Section 1 - Module 8 Institutional Management and Administrative Procedures

No. of Questions: 100 Duration in Minutes: 180

QLabel: Q1

Q3013218) Which of the following is not the objective of institutional management?

- A) Achievement of institutional objectives
- B) Improvement in planning, organising and implementation of institutional programmes and activities
- C) Enhancing productivity of industry
- D) Enhance employees' job satisfaction

QLabel: Q2

Q3013219) Institutional Administration is the process of:

- A) Utilizing appropriate resources for development of Human qualities
- B) Managing activities of educational institutions
- C) Planning, organizing, directing and controlling human resources in educational setting
- D) None

QLabel: Q3

Q3013220) The curriculum drift means:

- A) Identifying missing content in the curriculum
- B) Identifying inappropriate content
- C) Identifying obsolete content
- D) All these

QLabel: Q4

Q3013221) Economic uncertainty, regulatory requirements, and new competitors are examples of what type of factors that affect institutional management?

- A) Intrapersonal factors
- B) Internal factors
- C) Interpersonal factors
- D) External factors

Q3013222) Which of the following is NOT true in respect of planning?

- A) Planning is an intellectual activity
- B) Planning function is only performed at the lowest level of management
- C) Planning is related to objectives
- D) Planning is forward-looking

QLabel: Q6

Q3013223) Which of the following is NOT true about strategic planning in an institution?

- A) Enhances an institution's capability to proactively anticipate change
- B) It is a top down approach of planning
- C) It realizes more on identifying and resolving issues
- D) Emphasizes on assessment of the environment inside and outside the institution

QLabel: Q7

Q3013224) The major value creating skills, capabilities and resources that determine an institution's competitive weapons are:

- A) Strengths
- B) Opportunities
- C) Core competencies
- D) Strategies

QLabel: Q8

Q3013225) Which of the following are short term milestones or benchmarks that an institution must attain in order to achieve its long term objectives?

- A) Vision
- B) Mission
- C) Plans
- D) Goals

QLabel: Q9

Q3013226) The fundamental purpose of an institution's mission statement is to:

- A) Create a good human relations climate in the institution
- B) Define the operational structure of the institution
- C) Generate good public relations for the institution
- D) Define the institution's purpose in society

Q3013227) Responsibility always flows from:

- A) Superior to subordinate
- B) Subordinate to superior
- C) Peer to peer
- D) None

QLabel: Q11

Q3013228) In line and staff organisation, the staff performs the function of:

- A) Management
- B) Advising the management
- C) Assigning responsibility
- D) None

QLabel: Q12

Q3013229) The following steps are involved in the process of organising:

- (A). Forming supportive objectives
- (B). Delegating to the head of each group the authority necessary to perform the activities
- (C). Establishing enterprise objectives
- (D). Identifying and classifying activities

Choose the correct answer from the options given below:

A) (C),(A),(B),(D)
B) (C),(A),(D),(B)
C) (A),(C),(D),(B)
D) (A),(C),(B),(D)

QLabel: Q13

Q3013230) Matrix organisation' refers to:

- A) Organisation where authority and responsibility coexist
- B) Organisation in which two or more basic types of departments are combined
- C) Mathematical arrangement of events in columns and rows
- D) None

QLabel: Q14

Q3013231) Which one of the following is NOT a characteristic of a team?

- A) Collective output
- B) Individual and collective responsibility
- C) Fluid dimension to roles and tasks

D) Minimal and formal knowledge sharing

QLabel: Q15

Q3013232) All of the following increase team effectiveness EXCEPT:

- A) Understanding team timing
- B) Ignoring ineffective team processes
- C) Paying attention to team tasks
- D) Developing, using and reinforcing effective group norms

QLabel: Q16

Q3013233) Which of the following is NOT one of the task related functions within a team?

- A) Resource acquisition and management
- B) Work distribution
- C) Participation
- D) Commonly accepted mission

QLabel: Q17

Q3013234) The team gathers for the monthly progress and problems' report about reaching individual and departmental objectives. Which of the following statements reflect effective team meeting?

- A) Only a few team members seem to be concerned about the impact of their presentation; they attempt to build allies within the team
- B) There is an open and realistic sharing of both progress and problems
- C) Some team members seem to be playing the political game, while others do not
- D) One clique exists within this team and their presentations sound about the same-politically safe

QLabel: Q18

Q3013235) Which of the following is NOT a stage of team development?

- A) Forming
- B) Deciding
- C) Performing
- D) Storming

Q3013236) Rearrange the following steps of recruitment:

(A). Searching

- (B). Evaluation and control
- (C). Planning
- (D). Screening

(E). Strategy development

Choose the **correct** answer from the options given below:

A) (C),(B),(A),(E),(D)

- B) (C),(E),(A),(D),(B)
- C) (D),(E),(C),(A),(B)
- D) (B),(A),(D),(E),(C)

QLabel: Q20

Q3013237) A systematic and planned introduction of employees to their jobs, their co-workers and the institution is called:

- A) Job evaluation
- B) Investiture orientation
- C) Orientation
- D) Placement

QLabel: Q21

Q3013238) _____ is any learning activity directed towards future needs rather than present needs.

- A) Training
- B) Development
- C) Education
- D) Instruction

QLabel: Q22

Q3013239) Which of the following option is a component of remuneration?

A) Fringe Benefits

- B) Commitment
- C) External equity
- D) Motivation

Q3013240) Match List-I with List-II

List-I	List-II
(A). Fringe benefits	(I). Stock option
(B). Job context	(II). Challenging job responsibilities
(C). Prerequisites	(III). Group plans
(D). Incentives	(IV). Medical care

Choose the correct answer from the options given below:

A) (A) - (IV), (B) - (II), (C) - (I), (D) - (III)

B) (A) - (II), (B) - (I), (C) - (III), (D) - (IV)

C) (A) - (I), (B) - (III), (C) - (IV), (D) - (II)

D) (A) - (III), (B) - (II), (C) - (IV), (D) - (I)

QLabel: Q24

Q3013241) When a higher level job is assigned to an individual without increase in salary, it is called:

A) Horizontal promotion

- B) Vertical promotion
- C) Dry promotion
- D) Diagonal promotion

QLabel: Q25

Q3013242) Payment to faculty on per class/period of teaching or output per period/hour basis is called:

- A) Time rate method
- B) Period rate method
- C) Both (A) and (B)
- D) None

QLabel: Q26

Q3013243) As per Sec 3-C of CCS conduct Rules "sexual harassment" includes such unwelcome sexually determined behaviour whether directly or otherwise:

- A) Physical contact as advances
- B) Demand or request for sexual favours
- C) Sexually coloured remarks
- D) All the these

Q3013244) Which of the following is INCORRECT?

- A) Outstanding expenses current asset
- B) Good will intangible asset
- C) Sundry debtors current asset
- D) Loose tools tangible fixed asset

QLabel: Q28

Q3013245) Fixed assets should be verified at least once in:

- A) six months
- B) one year
- C) two years
- D) three years

QLabel: Q29

Q3013246) Diwali advance given to an employee is:

- A) Revenue Expenditure
- B) Capital Expenditure
- C) Not an Expenditure
- D) Deferred Revenue Expenditure

QLabel: Q30

Q3013247) All of the following are traits and characteristics of effective leaders EXCEPT:

- A) Charisma
- B) Strong motivation and high energy
- C) Trustworthiness and character
- D) Being so self-confident that they believe they can handle anything

QLabel: Q31

Q3013248) According to Path Goal Theory, which of the following is NOT a Leadership Behaviour?

- A) directive behaviour
- B) supportive behaviour
- C) participative behaviour
- D) none

Q3013249) Ravi is a type of manager who is concerned primarily with accomplishing goals and objectives and concentrates on the task itself. His behavioural style is called:

- A) authoritarian
- B) democratic
- C) task oriented
- D) people oriented

QLabel: Q33

Q3013250) Mr. X is the only person in the institution with expertise in the E-Commerce field. His source of power is called:

- A) reward power
- B) knowledge power
- C) referent power
- D) None

QLabel: Q34

Q3013251) Transformational leadership has the following characteristics:

- A) Believe success arises from leaders and staff working together
- B) Takes the view that rewards and punishment motivate staff
- C) Seeks to involve staff in the decision making process
- D) Employs a clear chain of command

QLabel: Q35

Q3013252) Moving your head, face, and eyes away from another person while communicating is often interpreted as a lack of Self-:

- A) Respect
- B) Esteem
- C) Confidence
- D) Control

QLabel: Q36

Q3013253) The following is NOT a barrier to effective communication:

- A) One-way communication
- B) Mixed signal from sender
- C) Feedback
- D) Different interpretation of words

Q3013254) One of the following is NOT the suggestion for improving individual's listening skills. Which is that?

- A) Empathizing with the speaker
- B) Paraphrase the speaker
- C) Maintain eye contact with the speaker
- D) Sympathizing with the speaker

QLabel: Q38

Q3013255) Horizontal communication takes place between:

- A) Employees with same status
- B) Subordinate to Superior
- C) Superior to Subordinate
- D) None

QLabel: Q39

Q3013256) Which of the following is NOT an indicator of a Motivated Workforce?

- A) High Productivity
- B) Ingenuity in the use of Resources
- C) High Employee Turnover
- D) Work conscious

QLabel: Q40

Q3013257) The theory of motivation where employees make comparison of the ratios of their job inputs to outcomes relative to those of others:

- A) Expectancy Theory
- B) Equity Theory
- C) Two Factor Theory
- D) Need Hierarchy Theory

QLabel: Q41

Q3013258) The factors that are associated with conditions surrounding the job, according to Herzberg's two factor theory, are:

- A) Hygiene factors
- B) Economic factors
- C) Motivating factors
- D) Environmental factors

Q3013259) A programme of one-to-one collaboration between an external expert and a manager for developing the leadership skills of the later is called:

- A) Coaching
- B) Mentoring
- C) Orientation
- D) None

QLabel: Q43

Q3013260) One of the following is NOT a tip that manager can employ for increasing the employee acceptance and commitment to Goals, which is that?

- A) Convincing employees that goal attainment is within their capabilities
- B) Providing managerial support
- C) Explaining goal relevance to personal needs
- D) Setting ambiguous standards

QLabel: Q44

Q3013261) The middle management is responsible for _____.

- A) Official Goals
- **B)** Strategical Goals
- C) Operative Goals
- D) All these

QLabel: Q45

Q3013262) The best strategy(ies) for planning out your time effectively is/are:

A) Delay any unnecessary work

- B) Prioritize all your tasks
- C) Ignore all the unexpected work
- D) All these

QLabel: Q46

Q3013263) All the symptoms of poor time management except:

- A) Sub- par work quality
- B) Not meeting deadlines
- C) Too much on the plate
- D) Getting organized

Q3013264) Work attitudes can be reflected in an institution through:

A) Job Satisfaction

- B) Organizational Commitment
- C) Both (A) and (B)
- D) Neither (A) nor (B)

QLabel: Q48

Q3013265) The following is NOT the component of Attitude:

- A) Psycho-motor
- B) Cognition
- C) Behaviour
- D) Affect

QLabel: Q49

Q3013266) Which of the following is not the stage in Kurt Lewin's famous three-stage prescriptive model of change developed in the 1950s?

- A) Moving to a new level
- B) Refreezing attitudes at the new level
- C) Unfreezing current attitudes
- D) Melting resistance

QLabel: Q50

Q3013267) The questionable assumptions underpinning the prescriptive approach to strategic change:

- A) Change is unpredictable and discontinuous
- B) Change is a continuous process
- C) Change is predictable, sequential and controllable by management
- D) Change is an organic and fundamentally about managing culture

QLabel: Q51

Q3013268) For overcoming the resistance to change, the following strategy is Not appropriate:

- A) Communication and discussion
- B) Involving those who resist in the change process
- C) Bullying and harassing people into towing the line
- D) Giving incentives

Q3013269) A process where employees write down their ideas on slips of paper with no identification, exchange the slips and attempt to build on each other's ideas:

- A) Mind mapping
- B) Brain writing
- C) Forced relationship
- D) Pattern breakers

QLabel: Q53

Q3013270) All of these are the approaches to encourage creativity in an institution except:

- A) tolerating failures
- B) offering recognition for good effort and performance
- C) restricting on-the-job interaction in order encourage individual excellence
- D) encouraging experimentation among employees

QLabel: Q54

Q3013271) Innovation is:

- A) commercialization of a new product or process
- B) invention of a new product or process
- C) development of a new product or process idea
- D) implementation of a new production method

QLabel: Q55

Q3013272) The weakest form of control is:

- A) Pre-control
- B) Simultaneous control
- C) Post-control
- D) Dual control

QLabel: Q56

Q3013273) The premise control is based on:

- A) Buildings
- B) People
- C) Resources
- D) Assumptions

Q3013274) The main characteristics of an effective control system are:

- A) Flexibility, accuracy, timeliness and objectivity
- B) Flexibility, measurability, timeliness and objectivity
- C) Flexibility, accuracy, relevance and objectivity
- D) Flexibility, accuracy, timeliness and relevance

QLabel: Q58

Q3013275) Effective control depends on:

- A) Organisation structure
- B) Proper direction
- C) Flow of communication
- D) All these

QLabel: Q59

Q3013276) The simplest and most popular technique for appraising employee performance:

- A) Rating Scales
- B) Critical Incident
- C) Cost accounting
- D) BARS

QLabel: Q60

Q3013277) The major weakness of the forced distribution method is:

- A) Assumes that employee performance levels always conform to a normal distribution
- B) Work is reliable
- C) The error of central tendency
- D) None

QLabel: Q61

Q3013278) A typical confidential report comprises of following attributes of an individual:

(A). Leadership
(B). Ability to reason
(C). Integrity
Choose the **correct** answer from the options given below:
A) (A), (B) only.

B) (A), (C) only.

- C) (A), (B), (C).
- D) (B), (C) only.

Q3013279) If no charge sheet is issued within 3 months of suspension of an employee, then:

- A) Suspension is to be revoked
- B) Reasons for suspension are to be intimated to the employee
- C) His monthly payment should be doubled
- D) He should be transferred mandatorily from that place.

QLabel: Q63

Q3013280) The systematic collection and interpretation of evidence, leading as part of the process, to a judgement of value with a view to action is called:

- A) Assessment
- B) Evaluation
- C) Corrective action
- D) Feedback

QLabel: Q64

Q3013281) In institutional evaluation, "Adequacy" means to:

- A) check whether the goals or targets set by an institution were met or not
- B) check whether the institute has attained the expected goals
- C) determine the true effect of an intervention on the indicators of interests
- D) determine the success of programme's activities and outcomes

QLabel: Q65

Q3013282) Identify the correct statement. Academic audit is:

- A) A framework for finding fault with a system or individual faculty and staff
- B) An externally directed surprise spot checks
- C) An arid collection of awkward questions lacking a philosophy and coherence with the purpose of institute
- D) A tool whereby adequacy of academic inputs in an educational institution are measured

QLabel: Q66

Q3013283) Institutional Planning is a good method of:

- A) Solving problems
- B) Eliminating trial and error method
- C) Checking wastage and stagnation of resources
- D) All these

Q3013284) The most appropriate order in which the institutional managers typically perform the managerial functions:

A) organising, planning, controlling, leading

B) organising, leading, planning, controlling

C) planning, organising, leading, controlling

D) planning, organising, controlling, leading

QLabel: Q68

Q3013285) The function of Budgeting in Institutional management is:

- A) Financial Planning
- B) Accounting
- C) Control and expenditure
- D) All these

QLabel: Q69

Q3013286) The assumptions about the environment in which an institutional plans are formulated and executed are:

- A) A regular follow-up
- B) Derivative plans
- C) Planning Premises
- D) Setting of objectives

QLabel: Q70

Q3013287) The term best describes the process of obtaining, deploying, and utilizing a variety of essential resources to contribute to an institution's success:

- A) planning
- B) organizing
- C) staffing
- D) management

QLabel: Q71

Q3013288) Which of the following characterize a manager as being effective?

- A) They use a minimum amount of resources for the amount of outputs produced
- B) They devote a large amount of time to planning
- C) They achieve their goals
- D) They interview, select, and train people who are most suitable to fill open jobs.

Q3013289) The strategies which aim at improving internal weaknesses by taking advantage of external opportunities:

A) SO

B) WO

C) SW

D) ST

QLabel: Q73

Q3013290) 4 Ps of internal scan in SWOT analysis does not include:

A) Properties

- B) People
- C) Processes
- D) Profits

QLabel: Q74

Q3013291) _____ is an important functional area of an institution requiring change.

- A) Core value
- B) Thrust area
- C) Change agent
- D) Strategy

QLabel: Q75

Q3013292) Any person, group or organisation that can place a claim on an institution's attention/resources/output is called:

- A) Customer
- B) Top Management
- C) Stakeholder
- D) Consumer

QLabel: Q76

Q3013293) The following is NOT a principle of organisation:

- A) Principle of exception
- B) Principle of balance
- C) Principle of complexity
- D) Principle of co-ordination

Q3013294) Each subordinate should have only one superior whose command he has to obey. This is known as:

A) Division of work

- B) Exception principle
- C) Unity of Command principle
- D) Authority responsibility principle

QLabel: Q78

Q3013295) Organisation structure establishes relationships between:

- A) organisation and environment
- B) people, work and resources
- C) organisation and society
- D) suppliers and customers

QLabel: Q79

Q3013296) Group norms are:

- A) Modes of behaviours that are shared by some members of the group
- B) Modes of behaviours that challenge group values and beliefs
- C) Modes of behaviours that are acceptable to and shared by group members
- D) Modes of behaviours that are different of those of other group members

QLabel: Q80

Q3013297) The following is NOT a characteristic of an effective team:

- A) The open expression of feelings and disagreements
- B) The resolution of conflict by members themselves
- C) A belief in shared aims and objectives
- D) A sense of commitment by individual member's to their own goals and objectives

QLabel: Q81

Q3013298) Which mode of recruitment is through advertisements, newspapers and want ads?

- A) Direct
- B) Indirect
- C) On payroll
- D) Third pay

Q3013299) Which of the following topics are covered in employee orientation programme?

- A) Training and education benefit
- B) Relationship to other jobs
- C) Disciplinary regulations
- D) All these

QLabel: Q83

Q3013300) The following is not a method of on the job training:

- A) Supervision
- B) Job instruction
- C) Role play
- D) Job rotation

QLabel: Q84

Q3013301) Which of the following is a challenge mentioned in remuneration?

- A) Employee participation
- B) Pay secrecy
- C) Comparable worth
- D) All these

QLabel: Q85

Q3013302) The following act, conduct and commissions of a Government servant amount to misconduct:

- A) If the act or conduct is prejudicial or likely to be prejudicial to the interests of the master or to the reputation of the master
- B) If the act or conduct is inconsistent or incompatible with the due or peaceful discharge of his duty to his master
- C) If the act or conduct of a servant makes it unsafe for the employer to retain him in service
- D) All these

QLabel: Q86

Q3013303) A sanction for any fresh charge shall, unless it is specifically renewed, lapse if no payment in whole or in part has been made during a period of:

- A) 12 months from the date of issue of such sanction
- B) Financial year in which sanction accorded
- C) 6 months from the date of issue of such sanction
- D) 3 months from the date of issue of such sanction

Q3013304) As per accrual concept, which of the followings is not true:

A) sales + gross profit = revenue
B) revenue - profit = expenditure
C) revenue - expenditure = profit
D) revenue = profit + expenditure

QLabel: Q88

Q3013305) A manager gets his authority by virtue of his position, while a _____ gets his authority from his followers.

A) Mentor

- B) Counsellor
- C) Leader
- D) Coach

QLabel: Q89

Q3013306) The leadership styles given by Hersey and Blanchard include:

- A) Telling, Selling, Participative and Delegating styles
- B) Telling, Selling, Directing and Delegating styles
- C) Telling, Selling, Directing and Controlling styles
- D) Telling, Selling, Leading and Delegating styles

QLabel: Q90

Q3013307) In which stage of the communication process, does the receiver interpret the message and translate it into meaningful information?

- A) Encoding
- B) Decoding
- C) Feedback
- D) Transmission

QLabel: Q91

Q3013308) Which of the following facial clues often reveals that a person is lying?

- A) Failure to look you in the eye
- B) Facial shift
- C) Crooked smile
- D) All these

Q3013309) Rearrange the following six steps of motivation logically:

A. Engages in goal - directed behaviour

- B. Reassesses needs deficiencies
- C. Performs
- D. Identifies needs

E. Searches for ways to satisfy the needs

- F. Receives either rewards or punishment
- A) (A), (B), (C), (D), (E), (F)
- B) (B), (C), (D), (E), (A), (F).
- C) (D), (F), (C), (A), (E), (B).
- D) (D), (E), (A), (C), (F), (B)

QLabel: Q93

Q3013310) The broad aim of Counselling is:

- A) Ensuring that clients are on the correct medication
- B) Promoting personal growth and productivity
- C) Providing a successful diagnosis in psychopathology
- D) Solely addressing the behaviour

QLabel: Q94

Q3013311) The creative people tend to have all of the following characteristics except:

- A) A positive self-image without being blindly self-confident
- B) Can work along in isolation necessary for developing ideas
- C) Frequently considered to be nonconformists and do not need strong approval from the group
- D) Have a low tolerance for ambiguity, must have clear directions on all task

QLabel: Q95

Q3013312) The last step in a control process is:

- A) Allocate resources
- B) Taking corrective action
- C) Select a strategy
- D) Set standards

QLabel: Q96 Q3013313) The full form of "BARS" is:

- A) Baseline Accounting and Reporting System
- B) Behaviourally Anchored Rating Scales
- C) Budgeting Accounting and Reporting System

D) Behaviourally Anchored Reporting Scales

QLabel: Q97

Q3013314) The time limit for completing an inquiry and submitting report by the Inquiring Authority is:

A) 3 months

- B) 6 months
- C) 9 months
- D) 18 months

QLabel: Q98

Q3013315) _____ involves collecting and analysing information about a programme's activities, characteristics and outcomes.

- A) Academic audit
- B) Education evaluation
- C) Programme evaluation
- D) Organisational assessment

QLabel: Q99

Q3013316) _____ is/are WRONG statement(s) about academic audit.

- A) Framework for finding fault with a system or individual faculty and staff
- B) Externally directed surprise spot checks
- C) An arid collection of awkward questions lacking a philosophy and coherence with the purpose of institute
- D) All these

QLabel: Q100

Q3013317) Academic Audit report contains all of the following except:

- A) Current status
- B) Strengths and weaknesses
- C) Criticism of non performing units/individuals
- D) Action plan for future improvements

Question ID/Code	PDF Q. Sequence	Answer Key
Q3013218	1	С
Q3013219	2	В
Q3013220	3	D
Q3013221	4	D
Q3013222	5	В
Q3013223	6	В
Q3013224	7	С
Q3013225	8	D
Q3013226	9	D
Q3013227	10	В
Q3013228	11	В
Q3013229	12	В
Q3013230	13	С
Q3013231	14	D
Q3013232	15	В
Q3013233	16	С
Q3013234	17	В
Q3013235	18	В
Q3013236	19	В
Q3013237	20	С
Q3013238	21	В
Q3013239	22	А
Q3013240	23	А
Q3013241	24	С
Q3013242	25	В
Q3013243	26	D
Q3013244	27	А
Q3013245	28	В
Q3013246	29	С
Q3013247	30	D
Q3013248	31	D
Q3013249	32	С
Q3013250	33	В
Q3013251	34	D
Q3013252	35	С
Q3013253	36	С
Q3013254	37	А
Q3013255	38	А
Q3013256	39	С

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Q3013258	41	A
Q3013259	42	A
Q3013260	43	D
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Q3013265	48	А
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Q3013304	87	А
Q3013305	88	С
Q3013306	89	А
Q3013307	90	В
Q3013308	91	D
Q3013309	92	D
Q3013310	93	В
Q3013311	94	D
Q3013312	95	В
Q3013313	96	В
Q3013314	97	В
Q3013315	98	С
Q3013316	99	D
Q3013317	100	С