner
 - (C) Lim Teck Ghee
 - (D) David McClelland
12. Read the following statements on HRD need analysis. Identify the one which is **not** true.
- (A) HRD needs can be identified at strategic, organizational, operational task and person levels.
 - (B) HRD needs can be diagnostic, analytic, compliance oriented and proactive.
 - (C) Competency mapping, performance appraisal and clarity of career paths identify HRD needs at task level only.
 - (D) Task-related KSA analysis and training need analysis are integral parts of HRD need analysis.

13. Which one of the following is **not** a part of the HRD system?
- (A) Career planning
 - (B) Manpower planning
 - (C) Training
 - (D) Organizational development
14. Which of the following training programmes is meant for new employee?
- (A) Sensitivity training
 - (B) Apprenticeship training
 - (C) Induction training
 - (D) In-basket exercise
15. Which of the following is **not** a 'Lab' in the sensitivity training, also known as Laboratory Training?
- (A) Stranger Lab
 - (B) Cousin Lab
 - (C) Organizational Lab
 - (D) Family Lab
16. Development is acquisition of capabilities that are needed to do the
- (A) present job
 - (B) future expected job
 - (C) present job or the future expected job
 - (D) None of the above
17. Education component of HRD is
- (A) future oriented
 - (B) career oriented
 - (C) goal oriented
 - (D) None of the above
18. When you place greater emphasis on diagnosis and understanding events of a process, which intervention will you use?
- (A) Action research
 - (B) Process team-building
 - (C) Process consultation
 - (D) Gestalt approach to team-building
19. When you have to identify the driving and restraining forces, which intervention should an organization development practitioner use?
- (A) Force-field analysis
 - (B) SWOT analysis
 - (C) Open-force analysis
 - (D) Stream analysis
20. Which one of the following is **not** a characteristic of an effective team?
- (A) Clear purpose
 - (B) Centralized leadership
 - (C) Informality
 - (D) Open communication

21. Which of the following is **not** a factor of emotional intelligence?

- (A) Ability
- (B) Reason
- (C) Emotion
- (D) Thinking without feeling

22. Which of the following is Herzberg's hygiene factor?

- (A) Recognition at workplace
- (B) Reasonable salary
- (C) Responsibility for work
- (D) Sense of achievement

23. Which of the following organizations is world oriented?

- (A) Geocentric
- (B) Polycentric
- (C) Regiocentric
- (D) Ethnocentric

24. The managerial grid was given by

- (A) Rensis Likert
- (B) Kurt Lewin
- (C) Hersey-Blanchard
- (D) Blake and Mouton

25. Match the following concepts of Organizational Behaviour (OB) and their proponents :

Concepts of OB

Proponents

- | | |
|-----------------------------|---------------------|
| P. Classical conditioning | (i) Albert Bandura |
| Q. Operant conditioning | (ii) Ivan Pavlov |
| R. Social learning theory | (iii) Sigmund Freud |
| S. Psycho-analytical theory | (iv) B. F. Skinner |

Codes :

- | | | | | |
|-----|-------|-------|-------|-------|
| (A) | P | Q | R | S |
| | (ii) | (i) | (iii) | (iv) |
| (B) | P | Q | R | S |
| | (iii) | (iv) | (i) | (ii) |
| (C) | P | Q | R | S |
| | (ii) | (iv) | (i) | (iii) |
| (D) | P | Q | R | S |
| | (ii) | (iii) | (i) | (iv) |

26. Which model is the most suitable for diagnosis of organizational problem?

- (A) Weisbord's six-box model
- (B) Open-system planning
- (C) Lewin's model
- (D) 7-S framework

27. The most suitable method of empowering people to solve their own problem is

- (A) survey feedback
- (B) force-field analysis
- (C) action research
- (D) SWOT analysis

28. Which of the following can be the most suitable intervention towards realizing a good relationship?

(A) Sensitivity training

(B) Process consultation

(C) Role analysis training

(D) Grid training

29. Which of the following can be the most appropriate communication model during change?

(A) Johari window

(B) Managerial grid

(C) Reddin's 3-D model

(D) Rover's learning process model

30. The first step in managing resistance to change is

(A) participation

(B) negotiation

(C) education and communication

(D) facilitation and support

31. Which statement from below is **not** true recognition of a trade union by order of a Labour Court?

(A) It is a representative of all the workmen employed by the employer in that industry or those industries.

(B) Its rules provide the procedure for declaring a strike.

(C) Its rules provide that a meeting of its executive shall be held at least once in a year.

(D) Its rules do not provide for the exclusion from membership of any class of the workmen employed in the same industry or industries.

32. Which of the following is **not** an unfair labour practice on the part of workmen and unions of workmen under the Industrial Disputes (Amendment) Act, 1982?

(A) To advice or actively support or instigate any strike deemed to be illegal under this Act

(B) To demand an increased compensation for workmen

(C) To refuse to bargain collectively in good faith with the employer

(D) To picketing in such a manner that non-striking members are physically debarred from entering the workplace

33. Management developed by managers who actively seek a strong co-operative relationship with their employee is
- knowledge management
 - learning management
 - participative management
 - proactive management
34. John T. Dunlop gave the
- Gandhian approach
 - system approach
 - Oxford approach
 - None of the above
35. 'Red Hot Stove' rule of disciplinary action was suggested by
- Douglas McGregor
 - Dale Yoder
 - Richard P. Calhoun
 - Fred Luthans
36. The system of industrial relations where social and labour issues are discussed between trade unions and management at enterprise level is
- bipartism
 - tripartism
 - social dialogue
 - None of the above
37. Who proposed that industrial relations activities take place among three principal social partners at three levels?
- John T. Dunlop
 - Richardson J. H.
 - Cochran and McKersie
 - Clark Kerr
38. 'Modern grievance procedure' is given in the
- Industrial Disputes Act
 - Employees' State Insurance Act
 - Industrial Employment (Standing Orders) Act
 - Code of Discipline
39. Inter-Union Code of Conduct was evolved in the year
- 1956
 - 1957
 - 1958
 - 1959
40. Which of the following is **not** a part of the scheme of Workers' Participation in Management in India?
- Shop Level Councils
 - Joint Level Councils
 - Unit Level Councils
 - Industrial Level Councils

41. What non-statutory/voluntary mechanisms under the Industrial Disputes Act, 1947 are available for maintenance of industrial relations?

- (i) Joint Management Council
- (ii) Conciliation
- (iii) Code of Discipline
- (iv) Tripartite Consultative

Machinery

- (A) (i), (ii), (iii)
- (B) (ii), (iii), (iv)
- (C) (i), (iii), (iv)
- (D) (i), (ii), (iv)

42. Which is the correct order of settlement of Industrial Disputes and the Industrial Disputes Act?

- P. Industrial Tribunal
- Q. National Tribunal
- R. Conciliation
- S. Labour Court

- (A) R, P, S, Q
- (B) R, S, P, Q
- (C) P, S, R, Q
- (D) R, Q, S, P

43. Which of the following machineries is for settlement of Industrial Disputes in India?

- (A) National Commission on Labour
- (B) Wage Board
- (C) Industrial Tribunal
- (D) Standing Labour Committee

44. Which of the following **cannot** be said to be an effect of industrial disputes?

- (A) High productivity, peace or profit
- (B) High labour turnover
- (C) High rate of absenteeism
- (D) High rate of man-days lost

45. The Industrial Disputes Act, 1947 requires advance notice to be given for going on strike and lockout in public utility services only. Which of the following specifies serving of notices for strike and lockout in non-public utility services also?

- (A) Inter-Union Code of Conduct
- (B) Code of Discipline in Industry
- (C) Code of Efficiency and Welfare
- (D) None of the above

46. Which of the following is **not** an industrial action in India?

- (A) Strike
- (B) Lockout
- (C) Picketing
- (D) Mass casual leave

47. Find the machinery which is **not** a method of settlement of industrial dispute.

- (A) Consultation
- (B) Works Committee
- (C) Conciliation
- (D) Adjudication

48. Under which Schedule of the Industrial Disputes Act, 1947, public utility services have been listed out?

- (A) 1st Schedule
- (B) 2nd Schedule
- (C) 3rd Schedule
- (D) 4th Schedule

49. Mention the basic postulate on which the ILO standards lie.

- (A) Labour is not a commodity
- (B) Freedom of expression and association are essential to sustained progress
- (C) Poverty anywhere constitutes danger to prosperity everywhere
- (D) All of the above

50. The Article in the Indian Constitution that imposes prohibition on traffic in human beings, beggars and other similar forms of forced labour is

- (A) Article 19
- (B) Article 23
- (C) Article 32
- (D) Article 45

51. Which of the following is **not** a type of labour legislation?

- (A) Regulative legislation
- (B) Protective legislation
- (C) Uniformity legislation
- (D) Social security legislation

52. Under which of the following categories, the shop and commercial establishment legislation can be included?

- (A) Wage legislation
- (B) Social security legislation
- (C) Working condition legislation
- (D) Welfare legislation

53. Which of the following legislations is applied to unorganized sector workers in India?

- (A) Minimum Wages Act, 1948
- (B) Child Labour (Prohibition and Regulation) Act, 1986
- (C) Contract Labour (Regulation and Abolition) Act, 1970
- (D) All of the above

54. Which of the following is **not** a regulative type of labour legislation?

- (A) Factories Act, 1948
- (B) Trade Unions Act, 1926
- (C) Industrial Disputes Act, 1947
- (D) Industrial Employment (Standing Orders) Act, 1946

55. Who is a child according to the Child Labour (Prohibition and Regulation) Act, 1986?

- (A) A person who has not completed 18th year of age
- (B) A person who has not completed 16th year of age
- (C) A person who has not completed 15th year of age
- (D) A person who has not completed 14th year of age

56. According to the Contract Labour (Regulation and Abolition) Act, 1970, it is the obligation of a contractor to obtain a license if he employs any day during preceding month

- (A) 30 or more contract labours
- (B) 20 or more contract labours
- (C) 10 or more contract labours
- (D) 7 or more contract labours

57. According to the Mines Act, 1952, no person shall be allowed to work above ground in a mine for more than

- (A) 42 hours
- (B) 48 hours
- (C) 54 hours
- (D) 50 hours

58. According to the Mines Act, 1952, when a matter, thing or practice is dangerous to human life and safety, what is to be done?
- Chief investigator supervises the situation
 - Chief investigator rushes to find a solution to the problem
 - Chief investigator gives a written notice to the owner/agent/manager of the mine to remedy the situation
 - Chief investigator stops the work
59. According to the Payment of Wages Act, 1936, deduction from wages **cannot** be made due to
- unauthorized absence from duty
 - damage of goods of the employer
 - recovery of advances
 - not attaining the age of 18 years
60. The minimum rate of bonus that the Payment of Bonus Act, 1965 imposes is
- 8.33%
 - 10%
 - 7.33%
 - 9%
61. According to the Payment of Wages Act, 1936, wages **do not** include
- any remuneration payable under any award or settlement between the parties or order of courts
 - any sum paid as against over-time work or holidays or any leave
 - any sum paid as contribution to Pension Provident Fund
 - any sum paid during termination of employment of the person which is payable under law
62. Which of the following statements are true with respect to the Payment of Gratuity Act, 1972?
- To become eligible for gratuity, the employee must have completed 5 years of continuous service.
 - In case of termination of the service by the concerned organization and in case of death and disablement, 5 years of continuous service is not necessary.
 - Superannuation age is considered as 58 years in establishment where this age is not fixed.
 - If nomination is made by an employee in favour of a person who is not a member of his/her family, the same is void.
- (i), (ii), (iii)
 - (ii), (iii), (iv)
 - (iii), (iv), (i)
 - (iv), (i), (ii)

63. Which statement from below is **not** true with reference to the Minimum Wages Act, 1948?

(A) The rate of wages may be time rate, piece rate, guaranteed time rate, overtime rate.

(B) It includes any sum paid to the person employed to defray special expenses entailed on him by the nature of his employment.

(C) The wage rates may be fixed by the hour, day, month or any longer period.

(D) The rate fixed may consist of the basic rates of wages, cost of living allowance and cash value of concession in respect of essential commodities.

64. Problems of unemployment and wages fixation had their direct link with the

(A) population

(B) value of labour

(C) attitude of management

(D) coordination

65. The Payment of Bonus Act, 1965 is applicable to an employee who draws wage or salary of

(A) ₹ 3,500 in case of apprentice

(B) ₹ 5,000 in case of apprentice and employee

(C) ₹ 7,500 in case of employee only

(D) ₹ 10,000 in case of employee only

66. 'Money wage' is otherwise called as

(A) real wage

(B) living wage

(C) nominal wage

(D) fair wage

67. Which of the following is **not** a time-based incentive plan?

(A) Halsey Plan

(B) Merrick Plan

(C) Rowan Plan

(D) Emerson Plan

68. The maximum amount of gratuity has now been enhanced to ₹ 10 lakhs from

(A) 2.5 lakhs

(B) 3.5 lakhs

(C) 5 lakhs

(D) 7.5 lakhs

69. The Bhopal Gas Tragedy led to an amendment under which of the following legislations?

(A) Factories Act

(B) Mines Act

(C) Plantation Labour Act

(D) None of the above

70. Which of the following legislations was based on the recommendation of the B. P. Adarkar Committee Report?

- (A) Maternity Benefit Act, 1961
- (B) Employees' Compensation Act, 1923
- (C) Employees' Provident Fund Act, 1952
- (D) Employees' State Insurance Act, 1948

71. The Factories Act, 1948 requires the appointment of the 'Safety Officer' in factories employing at least

- (A) 250 workers
- (B) 500 workers
- (C) 1000 workers
- (D) None of the above

72. Which Section of the Factories Act deals with appointment of Welfare Officer?

- (A) Section 45
- (B) Section 49
- (C) Section 51
- (D) Section 55

73. Which one is **not** occupational health hazard?

- (A) Biological hazard
- (B) Ergonomical hazard
- (C) Chemical hazard
- (D) Electrical hazard

74. The direct costs of workplace-related injuries are workers' compensation and premiums paid.

- (A) The above statement is true
- (B) The above statement is not true
- (C) The statement is true from the point of management
- (D) The statement is absolutely irrelevant from workers' point of view

75. What does 'duty of care' mean in the workplace?

- (A) It is the legal obligation of self of an employee
- (B) It is the moral obligation of one person in the workplace
- (C) It is the legal obligation of one person towards another and him or herself with regard to health, safety and security
- (D) It is absolutely a management responsibility and obligation

76. Which of the following is **not** a type of social security benefit?

- (A) Retirement benefit
- (B) Survivor benefit
- (C) Disability benefit
- (D) Education benefit

77. How are social security benefits funded?

- (A) By Income Tax
- (B) By Payroll Tax
- (C) By Property Tax
- (D) By Sales Tax

78. As per the Census definition of 'workers' in India, a marginal worker is a worker who

- (A) gets employment for a period of 159 days per year
- (B) gets employment for a period of less than six months per year
- (C) gets employment for a period of less than four months per year
- (D) gets employment for a period of 199 days per year

79. Demand for labour is a derived demand. The term 'derived demand' stands for

- (A) the demand for a good or service that results from the demand for a different or related goods or services
- (B) the demand for goods and services offered on sale at the market
- (C) the demand of households for a certain basket of products of essential use
- (D) the demand for cheaper quality of labours against skilled workers

80. Backward-bending supply curve of labour is a graphical device which shows that the substitution of paid worktime for leisure leads to

- (A) an increase in labour supply
- (B) a decrease in labour supply
- (C) a sharp fall in the quality of products
- (D) an inappropriate management of the workforce

81. According to Centre for Monitoring Indian Economy (CMIE), 2021, while the male LFPR was 67.4%, the female LFPR was as low as

- (A) 9.4%
- (B) 32.6%
- (C) 23.4%
- (D) 13.3%

82. Both the Union and State Governments have powers to legislate on issues concerning labour, their work conditions, welfare, safety, health, etc. This is because

- (A) labour is a subject in the State List of the Constitution
- (B) labour is a subject in the Union List of the Constitution
- (C) labour is a subject in the Concurrent List of the Constitution
- (D) labour is a subject not listed in the Constitution of India

83. Which of the following is **not** a contributory factor for HR outsourcing?

- (A) Strategic reasons
- (B) Financial reasons
- (C) Trade Union hassles
- (D) Competitive factor

84. Who among the following advocated the Theory of Full Employment?

- (A) Beveridge
- (B) Keynes
- (C) Adam Smith
- (D) A. C. Pigou

85. Due to introduction of new technology, workers may be replaced by machines leading to

- (A) technological unemployment
- (B) frictional unemployment
- (C) seasonal unemployment
- (D) disguised unemployment

86. Workforce refers that part of

- (A) labour force which is employed
- (B) population which is unemployed
- (C) population which is forced to work
- (D) labour force which is unemployed

87. Most of the unemployment in India is

- (A) voluntary
- (B) structural
- (C) frictional
- (D) technical

88. Which option from below is **not** true with reference to the following?

A female employee can be deprived of maternity benefit if during her pregnancy period, she is dismissed for

- (A) assaulting a superior or co-employee at workplace
- (B) involving in criminal offence resulting in conviction in a court of law
- (C) wilfully hiding employer's vital information
- (D) wilful non-observant of safety measure

89. When the strategic management team members are planning the hiring and compensation cost of future HR, they are exercising

- (A) line authority
- (B) staff authority
- (C) functional authority
- (D) All of the above

90. Which of the following principles of management was **not** given by Fayol?

- (A) Unity of direction
- (B) Subordination of individual interest to common interest
- (C) Stability of tenure
- (D) Standardization

91. Delphi technique is used in

- (A) organizing
- (B) operating
- (C) staffing
- (D) forecasting

92. Narrow span of control results into

- (A) tall structure
- (B) flat structure
- (C) mechanistic structure
- (D) All of the above

93. Which one of the following is **not** the characteristic of planning?

- (A) It deals with the future
- (B) It involves selection of particular course of action
- (C) It is pervasive
- (D) It is not strategic

94. Who is regarded as the Father of Scientific Management?

- (A) Albert Bandura
- (B) Louis D. Brandeis
- (C) Frederick Winslow Taylor
- (D) Elton Mayo

95. The process of comparing actual performance with standards and taking necessary corrective action is called
- (A) controlling
(B) communicating
(C) cooperating
(D) coordinating
96. The aggregate of several related action plans that have been designed to accomplish a mission within a specified time period is known as
- (A) project
(B) policy
(C) process
(D) programme
97. Arrange the different phases of Hawthorne experiments in their sequence as given in P, Q, R, S and T :
- P. Relay assembly test room experiment
Q. Bank wiring observation test
R. Illumination experiment
S. Personal counselling
T. Mass interviewing programme
- (A) P, Q, R, S, T
(B) R, P, T, Q, S
(C) R, Q, T, P, S
(D) T, S, R, Q, P
98. HR planning involves four distinct phases, one of these stages is
- (A) business scanning
(B) forecasting human resource requirements
(C) organizational development
(D) planning
99. Talent analytics **does not** take care of the
- (A) attrition rate
(B) human capital investment analysis
(C) talent value model
(D) performance data
100. Which all from the following can be possible ways of filling a talent position?
- (i) Succession planning
(ii) Campus hiring
(iii) Employing head hunters
(iv) Social media
- (A) (i), (ii), (iii)
(B) (i), (ii), (iv)
(C) (ii), (iii), (iv)
(D) (iii), (iv), (i)

SPACE FOR ROUGH WORK

95. The process of comparing actual performance with standards and taking necessary corrective action is called:
- (A) control
 - (B) comparison
 - (C) comparison
 - (D) monitoring
96. The aggregate of all the activities and action plans that have to be carried out to accomplish a particular objective is called the:
- (A) project
 - (B) policy
 - (C) process
 - (D) programme
97. Arrange the different types of Hawthorne experiments in the following sequence as given in the options and T is the correct sequence:
- P. fatigue test
 - Q. bank wiring room
 - R. illumination experiment
 - S. reward experiment
 - T. Maslow's experiment
- (A) P, Q, R, S, T
 - (B) R, S, T, Q, P
 - (C) P, Q, T, R, S
 - (D) T, S, R, Q, P
98. The following phases are distinct phases of the process of:
- (A) forecasting
 - (B) control
 - (C) monitoring
 - (D) comparison
99. The aggregate of all the activities and action plans that have to be carried out to accomplish a particular objective is called the:
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