Module – I----INTRODUCTION OF MANAGEMENT

**Q.1) Select the most appropriate answer from the options given below.**

1. Management is a field of \_\_\_\_\_\_\_\_\_ (a)Action (b) debate **(c) creativity** (d) artist
2. The present age is an age of \_\_\_\_\_a) Administration **(b) management** (c) organisation
3. Management is \_\_\_\_\_\_\_\_\_\_\_\_(a)Permanent **(b) dynamic** (c) rigid (d) fixed
4. Management facilitates \_\_\_\_\_use of resources.(a)Minimum (b) maximum **(c) optimum**
5. Management is a \_\_\_\_\_\_\_\_\_\_\_(a)Thought **(b) process** (c) human being (d) forecasting
6. Management implies \_\_\_a)Casual thinking (b) secondary function (c) last functions **(d) rational thinking**
7. Conceptual skills are required at \_\_\_\_\_level of management. (a)Lower (b) middle **(c) higher** (d) lowest
8. \_\_\_\_\_\_\_\_\_\_ is the ability of manager to interact with subordinates. (a) Conceptual skill **(b) human relation skill** (c) technical skill (d) Administrative skill
9. Management is the art of getting thing done from \_\_\_\_\_\_(a)Managers (b) ministers (c) supervisors **(d) others**
10. ‘One best way’ was introduced by \_\_\_\_\_(a)Peter Drucker (b) Weber **(c) Taylor** (d) Fayol
11. \_\_\_\_\_\_\_\_\_ revolves around investigation of minute operations.(a)**Work study** (b) R&D (c) self-study (d) social study
12. According to Henry Fayol authority should be \_\_\_\_\_\_\_\_ to responsibility.(a)Inferior (b) superior **(c) equal** (d) unequal
13. Esprit de corps means \_\_(a)**Team spirit** (b) decision making (c) planning (d) team building
14. Fayol suggested \_\_\_\_\_\_\_ of individual interest to general interest .(a)Joining (b) linking (d) delinking **(c) subordination**
15. Employee behaviour is influenced by \_\_\_attitude.(a)Mental (b) physical (c) group (d) rigid
16. Hawthorne studies established \_\_\_\_\_\_\_\_\_\_\_incentives.

(a)Financial (b) non-financial (c) motivational (d) verbal

1. Management by objective was introduced by \_\_\_\_\_\_\_\_

(a)Taylor (b) Fayol (c) Peter Drucker (d) Elton Mayo

1. \_\_\_\_\_\_\_\_\_\_ dimension considers both present & future.

(a)Financial (b) time (c) space (d) management

1. Indian management thoughts are based on \_\_\_\_\_\_\_\_\_

(a)Traditions **(b) customs** (c) scriptures (d) sayings

1. Ethos are moral ideas and \_\_\_\_\_\_\_\_(a) rumours (b) facts **(c) research** (d) attitude
2. Henry Fayol stated \_\_\_\_\_\_ principles of management. ten (b) twelve **(c) fourteen**
3. Ethos is originally a \_\_\_\_\_word that signifies character.(a)Roman (b) Greek **(c) Indian**

23.\_\_\_\_\_\_\_\_ skills are known as interpersonal skills.

(a)Technical **(b) human relations** (c) none of these

1. \_\_\_\_\_\_\_\_\_\_ of management are different categories created smooth functioning.

(a) **Levels** (b) skills (c) none of these

1. The word gang-plank is associated with \_\_\_\_\_(a)**Scalar chain** (b) equity (c) remuneration
2. Dimensions of management were designed by \_\_\_\_\_\_

(a)Elton mays (b) William Stanton **(c) Peter Drucker**

1. Time study is propounded by \_\_\_\_ (a) **F. W. Taylor** (b) Peter Drucker (c) Luther Gullick
2. \_\_\_\_\_\_\_\_\_\_\_ refers to team spirit.(a)Equity (b) discipline **(c) espirit de crops**
3. Indian ethos in management means the applications of principle management according to our \_\_\_\_\_ wisdom. (a)Modern **(b) ancient** (c) global
4. Management involves coordination and \_\_\_\_\_\_\_ of resources.

(a)Direction (b) reporting **(c) integration**.

1. \_\_\_\_\_\_\_\_\_ represents analytical and problem-solving skills.

(a)**Management** (b) administration (c) profession

1. Taylor initiated \_\_\_\_\_ to employees.

(a)Uniform payment **(b) differential payment** (c) fixed payment

33.\_\_\_\_\_\_\_\_ stressed that informal organization is a reality. (a) Fayol (b) Drucker **(c) Mayo**

34. Efficiency is concerned with doing things. (a)**Right** (b) left (c) centre

35. People are \_\_\_\_\_\_\_\_ concerned with final results.(a)**Only** (b) always (c) sometime

1. Individual \_\_\_\_\_is central to Indian ethos. (a)Involvement (b) sacrifice **(c) development**

**Q.2) Select weather the following statements are true or false:**

1. Analytical skills provide easy solution to current problems.- **True**
2. Competencies are supplementary at management skills.- **True**
3. Conceptual skills deals with employees.- **False**
4. Controlling is a measuring and correcting device.- **True**
5. Dimensions of management are inherent in the nature of work of managers.- **True**
6. Division of work leads to specialisation.- **True**
7. Duel command is common in business.- **False**
8. Efficiency is concerned with doing things right.- **True**
9. Hawthorne experiments had five phases of experiments.- **False**
10. Hawthorne studies first considered non-financial incentives.- **True**
11. Holistic approach is against Indian ethos.- **False**
12. Human relations approach considers employees as inanimate object. - **False**
13. Human relations approach places higher importance to individual productivity.- **False**
14. Indian ethos focuses more on process oriented work culture.- **False**
15. Indian ethos refers to code of discipline.- **False**
16. Indian management thoughts preached humanity.- **True**
17. Ineffective management cuts at the very roots of business.- **True**
18. Kautilya and Chanakya were two different thinkers.- **False**
19. Lack of unity of command creates confusion and misunderstanding the organisation.- **True**
20. Lower level managers need more of conceptual skills than technical skills.- **False**
21. Making work meaningful is only one part of the task.- **True**
22. Management divorced from the institution it serves is not management.- **True**
23. Management is a group activity.- **True**
24. Management is innovation.- **True**
25. Mental revolution is a change in thinking on the part of employees.- **False**
26. Peter Drucker suggested 14 principles of management.- **False**
27. Professional management approach is required for successful business.- **True**
28. Relations analysis not only helps the structure but also gives guidance for manning.- **True**
29. Rule of thumb and not science is the basis of scientific management.- **False**
30. Selfless service is karma yoga.- **True**
31. Staffing involves selection of right person for the right job.- **True**
32. Taylor advocated differential payments of employees.- **True**
33. Technical skill is required at the top level of management.- **False**
34. Unity of command indicates one head and one plan.- **False**

**MODUE-II-- Planning and Decision Making**

**Q.1) Select the most appropriate answer from the options given below.**

1. Planning is a \_\_\_\_\_\_\_\_\_\_\_\_\_. (a) physical **(b) mental** (c) virtual (d) psychological
2. Planning is \_\_\_\_\_\_\_\_\_ looking. (a) **forward** (b) backward (c) downward
3. MBO is \_\_\_\_\_\_\_\_\_\_ good setting. (a)individual (b) group (c) team **(d) joint**
4. Planning is deciding in advance the future state of \_\_\_\_\_\_\_\_.

**(a) employment** (b) business (c) profession (d) trade

1. Planning is the\_\_\_\_function of management. (a) **primary** (b) secondary (c) elementary
2. Planning is a \_\_\_\_\_\_\_\_\_\_\_ function / actions. (a) regular **(b) continuous** (d) irregular
3. Planning premises are assumptions and \_\_\_\_\_\_\_\_(a) goals (b) predictions **(c) policies**
4. Planning needs to be \_\_\_\_\_\_\_\_\_ (a) complicated **(b) flexible** (c) rigid
5. A problem well defined is \_\_\_\_\_\_\_\_\_\_(a) fully solved **(b) half solved** (c) difficult to solve
6. Planning is a \_\_\_\_\_\_\_\_ in business. not necessary (**b) a must** (c) useless (d) dangerous
7. Decision-making is a \_\_\_\_\_\_\_\_\_activity. **creative** (b) dull (c) unimportant (d) ineffective
8. Heuristic technique is a \_\_\_\_\_\_technique. (a) rule of thumb (b) blind **(c) trial and error**.
9. Game theory is used in \_\_\_\_\_\_\_\_ situation. (a) dynamic (b) static **(c) competitive**
10. Decision-making is the \_\_\_of management process.
    1. turning point **(b) starting point** (c) finishing point
11. Programmed decision are on \_\_\_\_problems. (a) rare **(b) repetitive** (c) fixed (d) routine
12. Decision-making \_\_\_\_\_\_management process.(a)**accelerates** (b) steps (c) discourages
13. Decision-making is a \_\_\_\_\_\_\_\_\_ process. occasional **(b) continuous** (c) fixed (d) moving
14. Decision-making is \_\_\_\_\_\_\_\_(a) **an art** (b) a science (c) a profession (d) always difficult
15. Adequate and reliable data make decision\_\_\_\_\_\_\_
    1. **accurate** (b) risky (c) dangerous (d) ineffective
16. Decision taken should be\_\_\_\_\_\_\_\_\_\_(a) casual **(b) rational** (c) easy (d) troublesome
17. In \_\_\_\_\_\_\_ objective are set jointly by the management and the employees.

(a)MBE (b) MBA **(c) MBO**

22.\_\_\_\_\_\_ is a long term action plan for achieving the goals.

(a) **strategy** (b) procedures (c) program

1. \_\_\_\_\_\_\_\_\_\_ is a modern programmed technique of decision-making
   1. brainstorming **(b) simulation** (c) attribute listing
2. \_\_\_\_\_\_\_ predicts that certain things would happen in certain way.
   1. probability **(b) game theory** (c) linear programming
3. Planning is \_\_\_\_\_\_\_\_\_ component of management process.
   1. dispensable **(b) indispensable** (c) negligible (d) normal
4. Planning is a \_\_\_\_\_\_\_\_\_ process in the case of business organisation.
   1. continuous **(b) casual** (c) occasional (d) compulsory
5. Strategies constitute one component of \_\_\_\_\_\_\_\_\_
   1. single use plan **(b) standing plan** (c) business plan (d) market plan
6. The genesis of MBO is attributed to \_\_\_\_\_\_\_
   1. George Odiorne **(b) Peter Drucker** (c) Philip Kotler (d) George Terry
7. MBE focus managerial attention on \_\_\_\_\_\_\_\_ problems.
   1. minor **(b) major** (c) routine (d) business
8. MIS is \_\_\_(a) past-oriented (b) service-oriented **(c) future-oriented** (d) profit-oriented
9. Management is rightly described as \_\_\_\_\_\_\_\_\_\_\_
   1. **decision-making process** (b) choosing process (c) profit making process
10. Programmed decision making techniques include\_\_\_\_\_\_\_\_
    1. **linear programming** (b) Gordon technique (c) quality circle (d) participative-technique
11. Brain storming technique encourages \_\_\_\_\_\_\_ by group members.
    1. **independent thinking** (b) collective thinking (c) group thinking (d) no thinking
12. Decision tree is one \_\_\_\_\_\_\_\_ decision-making technique.
    1. **programmed** (b) non-programme (c) group (d) individual

**Q.2) Select weather the following statements are true or false:**

1. A manager acts through decision making. - **TRUE**
2. A plan is today’s projection for tomorrow’s activity. **TRUE**
3. Alternative plan is a type of standby arrangement. **-TRUE**
4. Alternative plan is a type of stand-by arrangement.- **TRUE**
5. Analysing the problem is the first step in decision-making. **- FALSE**
6. Brain storming is a modern programmed decision making technique. **- FALSE**
7. Business policies are fully controllable premises. **-TRUE**
8. Co-ordination is a natural and automatic process. **- FALSE**
9. Co-ordination leads to confusion and disorder. **- FALSE**
10. Decision making implies choice.- **TRUE**
11. Decision making is goal oriented process. **-TRUE**
12. Decision making is occasional in nature. **- FALSE**
13. Decision making is possible irrespective of availability of alternative solutions. **- FALSE**
14. Decision making is the end point of the whole management process. **- FALSE**
15. Decisions are made to achieve organisational objective -**TRUE**
16. Delphi technique is similar to brain storming technique. **-TRUE**
17. Every problem has alternative solutions. **-TRUE**
18. In management by Exception the managers get involved in day to day activities. **- FALSE**
19. Involvement of subordinates in decision making process is necessary for effective execution.- **TRUE**
20. Management information system helps in decision-making. **TRUE**
21. MBO identifies “key-result area” - **TRUE**
22. MBO was propounded by Peter Drucker. **-TRUE**
23. MIS is a continuously operating system. **TRUE**
24. Only external environmental factors are analysed in the planning process. **- FALSE**
25. Planning facilitates hasty decisions. **- FALSE**
26. Planning is all pervasive. **-TRUE**
27. Planning is the primary function of management. **-TRUE**
28. Planning premises are tangible. **- FALSE**
29. Planning refers to organizing and grouping of activities. **- FALSE**
30. Procedures bring consistency in the actions of managers. **TRUE**
31. Project means a scheme for investment of resources. **TRUE**
32. Use of technology leads to quick decision making -**TRUE**

**MODULE- III.---- ORGANISING**

**Q.1) Select the most appropriate answer from the options given below.**

* 1. Organisation structure suggests its \_\_\_\_\_

(a) objective **(b) framework** (c) efficiency (d) relationships

1. \_\_\_\_\_\_\_\_\_\_ organisation uses two or more co-exiting organisational structures.
   1. Matrix (b) line (c) line and staff **(d) virtual**

3. Formal organisation structure is \_\_\_\_\_\_ in nature. (a) **official** (b) un-official (c) unstructured

4. Matrix organisation structure was developed first in \_\_\_\_\_

(a) **USA** (b) India (c) Japan (d) England

5. Appropriate span of management \_\_\_\_\_\_\_ team spirits.

(a) **improves** (b) discourages (c) destroys

6. It is necessary to keep \_\_\_subordinates under the control of one superior.

**(a) 4 to 6** (b) 15 (c) 1 to 2 (d) unlimited

7. Departmentation \_\_\_ division of work and specialization.

**(a) facilitates** (b) opposes (c) discourages

8. Delegation of authority \_\_\_\_\_\_\_ burden on superior. (a) maintains **(b) reduces** (c) increases

9. Authority, responsibility and \_\_\_\_\_\_\_ are inter-related concepts

**(a) accountability** (b) delegation (c) span of control (d) depart-mentation

10. Departmentation by functions is suitable to \_\_\_ organization.

(a) small **(b) large** (c) medium sized

11. Decentralisation is determined by the \_\_\_\_\_\_ of the organization.

(a) budget **(b) size** (c) manpower

12. Matrix organisation is a combination of project organization and \_\_\_\_organization.

**(a) functional** (b) line (c) line and staff (d) project

13. Formal organisation is found to be \_\_\_\_\_\_\_(a) static (b) flexible **(c) rigid** (d) stable

14. Narrow span of control results in \_\_\_\_\_organization structure.

**(a) tall** (b) flat (c) unstable (d) rigid

15. One obstacle to delegation on the part of superior is \_\_\_\_\_.

**(a) fear of competition** (b) negative approach (c) over smartness of subordinates

16. Virtual organisation is a \_\_\_\_\_\_\_\_ network between different companies.

* 1. traditional (b) mid-term **(c) temporary**

17. Decentralisation is necessary for effective management of a \_\_\_\_ business organization.

(a) small (b) medium **(c) large**

18. Line and staff organisation is suitable for \_\_\_\_\_\_business firms. (a) **large** (b) small (c) tiny

19.\_\_Delegation gives clarity to subordinates about the work expected.

(a) oral **(b) written** (c) general

20. Under \_\_\_\_structure employee’s work under dual authority.

(a) line (b) informal **(c) matrix**

21. There should be \_\_ between authority and responsibility.

(a) similarity (b) balance (c) equity

22. Organizing is a process of creating an \_\_\_\_\_\_\_

**(a) Organization structure** (b) functioning structure (c) management structure

22. Informal organization operates \_\_formal organization.

**(a) within** (b) outside (c) away from (d) parallel to

23. The levels of management are many in \_\_\_\_\_\_organization.

(a) **tall** (b) medium (c) flat (d) small

24. Decentralisation introduces \_\_\_\_\_\_\_ in an organization.

(a) autocratic spirit **(b) democratic spirit** (c) team spirit

25. Span of control/management has \_\_\_\_\_ application.

(a) limited (b) narrow (c) wide **(d) universal**

26. Informal organization prefer to use \_\_\_\_communication.

(a) downward (b) upward **(c) grapevine**

27. Line and staff organization \_\_\_\_\_\_\_\_ in operation.

(a) simple **(b) complicated** (c) easy (d) good

28. In line and staff organisation, the staff executives are the ----------

(a) doers **(b) advisors** (c) decision-making

29. Delegation of authority is needed to reduce the excessive burden on the \_\_\_\_\_\_\_\_\_\_\_\_

**(a) Superiors** (b) workers (c) top manages (d) subordinates

**Q.2.) Select weather the following statements are true or false:**

1. A fair combination of line organisation and functional organisation is called line and staff organisation. - **TRUE**
2. A narrow span of control leads to a Flat Organisation. **- FALSE**
3. Actual span of control should not be too large or too short. - **TRUE**
4. Alternatives plan is a type of standby arrangement. - **TRUE**
5. As management function, organising is next to planning. - **TRUE**
6. Conflicts between functional departments are not possible in the case of departmental functions. **- FALSE**
7. Decentralisation is a modern/progressive concept. - **TRUE**
8. Decentralisation means systematic effort to bring dispersal of decision making power to lower levels of organisation. - **TRUE**
9. Delegation is a process of abdication. **- FALSE**
10. Delegation means assigning work to subordinates and giving them authority to perform it. - **TRUE**
11. Delegation means surrender of authority by the higher level manager to a lower level manager. **- FALSE**
12. Delegation should be avoided as it involves many barriers. **- FALSE**
13. Departmentation is necessary is small organization. **- FALSE**
14. Fear of criticism is one barrier to delegation on the part of delegate. - **TRUE**
15. Formal organisation is unstable while informal organisation is stable. **- FALSE**
16. Formal organisation structure is deliberately created. - **TRUE**
17. Good organisation structure facilitates efficient management. - **TRUE**
18. In a large organisation, the process of centralisation and decentralisation co-exist and reinforce each other. - **TRUE**
19. In line organisation structure, the line executives tend to be more autocratic. - **TRUE**
20. Informal organisation can be shown in a structured chart form**- FALSE**
21. Informal organisation develops consciously. **- FALSE**
22. Informal organisation exists outside a formal organisation. **- FALSE**
23. Informal organisation strictly follows superior-subordinates relations. **- FALSE**
24. Lack of unity of command creates confusion and misunderstanding in the organisation. - **TRUE**
25. Line and staff conflicts are possible in Line and Staff organisation. - **TRUE**
26. Line and staff organisation is a combination of line and matrix. **– FALSE**
27. Management by objectives was propounded by Peter Drucker. - **TRUE**
28. Matrix organisation is a compromise between functional organisations. - **TRUE**
29. Matrix organisation was first developed in the USA. - **TRUE**
30. Matrix structure is a combination of project and functional organisation. - **TRUE**
31. Organising function of management is followed by planning function. **- FALSE**
32. Organising is a process which leads to the creation of organisation structure.
33. Organising is the first function of management. **- FALSE**
34. Organising means arranging the ways and means for the execution of a business plan. - **TRUE**
35. Planning refers to organizing and grouping of activities. **- FALSE**
36. Probability theory is a programmed technique of organising **– FALSE**
37. Span of control and span of management are two different concepts. **- FALSE**
38. Span of control should be too large or too short. **- FALSE**
39. Span of management ensure good team spirit. - **TRUE**
40. Successful functional departmentation requires good coordination. – **TRUE**
41. Tall organisation structure has very few levels of hierarchy **- FALSE**
42. The process of delegation can create bad-managers—**FALSE**
43. There are more levels of management in a flat organisation. **- FALSE**
44. Virtual Organisation is possible without information technology**- FALSE**
45. Virtual organisation needs the support of excellent team work. - **TRUE**
46. Wide span of control leads to Tall Organisation. **- FALSE**

**MODULE- IV- Directing and controlling**

**Q.1) Select the most appropriate answer from the options given below.**

1. Motivation is \_\_\_\_\_\_\_\_and encouraging.

(a) Rigid **(b) inspiring** (c) winning (d) developing

1. Motivation is \_\_\_\_\_\_\_\_\_\_\_\_ to perform.

(a) asking (b) postponing (c) guiding **(d) willingness**

1. Quality direction depends on face-to-face\_\_\_\_\_\_

(a) clash (b) understanding **(c) contact** (d) planning

1. Communication raises \_\_\_\_\_\_\_\_\_

(a) appearance (b) meeting **(c) efficiency** (d) status

1. Communication \_\_\_\_\_\_pleasant human relations.

(a) breaks **(b) develops** (c) guides (d) faces

1. A good leader leads but does not \_\_\_\_\_\_\_\_(a) run (b) joy (c) **push** (d) move
2. Autocratic leader does not allow subordinates to ask \_\_\_\_\_\_
   1. **why** (b) questions (c) classifications (d) clarifications
3. Democratic leader acts as a good \_\_\_\_\_\_\_
   1. administrator (b) manipulator **(c) listener** (d) friend
4. Control compares against a \_\_\_\_\_\_\_\_\_

(a) target **(b) standard** (c) deadline (d) competitor

1. Management audit is an \_\_\_\_\_\_\_\_\_ process.
   1. **evaluation** (b) acting (c) enlightened (d) engrossing
2. Directing harmonises \_\_\_\_\_\_\_\_ and organisation goals.
   1. administrative **(b) individual** (c) business (d) union
3. Personal contact ensures employee \_\_\_\_\_\_\_\_\_
   1. retrenchment (b) turnover (c) absence **(d) loyalty**
4. \_\_\_ uses network analysis by identifying critical and non-critical activities.
   1. **PERT** (b) CPM (c) Budgetary control
5. Noise and distance are \_\_\_\_\_\_\_ barriers to effective communication.
   1. **physical** (b) cultural (c) psychological
6. \_\_\_\_\_\_\_ is a function of leadership. **(a) directing** (b) confidence (c) vision
7. \_\_\_\_\_\_\_\_\_\_\_ is a psychological process.

(a) communication **(b) motivation** (c) controlling

1. \_\_\_\_\_\_\_\_\_\_ style of leadership involves management by emotions
   1. Bureaucratic **(b) neurocratic** (c) democratic
2. The first step in controlling process is \_\_\_\_\_\_\_\_(a) identifying deviation **(b) establishment of standard** (c) measurement of performance
3. \_\_\_\_\_\_\_\_\_ is financial factor influencing motivation.
   1. job security **(b) bonus** (c) participation
4. \_\_\_\_\_ is quality of a good leader. **(a) optimism** (b) planning (c) controlling
5. Directing is an \_\_\_\_aspect of managing.

(a) interrelated **(b) interpersonal** (c) interpretative

1. Motivation reduce employee \_\_\_\_\_\_\_\_ (a) productivity (b) morale **(c) turnover**
2. \_\_\_\_is the cement that make organisations.

(a) direction (b) motivation **(c) communication**

1. A good leader assumes \_\_\_\_\_\_\_\_(a) power **(b) obligation** (c) faults
2. An ideal leader should be \_\_\_\_\_\_\_\_ matured.

(a) physically (b) financially **(c) emotionally**

1. Managerial control is a \_\_\_\_\_\_\_\_\_\_\_ activity.

(a) mechanical **(b) supervisory** (c) workforce

1. Management audit lays down standards for \_\_\_\_\_\_\_\_\_\_\_\_\_ performance
   1. competitive (b) critical **(c) future**

**Q.2) Select weather the following statements are true or false:**

1. A leader acts as a link between top management and employees. - **TRUE**
2. Ambiguous control system is most popular. **- FALSE**
3. Ambiguous language is a barrier to communication. - **TRUE**
4. An ideal leader depends on his subordinates while taking decisions. **- FALSE**
5. Budgetary control is based on forecasting. - **TRUE**
6. Budgetary control techniques is qualitative in nature. **- FALSE**
7. Communication is a persuasive functions. - **TRUE**
8. Control allows limited deviation in performance. **- FALSE**
9. Control ensures resources are used efficiency in the accomplishment of organisation’s

objective. - **TRUE**

1. Control is inconsistence with freedom. **- FALSE**
2. Cultural diversity causes communication problems. - **TRUE**
3. Democratic leadership is the best style of leadership. **- FALSE**
4. Directing is action-oriented. - **TRUE**
5. Directing is best done through group judgement. – **TRUE**
6. Directing is the action element in management. - **TRUE**
7. Followership is leadership. **- FALSE**
8. In management audit only financial aspects are reviewed. **- FALSE**
9. Laissez- Faire leader is the best style of leadership. **- FALSE**
10. Leadership is a personal quality. - **TRUE**
11. Leadership is possible without followers. **- FALSE**
12. Motivation gets work done by hook or by cook. **- FALSE**
13. Motivation increase employee turnover. **- FALSE**
14. Motivation is a predictable task. - **TRUE**
15. Motivation reduces labour turnover. - **TRUE**
16. Non-monetary factors are better motivators. - **TRUE**
17. PERT is an analytical technique of controlling. – **TRUE**
18. PERT uses network as the basic tool of project management. - **TRUE**
19. Verbal communication facilitates easy recall. **– FALSE**