

2

**VIDYA VIKAS MANDAL'S  
RAMCRISNA MADEVA SALGAOCAR HIGHER SECONDARY SCHOOL  
MARGAO- GOA  
FIRST INTERNAL TEST**

Std. XII OM  
Date: 06/08/2022

**SUB: OFFICE ADMINISTRATION**

Max.Marks: 20  
Duration: 1hr

**GENERAL INSTRUCTIONS:**

- i. All questions are compulsory.
- ii. Question No. 1 to 20 consists of Multiple-Choice Questions,
- iii. Figures to the right indicate marks allotted to each question.
- iv. Write the number of questions clearly on your answer book.

---

**Choose the correct alternative and rewrite the sentence: -**

1. Assigning work and granting authority are two important elements of \_\_\_\_\_ (1)  
A. Planning  
B. Organizing  
C. Leading  
D. Controlling
2. Mapping out exactly how to achieve a particular goal is called \_\_\_\_\_ (1)  
A. Planning  
B. Staffing  
C. Leading  
D. Controlling
3. Making sure all employees are paid accurately and timely comes under \_\_\_\_\_ (1)  
A. Account receivable  
B. Account payable  
C. Revenue tracking  
D. Payroll
4. Taking day to day management decision and implementing company's long and short term plans is the responsibility of a \_\_\_\_\_ (1)  
A. CEO  
B. Cashier  
C. Office clerk  
D. Superintendent
5. Which of the following is not the duties of a manager? (1)  
A. Communication  
B. Training  
C. Controlling  
D. Staffing
6. Preparing asset, liability and capital account entries is the duty of a \_\_\_\_\_ (1)  
A. Manager  
B. Accountant  
C. Cashier  
D. Superintendent

7. Which of the following is not the duty of the office clerk? (1)
- A. Collect count and disburse money
  - B. Checking daily cash account
  - C. Answer telephones direct calls and take messages
  - D. Operate office machines
8. According to Koontz and O'Donnell leadership is the ability of a manager to induce subordinate to work \_\_\_\_\_ (1)
- A. For mutual objectives
  - B. In a manner directed and determined by him
  - C. For raising man's performance to higher standards
  - D. With confidence and zeal
9. The essential twins that are required for getting things done are \_\_\_\_\_ (1)
- A. Patience and persistence
  - B. Planning and patience
  - C. Planning and persistence
  - D. Planning and discipline
10. Often the difference between good leader and great leader comes down to \_\_\_\_\_ (1)
- A. Vision and Goal
  - B. Self Confidence
  - C. Discipline
  - D. Persistence
11. Leaders not having the skill of getting their point across in a formal presentation lack the quality of \_\_\_\_\_ (1)
- A. Delegation
  - B. Creativity and innovation
  - C. Communication
  - D. Lead by example
12. Laissez Fair is basically a French word which means \_\_\_\_\_ (1)
- A. 'Let others do it'
  - B. 'Let us all do it'
  - C. 'Let me alone do it'
  - D. 'Let's not do it'
13. The style of leadership, people get an opportunity to provide the opinions and recommendations is \_\_\_\_\_ (1)
- A. Autocratic leadership
  - B. Participative leadership
  - C. Laissez fair leadership
  - D. Situational leadership
14. The kind of leadership, the leaders engage their team in a way that moves them to also become leaders is known as \_\_\_\_\_ (1)
- A. Situational leadership
  - B. Transformational leadership
  - C. Transactional leadership
  - D. Autocratic leadership

15. Group of people who come together and work to achieve a common goal or purpose is called as a \_\_\_\_\_ (1)

- A. Group
- B. Work group
- C. Team work
- D. Team

16. The process of working collaboratively with a group of people in order to achieve a goal is known as \_\_\_\_\_ (1)

- A. Team work
- B. Team
- C. Work group
- D. Group

17. The stage at which the team members come up with ideas through debates on how to proceed with the task \_\_\_\_\_ (1)

- A. Forming
- B. Storming
- C. Norming
- D. Performing

18. The stage at which the team knows what, when, why, and how they supposed to work \_\_\_\_\_ (1)

- A. Forming
- B. Storming
- C. Norming
- D. Performing

19. Art of influencing and inspiring subordinates to perform their duties efficiently is called as \_\_\_\_\_ (1)

- A. Dictatorship
- B. Followership
- C. Leadership
- D. Membership

20. Which of the following factors does not influence the leadership style? \_\_\_\_\_ (1)

- A. Place of the task
- B. Nature of the task
- C. Amount of time available
- D. Accessibility to information required

.....