Sem-III

# Select the most appropriate answer from the options given below.

Module – I----INTRODUCTION OF MANAGEMENT

* + 1. The present age is an age of a) Administration (b) management (c)organization (d) Planning
		2. Management implies a)Casual thinking (b) secondary function (c) last functions (d) rational thinking
		3. Management is (a)Permanent (b) dynamic (c) rigid (d)fixed
		4. Management facilitates use of resources.(a)Minimum (b) maximum (c)optimum

(d) Better

 5. Management is a (a) Thought (b) process (c) human being (d) forecasting

 6. Management is a field of (a) Action (b) debate (c) creativity (d) artist

 7. \_\_\_\_\_\_\_\_\_\_\_\_is the ability of manager to interact with subordinates. (a) Conceptual skill (b) human relation skill (c) technical skill (d) Administrative skill

 8. Management is the art of getting thing done from (a)Managers (b) ministers (c) supervisors (d)others

9.One best way’ was introduced by (a)Peter Drucker (b) Weber (c) Taylor (d)Fayol

 10. revolves around investigation of minute operations.(a)Work study (b) R&D (c) self- study (d) social study

11. According to Henry Fayol authority should be \_\_\_\_\_\_to responsibility.(a)Inferior (b)superior

(c) equal (d) unequal

12.Esprit decorps means (a)Team spirit (b) decision making (c) planning (d) teambuilding

13.Fayol suggested of individual interest to general interest.(a)Joining (b) linking (C) delinking (d)subordination

14. Hawthorne studies established incentives. (a)Financial (b) non-financial (c) motivational (d)verbal

15. Employee behavior is influenced by attitude.(a)Mental (b) physical (c) group (d)rigid

16. Management by objective was introduced by (a)Taylor (b) Fayol (c) Peter Drucker (d) Elton Mayo

17. \_\_\_\_\_\_\_\_\_\_\_\_ skills are known as inter personal skills.

 (a) technical (b) human (c) conceptual (d) decision making.

18.Indian management thoughts are based on

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

19. Dimensions of management were designed by

(a)Elton mays (b) William Stanton (c) Peter Drucker (d)Philip Kotler

20 Ethos is moral ideas and (a) rumors (b) facts (c) research (d) attitude

1. \_ refers to team spirit.(a)Equity (b) discipline (c) espirit de crops (d)Order
2. Indian ethos in management means the applications of principle management according to our

Wisdom. (a)Modern (b) ancient (c) global (d) Local

1. Stressed that informal organization is a reality. (a) Fayol (b) Drucker (c)Mayo (d) Kotler
2. Efficiency is concerned with doing things. (a)Right (b) left (c)center (d) Up
3. People are concerned with final results.(a)Only (b) always (c)sometime (d) every time
4. Authority refers to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ( power to take decision, reward for action, obligation, support)
5. The top level managers require more of \_\_\_\_\_\_\_\_\_\_\_\_\_ skills. (Conceptual, Human, Technical)
6. The middle level managers require more of \_\_\_\_\_\_\_\_\_\_\_\_\_ skills. (Conceptual, Human, Technical)
7. The lower level managers require more of \_\_\_\_\_\_\_\_\_\_\_\_\_ skills. (Conceptual, Human, Technical)
8. Dharma in Sanskrit means \_\_\_\_\_\_\_\_\_\_\_\_ in life. (progress, passion, purpose, productivity)
9. Motion Studies were undertaken by \_\_\_\_\_\_\_ under scientific management. ( F.W.Taylor, Henry Fayol, Peter Druker, Frank Gilbert)
10. Under differential piece rate system, F.W.Taylor recommended \_\_\_\_\_\_\_ rates. (2, 3, 4, 5)
11. There should be place for everything and everything must be in its place is given under \_\_\_\_\_\_\_\_\_\_ principle. ( discipline, order, Equity, Initiative)
12. Division of works leads to \_\_\_\_\_\_\_\_\_\_\_\_. ( modernization, organization, dedication, specialization)
13. According to F.W. Taylor there are \_\_\_\_\_\_ foreman required to supervise the worker’s job. (4, 2, 8, 10)
14. \_\_\_\_\_\_\_\_\_\_\_\_\_\_ is the process of identifying and selecting a course of action to solve a specific problem. (organizing, staffing, decision making, controlling)
15. Ethos is a \_\_\_\_\_\_\_\_\_\_\_\_\_ word which means ‘character’. (Greek, Latin, French, Sanskrit)

Module – II----Planning and Decision Making

1. Planning is a . (a) physical (b) mental (c) virtual (d)psychological
2. Planning is looking. (a) forward (b) backward (c)downward (d) Upward
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 (d) necessary
2. Planning is a function / actions. (a) regular (b) continuous (c)irregular (d) long term
3. Planning premises are assumptions and (a) goals (b) predictions (c)policies (d) Strategies
4. Planning is a in business.

not necessary (b) a must (c) useless (d) dangerous

1. Planning needs to be (a) complicated (b) flexible (c)rigid (d) simple
2. Programmed decision are on \_problems. (a) rare (b) repetitive (c) fixed (d) routine
3. Decision-making management process.(a)accelerates (b) steps (c) discourages (d) motivate
4. Decision-making is a process. occasional(b)continuous(c)fixed(d)moving (d) Changing
5. Decision-making is (a)an art(b)a science(c)a profession(d)always difficult
6. Adequate and reliable data make decision

(a) accurate (b) risky (c) dangerous (d)ineffective

1. Decision taken should be (a) casual (b) rational (c) easy (d) troublesome
2. \_\_\_ is a long term action plan for achieving the goals.

(a) strategy (b) procedures (c)program (d) policies

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_is a modern programmed technique of decision-making

(a) brainstorming (b) simulation (c) attribute listing (d) Participation

1. Planning is component of management process.

(a) dispensable (b) indispensable (c) negligible (d) normal

1. Planning is a \_\_\_\_\_\_\_\_\_\_process in the case of business organization.

(a) continuous (b) casual (c) occasional (d) compulsory

1. Strategies constitute one component of

(a) single use plan (b) standing plan (c) business plan (d) market plan

1. \_\_\_\_\_\_\_\_\_\_\_\_predicts that certain things would happen in certain way.

(a) probability (b) game theory (c) linear programming (d) PERT

1. The genesis of MBO is attributed to

(a) George Odiorne (b) Peter Drucker (c)Philip Kotler (d) George Terry

1. MBE focus managerial attention on problems.

 (a) minor (b) major (c) routine (d) business

1. MIS is (a) past-oriented (b) service-oriented (c) future-oriented (d) profit-oriented
2. Programmed decision making techniques include

(a) linear programming (b) Gordon technique (c) quality circle (d) participative- technique

1. Brain storming technique courage s by group members.

(a) Independent thinking (b) collective thinking (c) group thinking (d) no thinking

1. Decision tree is one decision-making technique.
	1. programmed (b) non-programme (c) group (d) individual
2. Planning helps to \_\_\_\_\_\_\_\_\_\_\_\_ risk. (minimize, eliminate, enhance, compromise)
3. SWOT analysis is an important element of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. (Organizing, Planning, Directing, Coordinating)
4. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is a single use Plan. (Mission, Rules, Procedures, Budget)
5. \_\_\_\_\_\_\_\_\_\_\_\_\_\_ is a time-table of activities. ( Budget, Procedure, Schedule, Rules)
6. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ are the statements that guide in decision-making. (Rules, Policies, Strategies, Procedures)
7. Under \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ technique, decisions are made on the basis of relationship between two variables. (Simulations, Network, Brainstorming, Linear programming)
8. \_\_\_\_\_\_\_\_\_\_\_\_ Plans are meant for repeated use as ad when the situation demands. (Single use, Standing, General, Special)
9. \_\_\_\_\_\_\_\_\_\_\_\_\_ reflects the purpose and philosophy of the organization. (Objectives, Strategy, Goals, Mission)
10. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ represents the return or reward for selecting the best alternative decisions. (Payoff Matrix, Queuing, Simulation, Network technique)
11. \_\_\_\_\_\_\_\_\_\_\_ is a technique by which managers’ focus only on those events or activities which deviate significantly from standards. (MBO, MIS, MBE, GIS)
12. Components of MIS include: hardware, software, data, network resources, procedures and \_\_\_\_\_\_\_\_\_\_\_. (people, report, machinery, time)
13. Decision tree is the extension of \_\_\_\_\_\_\_\_\_\_\_\_\_. (Payoff matrix, CPM, Simulation, Linear programming)
14. Management philosophy, Manpower, Machineries, Management-employee relations, are the part of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ environment. (Micro, Macro, External, Internal)
15. The evaluation of the alternative plan is done by conducting \_\_\_\_\_\_\_\_\_\_\_\_\_\_ analysis. (cost-benefit, SWOT, Environmental, Physical)
16. Hawthorne Experiments are given by \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. (F.W. Taylor, Peter Drucker, Elton Mayo, Mary Parker Follet)

 Module – III---Organising

1. Organization structure suggests its

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

1. Organization uses two or more co-exiting organizational structures.
	1. Matrix (b) line (c) line and staff (d)virtual
2. Formal organization structure is in nature.

(a)official(b)un-official(c)unstructured (d) structured

1. It is necessary to keep subordinates under the control of one superior.
	* + 1. 4 to 6 (b) 15 (c) 1 to 2 (d)unlimited
2. Delegation of authority burden on superior.(a)maintains(b)reduces(c)increases

(d) Balance

1. Authority, responsibility and are inter-related concepts.

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

1. Depart mentation by functions is suitable to organization.
	* + 1. small (b) large (c) medium sized (d) all
2. Depart mentation division of work and specialization.

(a) Facilitates (b) opposes (c)discourages (d) needs

1. Decentralization is determined by the \_\_\_\_of the organization.
	* + 1. budget (b) size (c) manpower (d) result
2. Matrix organization is a combination of project organization and organization.
	* + - functional (b) line (c) line and staff (d)project
3. Formal organization is found to be (a) static (b) flexible (c) rigid (d)stable
4. Narrow span of control results in organization structure.
	* + - tall (b) flat (c) unstable (d)rigid
5. One obstacle to delegation on the part of superior is .
	* + - fear of competition (b) negative approach (c) over smartness of subordinates
			1. Conservative approach
6. Virtual organization is a \_\_network between different companies.

a. traditional (b) mid-term (c) temporary (d) Modern

1. Decentralization is necessary for effective management of a business organization.
	* + - small (b) medium (c)large (d) all
2. Line and staff organization is suitable for business firms.(a)large(b)small(c)tiny (d) non profitable
3. Under \_\_\_\_\_\_\_\_structure employee’s work under dual authority.(a) line (b) informal (c)matrix (d) line and staff
4. There should be \_\_\_between authority and responsibility.
	1. similarity (b) balance (c)equity (d) order
5. Organizing is a process of creating an \_\_\_\_\_\_ structure.
	1. Organization (b) functioning (c) management (d) realistic
6. Informal organization operates formal organization.
	1. within (b) outside (c) away from (d) parallel to
7. The levels of management are many in organization.
	1. tall (b) medium (c) flat (d)small
8. Decentralization introduces in an organization.
	1. autocratic spirit (b) democratic spirit (c) team spirit (d) participative spirit
9. Span of control/management has application.
	1. limited (b) narrow (c) wide (d)universal
10. Delegation of authority is needed to reduce the excessive burden on the
	1. Superiors (b) workers (c) top manages (d)subordinates
11. Informal organization prefers to use \_\_\_communication.
	1. downward (b) upward (c)grapevine (d) formal
12. Line and staff organization in operation.
	1. simple (b) complicated (c) easy (d)good
13. In line and staff organization, the staff executives are the----------
	1. doers (b) advisors (c)decision-making (d) executors
14. The objectives of the organization must be \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. (General, Specific, Common, limited)
15. Coordination means \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ in an organization. (cooperation, interlinking of activities, activeness, acceptance)
16. Informal organization makes use of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ communication. (upward, downward, diagonal, grapevine)
17. Span of control has \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_application. (limited, universal, narrow, broad)
18. In \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_organization, there are many levels of management. (tall, flat, medium, large)
19. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_refers to dispersal of authority throughout the organization. (Centralization, Delegation, Decentralization, Motivation)
20. Matrix organization was first established in \_\_\_\_\_\_\_\_\_\_\_ in the aerospace industry. (India, China, USA, UK)
21. There is lack of \_\_\_\_\_\_\_\_\_\_\_ in line organization. (specialization, decision, command, authority)
22. In line and staff organization, the staff officers are the \_\_\_\_\_\_\_\_\_\_\_\_. (decision makers, advisors, workers, members)
23. In \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ organization structure, there is no separate entity. (Line, Matrix, Line and Staff, Virtual)
24. In delegation, the principle of \_\_\_\_\_\_\_\_\_\_\_\_\_\_ states that the superior cannot escape responsibility. (Absoluteness of Responsibility, Exception, Unity of Command, Unity of Direction)
25. The process of delegation continues if the subordinate \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ the delegated authority. (ignores, reject, plans, accept)
26. Barriers to delegations are created by \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. ( superiors, subordinates, both superior and subordinates, outsiders)

Module – IV----Directing and Controlling

1. Motivation is \_ to perform.
	* + 1. asking (b) postponing (c) guiding (d)willingness
2. Quality direction depends on face-to-face
	* + 1. clash (b) understanding (c) contact (d)planning
3. Communication pleasant human relations.
	* + 1. breaks (b) develops (c) guides (d)faces
4. Motivation is and encouraging.
	* + 1. Rigid (b) inspiring (c) winning (d)developing
5. Communication raises
	* + 1. appearance (b) meeting (c) efficiency (d)status
6. A good leader leads but does not (a) run (b) joy (c) push (d)move
7. Autocratic leader does not allow subordinates to ask
	* + 1. why (b) questions (c) classifications (d)clarifications
8. Democratic leader acts as a good
	* + 1. administrator (b) manipulator (c) listener (d)friend
9. Control compares against a
	* + 1. target (b) standard (c) deadline (d)competitor
10. Management audit is an process.
	* + 1. evaluation (b) acting (c) enlightened (d) engrossing
11. Directing harmonizes \_\_\_\_\_\_\_\_\_\_and organization goals.
	1. administrative (b) individual (c) business (d)union
12. Personal contact ensures employee

 (a)retrenchment (b) turnover (c) absence (d) loyalty

1. Uses network analysis by identifying critical and non-critical activities.
	* + 1. PERT (b) CPM (c) Budgetary control ( d) decision making
2. Noise and distance are barriers to effective communication.
	* + 1. physical (b) cultural (c)psychological (d) Natural
3. \_\_\_\_\_is a function of leadership.

(a)directing(b)confidence(c)vision (d) Controlling

1. \_\_\_\_\_\_ is a psychological process.

 (a)communication (b) motivation (c)controlling (d) planning

1. style of leadership involves management by emotions
	* + 1. Bureaucratic (b) neurocratic (c)democratic (d) participative
2. The first step in controlling process is
	1. identifying deviation (b) establishment of standard (c) measurement of performance (d) measurement of output
3. \_\_\_\_\_is quality of a good leader.(a)optimism(b)planning(c)controlling

(d) organizing

1. \_\_\_\_\_\_\_is financial factor influencing motivation.

(a) job security (b) bonus (c)participation (d) motivation

1. Management audit lays down standards for performance
	* + 1. competitive (b) critical (c)future(d) better
2. In \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ communication, the speaker can immediately get the feedback. (face-to-face, written, non-verbal, favourable)
3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ style of leadership aims at creating family atmosphere within the organization. (Autocratic, Consultative, Participative, Paternalistic)
4. Now -a -days professional managers adopt \_\_\_\_\_\_\_\_\_\_\_ style of leadership. (Consultative, Participative, Situational, Sociocratic)
5. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is the sum total of physical, mental and social qualities. (Intelligence, Personality, Quality, Emotion)
6. \_\_\_\_\_\_\_\_\_\_\_\_ refers to interpersonal skill. (Human, Conceptual, Technical, Administrative)
7. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is the process of monitoring actual performance, and taking corrective measures. (Planning, Organizing, Staffing, Controlling)
8. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ control system enables managers to focus their attention on significant deviations. ( Flexible, MBE, MBO, MIS)
9. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_is a statement of anticipated results. (Schedule, Budget, Project, Program)
10. \_\_\_\_\_\_\_\_\_\_ Technique helps to expedite highly complex projects. (SWOT, MBO, PERT, BUDGET)
11. \_\_\_\_\_\_\_\_\_\_\_\_\_\_ refers to the systematic evaluation of the functioning, performance and effectiveness of management. (MBO, Management Audit, HRA, HRM)