*Online Examination Question Bank – 2020*

**PUBLIC ADMINISTRATION**

ELEVENTH PAPER

**( Office Management in Government )**

**Multiple Choice Questions**

1. Office management refers to

(a) **Method of controling an office**

(b) Method of administering the people

(c) Method of managing the people

1. The word ‘Office’ is associated with –

(a) Indiscipline

(b) **Service function**

(c) Absence of clerical staff

1. Office Management may also be known as –

(a) Administrative Office Management

(b) Scientific Office Management

(c) **Both of the above**

1. Who define Office management as “a task of planning, coordinating, motivating the efforts of others towords the specific objectives in the office”?

(a) Mill & Standingford

(b) **George R.Terry**

(c) Robinson

1. Which one of the following is NOT covered by Office management functions?

(a) **Discriminating**

(b) Coordinating

(c) Planning

1. Traditional concept viewed Office as

(a) **a place**

(b) a function

(c) a information centre

1. Functions of office management includes

(a) **Motivating, controlling and directing**

(b) Motivating, indisciplinary and partiality

(c) Motivating, partiality and neutrality

1. Purpose of an Office includes

(a) Destruction of office documents

(b) **Preservation of records**

(c) Maintenance of partiality

1. Which of the following is carried out in an office?

(a) Leadership activities

(b) **Administrative activities**

(c) Disciplinary activities

1. The term ‘Management’ in the Office Management simply means

(a) To terminate

(b) To discriminate

(c) **To administer**

1. Staffing function of office management concerns with

(a) **recruitment, placement and training**

(b) recruitment, communication and weeding out

(c) recruitment, weeding out and lay-out

1. *Motivation* as a function of office management refers to

(a) Planning process

(b) **Inspirational process**

(c) Communication process

1. *Organisation* as a function of office management involves

(a) **Grouping of activities**

(b) Conduct of social works

(c) Issue of notifications

1. *Coordination* as a function of office management deals with

(a) Inefficiency in the dealing of works

(b) Ineffective leadership

(c) **Harmonious implementation of plans**

1. ‘Structure’ means the pattern in which the various parts are

(a) **interrelated**

(b) formed

(c) reported

1. Office management structure directly involves

(a) Artificial lighting of rooms

(b) Systematic disposal of documents

(c) **Particular system of arrangements**

1. Structure of office organisation refers to

(a) Preservation of records for future references

(b) **Framework for a group of individuals towards common goals**

(c) Making of reports for future references

1. Which of the following is considered as important step in organising office structure?

(a) **Adaptability**

(b) Rigidity

(c) Instability

1. Importance of sound office structure includes

(a) **Efficiency and skills**

(b) Confusion about the objectives

(c) Duplication of works

1. Office work is mainly concerned with

(a) Research and evaluation

(b) Construction work

(c) **Clerical work**

1. Office Layout refers to

(a) Systematic arrangement of files

(b) **Systematic arrangement of men and equipments**

(c) Systematic arrangement of routine

1. The main purpose of Office Layout is to bring

(a) **economy and efficiency**

(b) good employees

(c) administrative orders

1. The concept of Office Layout is based on the principle of

(a) maximum efficiency at a maximum cost

(b) minimum efficiency at a minimum cost

(c) **maximum efficiency at a minimum cost**

1. The objectives of Office Layout includes

(a) good working condition, expensive and privacy

(b) **good woring condition, coordination and privacy**

(c) good working condition, noise and expensive

1. Which of the following is NOT associated with good office layout?

(a) sufficient lighting

(b) **noise from external sources**

(c) privacy and safety

1. The main objective of Office Layout is to provide

(a) sufficient artificial lights

(b) noisy sounds

(c) **smooth flow of work**

1. Noisy machines and equipments in the office should be placed

(a) inside the office

(b) **away from the clerks**

(c) near the clerks

1. In order to ensure the conveniency for customers, the receptionist section should be placed –

(a) **near the main entrance**

(b) at the corner of the room

(c) behind the confidential section

1. Office Layout is also known as

(a) office construction

(b) **space planning**

(c) space making

1. Which one of the following is NOT the principal objective of Office Layout?

(a) Regular flow of work

(b) Effective and facile supervision

(c) **Minimum ulitization of floor space**

1. Office Layout should be

(a) static in nature

(b) unchangeable

(c) **flexible and elastic**

1. Which of the following is also needed to consider in space planning?

(a) ignoring criticisms from the public

(b) **creation of an appealing image**

(c) provision of insufficient facilities to staff

1. Choose the correct statement of the following with regard to good Layout.

(a) **place related departments adjacent**

(b) insufficient lighting should be provided

(c) rest-room facilities should be avoided

1. Office furniture includes

(a) Workers

(b) **Table**

(c) Software

1. Types and number of office furniture depends on

(a) efficiency of the staff
(b) **nature and volume of work**

(c) quality of the leader

1. Office work is mainly concerned with

(a) Research work

(b) Science and technology

(c) **Paper and clerical work**

1. Which one is NOT the basic principle in selecting office furniture?

(a) **Responsibility**

(b) Suitability

(c) Durability

1. Design of office furniture may include

(a) **size**

(b) cost

(c) utility

1. In office furniture, metal and fibreglass are much less flammable than

(a) silver

(b) copper

(c) **wooden**

1. Appearance of office furniture is considered important as it will

(a) **impress the workers and visitors**

(b) increase the prestige of the locality

(c) increase output of the office

1. If a clerk is to be provided with a telephone, it must be placed on

(a) the right hand-side of the table

(b) the back-side of the clerk

(c) **the left-hand side of the table**

1. Preferably, certain confidential files should be placed in

(a) wooden cabinet

(b) **steel cabinet**

(c) glass container

1. Office furniture does not include

(a) **Internet**

(b) Chairs

(c) Cabinets

1. Built-in furniture like almirah etc becomes popular in modern office, because

(a) it increases efficiency

(b) **it reduces expenditure and space**

(c) it helps in maintaining integrity

1. In modern offices, office machines of various kinds are considered to be

(a) **indispensable**

(b) avoidable

(c) negligible

1. Which one of the following is advantage of office machines?

(a) expensiveness

(b) **saving in cost of office management**

(c) increase the requirement of staff

1. Office machines includes

(a) **Computer**

(b) Table

(c) Cupboards

1. Table is needed in the office for

(a) storing the documents for future references

(b) keeping office records for future use

(c) **storing and housing of files**

1. Which one of the following furnitures may be considered to be the most important for the smooth function of office?

(a) Racks

(b) Cabinets

(c) **Chairs**

1. Which one of the following factors may increase the morale of office personnel?

(a) **colour, design and finish of the furniture**

(b) weight, height and durability of the furniture

(c) cost, type and weight of the furniture

1. The term ‘procedure’ refers to

(a) act of governing

(b) **a series of clerical acts within the system**

(c) material available in office

1. Office procedure are performed in a specific way, which is called

(a) System

(b) Filing

(c) **Method**

1. ‘Filing’ refers to

(a) Process of administration

(b) **Systematic arrangement and keeping of records**

(c) Process of disciplinary actions

1. The process of filing involves

(a) **Classification, sorting and coding**

(b) Classification, supervision and control

(c) Classification, control and coordination

1. ‘Filing’ is important for

(a) day-to-day functioning of the office

(b) reference in the future

(c) **Both of the above**

1. A good filing system is characterised by

(a) complexity, accessibility and economy

(b) **simplicity, accessibility and economy**

(c) rigidity, economy and safety

1. The objectives of ‘Filing’ includes

(a) **keeping the records for easily accessible**

(b) keeping the records only of officials

(c) keeping the records for weeding out

1. Which system of the following is essential for sorting, storage and retrieval of papers?

(a) proper communication system

(b) **proper file numbering system**

(c) proper system of record management

1. If the main file is not likely to be available for some time, a new file may be opened, which is known as

(a) Additional file

(b) Supplementary file

(c) **Part file**

1. In a file numbering system, number ‘0’ represents

(a) **Seperator**

(b) Group head

(c) Primary head

1. Records management covers the activities concerning

(a) reporting, collecting and retention

(b) **retention, retrieval and weeding out**

(c) removing, weeding out and disposal

1. Which Acts and Rules of the following is concerned with the nomination of Departmental Records Officer?

(a) **Public Records Act, 1993 and Public Records Rules, 1998**

(b) Public Records Act, 1992 and Public Records Rules, 1997

(c) Public Records Act, 1991 and Public Records Rules, 1996

1. Category ‘A’ in the Records Management means

(a) keep but do not microfilm

(b) **keep and microfilm**

(c) keep for specified period only

1. Category ‘B’ in the Records Management indicates

(a) **keep but do not microfilm**

(b) keep and microfilm

(c) keep for specified period only

1. Category ‘C’ in the Records Management refers to

(a) keep but do not microfilm

(b) keep and microfilm

(c) **keep for specified period only**

1. Records should always be

(a) neatly arranged

(b) disposed

(c) **verified**

1. Which of the following essential factors are to be considered in records management?

(a) **simplicity, accuracy, economy and usefulness**

(b) simplicity, justification, design and types

(c) simplicity, appearance, economy and benefits

1. The term ‘Communication’ is derived from

(a) Greek word

(b) **Latin word**

(c) Frence word

1. The term ‘Communication’ literally means

(a) **to share**

(b) to communicate

(c) to retrieve

1. Communication mainly refers to

(a) **transmitting of information from one person to another**

(b) movement of person from one place to another

(c) transfer of knowledge form one person to another

1. Communication is

(a) an indispensable part of any management

(b) a management skill

(c) **both of the above**

1. Written communication used in government offices includes

(a) Meetings

(b) **Memorandum**

(c) Interviews

1. Oral communication used in government offices includes

(a) Letters

(b) Proposals

(c) **Training sessions**

1. What is D.O Letter?

(a) **Demi-Official letter**

(b) District Official letter

(c) Duplicating Official letter

1. ‘Office Order’ is associated with

(a) Records management

(b) **Official communication**

(c) File management

1. ‘Notification’ in written communication is mostly used in notifying

(a) **promulgation of statutory rules etc**

(b) disciplinary cases

(c) granting of regular leave

1. ‘Resolution’ in official communication is used for

(a) issuing instructions

(b) **making public announcement of government decisions**

(c) obtaining the advice, views and comments of other departments

1. Which of the following official communication is published in the Gazette of India?

(a) Circular

(b) Office Memorandum

(c) **Notification**

1. Which forms of the following official communication is begin with the salutation?

(a) Office order

(b) Inter-departmental note

(c) **Letter**

1. Which of the following is a paperless form of official communication?

(a) Press note

(b) **E-mail**

(c) Endorsement

1. An office report refers to

(a) Systematic arrangement of documents

(b) Systematic arrangement of files

(c) **Systematic presentation of information**

1. The process of office report involves

(a) **factual information**

(b) fabricated information

(c) fake information

1. ‘A formal report’ is associated with

(a) verbal

(b) **prescribed form**

(c) letter

1. Which one of the following is NOT element of a good report?

(a) clearness

(b) accuracy

(c) **incompleteness**

1. The main purpose of office report is

(a) **to provide factual information to management**

(b) to express one’s opinion

(c) to give some activity of the government

1. Reports which flows to the management is the basis for

(a) implementation of plans

(b) **decision making**

(c) excution of orders

1. Human Resource Management involves in

(a) **developing the capacities**

(b) discriminating the lower grade of employees

(c) demoting the inefficient personnel

1. Phases of Human Resource Management includes

(a) misappropriation

(b) **acquisition**

(c) redtapism

1. The process of Human Resource Management does not includes

(a) Recruitment of personnel

(b) Training of personnel

(c) **Making the personnel more irresponsive**

1. Morale is associated with

(a) character

(b) **attitude**

(c) language

1. Which one of the following is needed to carry out tasks for achieving specific goals?

(a) **motivation**

(b) discouragement

(c) frustration

1. When the age of men advances, his efficiency of work

(a) unchange

(b) **decreases**

(c) increases

1. ‘Placement’ in Human Resource Management refers to

(a) recruitment of personnel

(b) **assignment of specific job**

(c) retirement of service

1. ‘Transfer’ in personnel management refers to

(a) regularisation of post

(b) pay and allowances of the employees

(c) **shifting of employees**

1. ‘Promotion’ in Human Resource Management involves

(a) **change in status**

(b) termination from service

(c) provision of retirement benefits

1. In India, recruitment of higher civil service is done by

 (a) **Union Public Service Commission**

 (b) Staff Selection Commission

 (c) Railway Recruitment Board

1. What is MHRD?

 (a) Ministry of Human Restructuring and Development

 (b) Ministry of Human Reconstruction and Development

 (c) **Ministry of Human Resource Development**

1. The term ‘Human Resource Management’ integrates and incorporate

 (a) **both personnel management and human resource development**

 (b) only personnel management

 (c) only human resource development

1. Financial Sanctions refers to

 (a) implementation of government schemes

 (b) **authorization for expenditure from public funds**

 (c) execution of rules and regulations in an office

1. Which of the following Union Ministries exercises control over finances?

 (a) Ministry of Home Affairs

 (b) Ministry of External Affairs

 (c) **Ministry of Finance**

1. Which one of the following Rules restricts any expenditure without obtaining permission from the MoF?

(a) **Govt of India (Transaction of Business) Rules, 1961**

(b) Govt of India (Transaction of Business) Rules, 1962

(c) Govt of India (Transaction of Business) Rules, 1963

1. Article 77 (3) of the Indian Constitution deals with

(a) Appointment of C & AG

(b) **Govt of India (Transaction of Business) Rules**

(c) Appointment of Union Finance Minister

1. All financial sanctions of Central Government are issued in the name of

(a) the Prime Minister

(b) **the President**

(c) RBI Governor

1. If no payment has been made during a period of twelve months from the date of issue of the sanction, a sanction will become

(a) spent

(b) disbursed

(c) **lapse**

1. Financial sanction involving foreign exchange is issued with the consent of

(a) **Department of Economics Affairs**

(b) Department of Attomic Energy

(c) Department of Personnel & Training

1. As a general rule, all financial sanctions to expenditure should indicate

(a) detail address of the project

(b) **source of financing**

(c) location of the project

1. All financial powers, not delegated to any authority, are known as

(a) Delegation of Financial Powers

(b) General Financial Powers

(c) **Residuary Financial Powers**

1. Which of the following Articles deals with the appointment of Comptroller and Auditor General of India?

(a) **Article 148**

(b) Article 158

(c) Article 168

1. Imposing discipline in the form of rules and regulations is an inalienable right of the

(a) **Management**

(b) Employee

(c) Trade Union

1. Which of the following is an objective of employee discipline?

(a) Good Accomplish

(b) Changing Employee Behaviour

(c) **Both of the above**

1. The treat of punishment as a key to imposing discipline is the basis of

(a) Positive Discipline

(b) **Negative discipline**

(c) Progressive Discipline

1. Which of the following is not a disciplinary action against employees?

(a) Dismissal

(b) **Increments**

(c) Discharge

1. Which of the following statements indicates a good disciplinary system?

(a) An employee must be reprimanded in public

(b) An employee must be reprimanded at all

(c) **An employee must be reprimanded in private**

1. The agreement through which terminated employees agree to get benefits in exchange of not sue the employers is classified as

(a) **Separation agreement**

(b) Statutory agreement

(c) Contractual agreement

1. The panel of employees who get statement from other discipline subordinates decision is called

(a) Instructive Panel

(b) Distributive Panel

(c) **Peer View Panel**

1. The individual who solve different issues of employees outside the usual chain of command is called

(a) **Ombudsman**

(b) Arbitration

(c) Procedural Justice

1. The second step in positive disciplinary approach is

(a) Final Warning

(b) **Written Documentation**

(c) Discharge

1. The first step of positive discipline approach is

(a) **Counselling**

(b) Discharge

(c) Final Warning

1. The reasonable justification for taking the actions related to employment is classified as

(a) Due Process Discharge

(b) Distributive Discharge

(c) **Just Cause**

1. The employment law which states that right to hire, fire or promotes the employee is held with employer until some contract has taken place s classified as

(a) Union at will

(b) **Employment at Will**

(c) Non-Employment at Will

1. The guidelines that restrict and regulate behaviour of individual employees are called

(a) **Rules**

(b) Procedures

(c) Policies

1. The formal procedure of obtaining upward and input communication of employee is classified as

(a) **Suggestion system**

(b) Employee Handbook

(c) Discipline System

1. The right based on special agreement between employees and employer are called

(a) Statutory Rights

(b) **Contractual Rights**

(c) Non-Statutory Rights

1. The fourth step in positive discipline approach is

(a) **Discharge**

(b) Final Warning

(c) Counselling

1. The guidelines that portrays a look about organisational actions are called

(a) Procedure

(b) Rules

(c) **Policies**

1. The obligations that are accountable for actions are called

(a) Rights

(b) **Responsibilities**

(c) Duty

1. In India, Government servants are expected to maintain

(a) **Political neutrality**

(b) Partiality

(c) None of the above

1. Which rules of the following regulates civil servants in India?

(a) **Central Civil Service (Conduct) Rules**

(b) Central Civil Service Regulations

(c) Central Civil Service Disciplinary Rules

1. A violation of Code means

(a) Disagreement of the Code

(b) Resistant of the Code

(c) **Against the Code**

1. Major reasons for poor supervisionare

(a) Lack of obedience and loyalty

(b) Lack of power and authority

(c) **Lack of skill and unwillingness**

1. The main purpose of the supervision process is to provide

(a) Safe, supportive opportunity for team to explore problems

(b) **Safe, supportive opportunity for individual to explore problems**

(c) Safe, supportive opportunity for supervisor to explore problems

1. Typical supervisory functions include

(a) Discipline and controlling of employee

(b) **Planning and allocating works**

(c) Distribution of authority

1. The nature of modern supervision is

(a) **Democratic**

(b) Autocratic

(c) Aristocratic

1. Improvement of teaching and learning is the general purpose of

(a) Administration

(b) Management

(c) **Supervision**

1. According to Adams & Dickey supervision is

(a) Purpose of improving administration

(b) **Planned programme for the improvement**

(c) Quality assurance of administration

1. The responsibility of supervision in an office includes

(a) **Setting goals for performance**

(b) Setting rules for employees

(c) Distribution of powers

1. The benefit of supervision includes

(a) Improved rules and regulations

(b) **Improved skills and efficiencies**

(c) Improved conducts and disciplines

1. Liability that result from when the harm done by a supervisee is a result of supervision itself is referred to us

(a) Supervisory liability

(b) **Direct liability**

(c) Professional liability

1. In which of the following cases did the courts decides that the educational institution was a supervisory institution and so was liable for supervisory negligence because it had a duty to the supervisee’s clients.

(a) **Altamonte V.New York Medical College 1994**

(b) Andrews V. United States 1984

(c) Simons V. United States 1986

1. The incapacity to perform the function of the supervisory role due to a lack of training, experience, unwillingness or inflexibility is referred to as

(a) Supervisor impairment

(b) Various incompetence

(c) **Supervisor incompetence**

1. Which of the following situation arises when a supervisor is involved competing roles or has competing interest that could affect the supervisor’s ability to faithfully exercise sound professional judgement and skill?

(a) **Conflict of interest**

(b) Duty to protect

(c) Informed consent

1. What might your supervisor expect you to have a go at analysing the data for yourself before seeking supervisory help

(a) **Because she or he wants you to have a chance to work independently**

(b) Because she or he does not understand what your project is about

(c) Because she or he does not know how to conduct data analysis

1. From the management point of view supervision means

(a) Works should be distributed as required

(b) Works should be performed as directed

(c) **Works is being performed as required**

1. Supervision should be distinguished from

(a) Discipline and control

(b) **Inspection and investigation**

(c) Conduct and discipline

1. The different aspects of supervision have been explained by

(a) **Margaret Williamson**

(b) Henry Fayol

(c) Woodrow Wilson

1. Supervision means

(a) Distribution of power

(b) Delegated legislation

(c) **Superintending the works of others**

1. When assigning works which criteria would be best for a supervisor

(a) Discussed the problems of the employees

(b) **Assigned tasks based on the abilities of employees**

(c) Assigned tasks based on the natures of works

1. Which of the following is/are common pitfall(s) students fall into in managing their supervisory relationship?

(a) **Postponing meetings when you have not made progress**

(b) Not giving the supervisor enough presents for his/her help

(c) Asking for constructively critical feedback

1. Supervision is

(a) **Overseeing**

(b) Abandoning

(c) Neglecting

1. Which of the following is considered as essential for effective supervision in an office?

(a) Absenteeism

(b) **Cooperation and team-spirit**

(c) Punishment

1. Which of the following is a technique of supervision?

(a) Discrimation

(b) Sellection

(c) **Inspection**

1. Office automation refers to

(a) **Application of computer technoloy**

(b) Mechanisation of tasks

(c) Maintenance of website

1. The main purpose (s) of office automation is/are

(a) Higher efficiency and productivity

(b) Elimination of fatigue

(c) **Both of the above**

1. Which of the following of office work is suitable for automation?

(a) **Storage**

(b) Desks

(c) Chairs

1. Which Central department of the following has taken up the e-Office Mission Mode Project?

(a) Department of Expenditure

(b) **Department of Administrative Reforms and Public Grievance**

(c) Department of Disinvestment

1. E-Office is associated with

(a) **Paperless**

(b) Manual works

(c) Store

1. The backbone of office automation is

(a) Telephone

(b) **Local Area Network**

(c) Paper

1. Computer is mainly used in the office for

(a) Storing, printing and chatting

(b) Printing, editing and gaming

(c) **Storing, retrieving and processing**

1. Computer hardware includes

(a) Programmes

(b) **Monitor**

(c) Applications

1. Word processing system allows

(a) **text editing**

(b) programming

(c) designing

1. What does LAN stands for

(a) Local Analog Networking

(b) **Local Area Network**

(c) Light Area Networking

1. A person who is incharge of data entry in an office is commonly known as

(a) Data Entry Assistant

(b) **Data Entry Operator**

(c) Data Entry Officer

1. A person who looks after the entire computer system in an organisation is called

(a) Computer Operator

(b) Office Assistant

(c) **System Administrator**

1. Hard Disk is a

(a) **Storage device**

(b) Printing device

(c) Database

1. What does WWW stands for?

(a) Wide Web for World

(b) World Web Wide

(c) **World Wide Web**

1. Which of the following a correct format of e-mail address?

(a) ugexam@mail@com

(b) **ugexam@mail.com**

(c) ugexammail.com

1. Which bodies of the following deals with Government websites?

(a) National Website Agency

(b) National Web Hosting Agency

(c) **National Informatic Centre**

1. Which one of the following is NOT social networking site?

(a) Facebook

(b) **LAN**

(c) Twitter

1. Which of the following programmes replaced a snail mailing system?

(a) telegram

(b) monogram

(c) **e-mail**

1. A collection of web pages and related content is known as

(a) **Website**

(b) E-mail

(c) Domain

1. Provision of IT resources in government office will provide

(a) **efficiency of the employees**

(b) opportunity for wasting time

(c) opportunity for lowering accessibility of employees

1. The term ‘IT Resources’ includes

(a) **Desktop devices, internet connectivity and mobile devices**

(b) Internet connectivity, desktop devices and cupboards

(c) Internet connectivity, tables and papers

1. What is Internet?

(a) Local area interconnected computers

(b) Local interconnected computers

(c) **Network of interlinked computers networking worldwide**

1. Challenges of office automation may include

(a) integration with the existing system

(b) **tools are complicated and expensive**

(c) will creates more jobs

1. Poorly planned application of office automation may results

(a) job satisfaction

(b) more efficiency

(c) **stressful work environment**

1. One of the benefit of office automation is

(a) **enhancement of multiple tasks at a time**

(b) reduction of productivity

(c) None of the above

1. Activities of office automation includes

(a) promotion of manual works

(b) **data management**

(c) improvement of paper works

1. What does DPT stands for?

(a) Desktop Publication Tasks

(b) Desktop Programming Tools

(c) **Desktop Publishing Tools**

1. Which one of the following is NOT necessary for office automation?

(a) word processing

(b) database

(c) **typewritter**

1. What is the expansion of CCTV?

(a) **Close Circuit Television**

(b) Close Computer Television

(c) Computer Connected Television

1. The prime objective of any technological innovation is to improve

(a) **The quality of live**

(b) The politics

(c) The administration

1. The 21st National Conference on e-Governance was held in

(a) Delhi

(b) Kolkata

(c) **Hyderabad**

1. The 22nd Conference on e-Governance was held in

(a) Delhi

(b) Kolkata

(c) **Shillong**

1. India’s prestigious Government to Business (G2B) portal for 24x7 business was launched in

(a) 2012

(b) **2013**

(c) 2104

1. Which of the following is not a stage in development of e-Governance

(a) **Transition phase**

(b) Transformation phase

(c) Transaction phase

1. In which year of the following digital India was launched to empower the country digitally?

(a) **2015**

(b) 2016

(c) 2017

1. Technology makes communication

(a) **Speedier**

(b) Moderate

(c) Deliberate

1. Internet was first designed and operated in

(a) USSR

(b) UK

(c) USA

1. The backbone of e-Governance is

(a) **Government to citizen**

(b) Government to Government

(c) Government to business

1. Which Section of the IT Act deals with Cyber terrorism?

(a) Section 66B

(b) Section 66A

(c) **Section 66F**

1. The Act that provides legal framework for e-governance in India is known as

(a) Indian Penal Code

(b) **IT Act 2000**

(c) IT (Amendment) Act 2008

1. Which Indian state is exempted for RTI Act

(a) Maharashtra

(b) UP

(c) **J&K**

1. The IT Act 2000 came into effect on

(a) 2001 October 17

(b) **2000 October 17**

(c) 2002 October 17

1. What does NIC stands for?

(a) National Industrial Center

(b) Nodal Industrial center

(c) **National Informatics Center**

1. How many Mission Mode Projects are there in the National e-Governance Plan (NeGP) 2006?

(a) **27**

(b) 28

(c) 30

1. Government to Citizen (G2C) refers to

(a) where information is exchanged within the government

(b) **a** **platform for citizen through which they can interact with the government**

(c) where interaction between the government and its employees occurs

1. Which Section of IT Act of the following deals with Hacking of computer system and its penalties.

(a) **Section 66**

(b) Section 67

(c) Section 68

1. The process of buying, selling or exchanging products, services and information through computer network is known as

(a) E-Governance

(b) **E-Commerce**

(c) E-Education

1. What domain does MCA 21 e-governance project focus upon

(a) Pension

(b) **Corporate affairs**

(c) Passport

1. The facilitator for National e-Governance Programme in India is

(a) Department of E-Governance

(b)Ministry of human Resources Development

(c) **Department of Electronic and Information Technology**

**FILL IN THE BLANKS**

1. Office management means the planning, organising, coordinating and controlling the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ of an office. (activities)
2. Office is a central place where all \_\_\_\_\_\_\_\_\_\_\_\_\_\_ activities are carried out. (administrative)
3. The modern concept of office is to view office as a \_\_\_\_\_\_\_\_\_\_\_\_\_\_. (funtion)
4. Organisation is the foundation of \_\_\_\_\_\_\_\_\_\_\_\_\_\_. (management)
5. Office structure is the pattern in which various \_\_\_\_\_\_\_\_\_\_\_ are interrelated. (parts)
6. Office layout refers to the \_\_\_\_\_\_\_\_\_\_\_\_\_ and placing of men and equipment within each section of the office. (arrangement)
7. Office layout also refers to arrangement of furniture and equipment within the available \_\_\_\_\_ space. (floor)
8. Steady and smooth \_\_\_\_\_ of work is one of the principal objectives of office layout. (flow)
9. The \_\_\_\_\_\_\_\_\_\_\_\_ section should be near the main entrance. (receptionist)
10. Certain section which requires privacy should be allotted \_\_\_\_\_\_\_\_\_\_ rooms. (seperate)
11. The number and types of office furniture depends upon the valume of \_\_\_\_\_\_\_\_\_ (works)
12. Steel furniture is more durable than \_\_\_\_\_\_\_\_\_\_\_\_ furniture. (wooden)
13. \_\_\_\_\_\_\_\_ weight furniture is preferable than heavy weight furniture. (Light)
14. Size of table in the office generally depends upon nature of \_\_\_\_\_\_\_\_\_\_\_\_ to be performed. (work)
15. Office machines of various kinds are considerd to be indespensable for the speedy, accurate and \_\_\_\_\_\_\_\_\_\_\_\_\_\_ performance of office work. (efficient)
16. Filing is a form of \_\_\_\_\_\_\_\_\_\_\_\_\_ keeping. (records)
17. Filing system should be \_\_\_\_\_\_\_\_ so that anybody can understand and operate without special knowledge. (simple)
18. Files should be preserved for \_\_\_\_\_\_\_\_\_\_\_\_\_ references. (future)
19. \_\_\_\_\_\_\_ management covers the activities concerning recording, retention, retrieval and weeding out. (Records)
20. Gategory \_\_\_ in records management means ‘keep and microfilm’. (A)
21. Gategory \_\_\_ in records management means ‘keep but do not microfilm’. (B)
22. Category \_\_\_ in records management means ‘keep for specified perion only’. (C)
23. The term Communication is derived from \_\_\_\_\_\_\_ word. (Latin)
24. The literal meaning of Communication is to \_\_\_\_\_\_\_\_\_. (share)
25. Official communication begins with the words of salutation is \_\_\_\_\_\_ (Letter)
26. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is genarally used for issuing instructions meant for internal administration e.g. grant of leave etc. (Office Order)
27. Systematic presentation of information relating to an event or progress of action is called an \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. (Office reports)
28. Providing factual information is an essential condition for good \_\_\_\_\_\_\_\_\_\_ (report)
29. In India, the power to issue financial sanction vests primarily with the Ministry of \_\_\_\_\_\_\_\_\_ (Finance)
30. A written expression of permission or authorization for expenditure from public funds is known as \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (financial sanction)
31. Human Resource Management integrates and incorporates both the personnel management and \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (human resource development)
32. Sellection of the most suitable candidates through written tests and interviews is known as \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. (Recruitment)
33. \_\_\_\_\_\_\_\_\_\_\_\_\_ enables personnel to get acquainted with the job and also increases their aptitude and skills. (Training)
34. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is temporary detachment from service. (Suspension)
35. Disciplinary authority can suspend an \_\_\_\_\_\_\_\_\_\_\_ (employee)
36. Fair trial as per Rules should be conducted first for awarding \_\_\_\_\_\_\_ (penalty)
37. Warning is \_\_\_\_\_\_\_\_\_\_\_\_ caution. (serious)
38. A provision for disciplinary action is made in every \_\_\_\_\_\_\_ (organisation)
39. \_\_\_\_\_\_\_\_\_\_\_\_is the force that prompts an individual or group to observe the rule (Discipline)
40. Disciplinary action is an administrative step taken to correct the misbehaviour of an \_\_\_\_\_\_\_\_\_\_\_\_\_\_ (employee)
41. The healthy functioning of the administration depends on the proper maintenance of \_\_\_\_\_\_\_\_\_\_\_\_ and discipline. (conduct)
42. The \_\_\_\_\_\_\_\_\_\_\_\_\_ of India is the source of service of law. (Constitution)
43. Misconduct in the services invites disciplinary \_\_\_\_\_\_\_\_\_\_\_\_ (action)
44. The main purpose of service jurisprudence is to \_\_\_\_\_\_\_\_ the rights of the civil servants. (protect)
45. Article 309 to Article \_\_\_\_\_\_\_\_ provides important principles pertaining to civil services (323)
46. Article 315 provides for the establishment of Public \_\_\_\_\_\_ Commission for union and the states. (Service)
47. The success or failure of the disciplinary action depends upon the attitude of the \_\_\_\_\_\_\_\_\_\_\_\_ (supervisor)
48. Conduct and \_\_\_\_\_\_\_\_\_\_\_ imply the behaviour of the personal and bringing them under control and to train them to obedience and order. (discipline)
49. During the period of enquiry, the accused employee will remain under \_\_\_\_\_\_\_\_\_ (suspension)
50. Supervision refers to the guidance and \_\_\_\_\_\_\_\_\_\_ of subordinates. (control)
51. The benefit of supervision includes development of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ skills and improved efficiency. (professional)
52. Supervisor should always think himself as a \_\_\_\_\_\_\_\_\_ so as to give guidance, help and encouragement. (leader)
53. Planning, organising, leading and \_\_\_\_\_\_\_\_\_\_\_\_ are the four main functions of supervision. (controlling)
54. The various types of supervisions are mainly classified according to the \_\_\_\_\_\_\_\_\_\_\_\_ of supervisor towards his subordinates. (behaviour)
55. The important types of supervisions are aristocratic, laissez-faire, democratic and \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (beaurocratic)
56. Supervision means seeing the activities of \_\_\_\_\_\_\_\_\_\_\_\_ from over and above. (employees)
57. The five supervisory roles include educator, sponsor, coach, counsellor and \_\_\_\_\_\_\_\_ (director)
58. According to Millet, supervision entails \_\_\_\_\_\_\_ primary purposes. (two)
59. The terms supervision is applied only to \_\_\_\_\_\_\_\_\_\_ level management. (lower)
60. F.W. Taylor advocated \_\_\_\_\_\_\_\_\_\_\_\_\_ supervision in industry. (plural)
61. Supervision makes a periodical check on his or her \_\_\_\_\_\_\_\_\_\_\_\_\_\_ (subordinates)
62. Supervision converts policies and plans into \_\_\_\_\_\_\_\_\_\_\_\_ plans (work)
63. Supervision is a combination of \_\_\_\_\_\_\_\_\_\_\_\_ words. (two)
64. One of the most important tasks of management is \_\_\_\_\_\_\_\_\_\_\_\_\_ (supervision)
65. Three phases of supervisor’s jobs are substantive or technical, \_\_\_\_\_\_\_\_\_\_\_ and personal. (institutional)
66. Qualities of the \_\_\_\_\_\_\_\_\_\_\_\_ may be developed by training. (supervisor)
67. The process that involved a manager meeting regularly and interacting with \_\_\_\_\_\_\_\_\_\_\_ to review their works is supervision. (workers)
68. Supervision aims to provide accountability for both the \_\_\_\_\_\_\_\_\_\_\_\_\_ and supervisee. (supervisor)
69. An example of supervision is a teacher making sure their \_\_\_\_\_\_\_\_\_\_ are participating in class. (students)
70. An electronic device for processing, storing and displaying information is called \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Computer)
71. Computer hardware includes the \_\_\_\_\_\_\_\_\_\_\_\_\_\_ parts of a computer. (physical)
72. National Informatics Centre (NIC) is functioning under the Department of \_\_\_\_\_\_\_\_\_\_\_\_\_ (Electronics)
73. A method of exchanging messages between people using electronic devices is known as \_\_\_\_\_\_\_\_\_\_\_\_\_\_ (e-mail or electronic mail)
74. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is the application of information technology in the office. (Office automation
75. \_\_\_\_\_\_\_\_\_\_\_\_\_\_ automation increases productivity and enables works to be done quickly and easily. (Office)
76. A global wide area network that connects computer systems across the world is the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Internet)
77. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is very essential in modern office for detecting security threats through monitoring. (CCTV)
78. Overhead \_\_\_\_\_\_\_\_\_\_\_\_\_ is a device that projects, amplify an image or written text on a transparrency. (Projector)
79. Local Area Network is the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ of office automation. (backbone)
80. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is a storage device. (Hard disk)
81. E-Governance is important for governance and \_\_\_\_\_\_\_\_\_\_\_\_\_ (Public administration)
82. The present effort of e-Governance is directed at providing technological \_\_\_\_\_\_\_\_\_\_\_\_ into government departments. (infrastructure)
83. The World Bank refers to e-Governance as the use of \_\_\_\_\_\_\_\_\_\_ technology by government agencies. (information)
84. The highlight of the \_\_\_\_\_\_\_\_\_ project is that all the services are delivered online to consumer/citizens by connecting them to the respective government and providing online information at the point of service delivery. (e-Seva)
85. G2B stands for Government to \_\_\_\_\_\_\_\_\_\_\_\_\_ (Business)
86. G2G stands for Government to \_\_\_\_\_\_\_\_\_\_\_\_\_ (Government)
87. G2C stands for Government to \_\_\_\_\_\_\_\_\_\_\_\_ (Citizen)
88. G2E stands for Government to \_\_\_\_\_\_\_\_\_\_\_\_ (Employee)
89. The “e” in e-Governance stands for \_\_\_\_\_\_\_\_\_\_\_\_ (electronic)
90. In India, the main thrust for e-Governance was provided by the launching of NICNET in \_\_\_\_\_\_\_\_\_\_ (1987)
91. The National e-Governance Plan (NeGP) has been formulated by the Department of Electronics and Information Technology (DEITY) and Department of Administrative Reforms and Public Grievances (DARPG) in the year \_\_\_\_\_\_ (2006)
92. \_\_\_\_\_\_\_\_\_\_\_\_ brings public services to citizens on their schedule and their venue. (E-Government)
93. Economic poverty is closely related to limited \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ technology resources. (information)
94. \_\_\_\_\_\_\_\_\_\_\_\_\_ is a unique identification number issued by UIDAI that serves as proof of identity and address on the basis of biometric data. (Aadhaar)
95. \_\_\_\_\_\_\_\_\_\_\_\_\_ is a national citizen engagement platform where people can share ideas on and be involved with matters of policy and governance. (myGov.in)
96. \_\_\_\_\_\_\_\_\_\_\_\_ is a Unified Mobile Application which provides access to central and state government services including Aadhar, Digital Locker, PAN, Employee Provident Fund services etc. (UMANG)
97. \_\_\_\_\_\_\_\_\_\_\_\_ helps citizens digitally store important documents like mark sheets, PAN, Aadhar, and degree certificates. (Digital Locker)
98. \_\_\_\_\_\_\_\_\_\_\_\_ facilitates online payments to all public and private banks. (PayGov)
99. \_\_\_\_\_\_\_\_\_\_\_\_\_\_ aims at providing government services through mobile phones and tablets. (Mobile Seva)
100. E-governance provides the advantages of convenience, efficiency and \_\_\_\_\_\_\_\_\_\_\_\_ (transparency).

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_