Module – I----INTRODUCTION TO MANAGEMENT

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

1. _____ represents analytical and problem-solving skills. (a)Management (b) administration (c) profession (d) business

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

3. _____ dimension considers both present & future. (a)Financial (b) time (c) space (d) management

4. _____ is the ability of manager to interact with subordinates. (a) Conceptual skill (b) human relation skill (c) technical skill   (d) Administrative skill

5. _____ of management are different categories created smooth functioning.   (a) Levels (b) skills (c) positions (d) hierarchy

6. _____ refers to team spirit.(a)Equity (b) discipline (c) espirit de crops (d) organisation

7. 'One best way' was introduced by ____(a)Peter Drucker (b) Weber (c) Taylor (d) Fayol

8. ._____ skills are known as interpersonal skills.   (a)Technical (b) human relations (c) administrative (d) social

9. _____ stressed that informal organization is a reality. (a) Fayol (b) Drucker (c) Mayo (d) Gullick

10. Efficiency is concerned with doing things------. (a) Right (b) left (c) centre (d) end

11. People are _____ concerned with final results. (a)Only (b) always (c) sometime (d) Not

12. According to F.W. Taylor there are _____ foreman required to supervise the worker's job. (a) 4, (b) 2, (c) 8, (d) 10

13. According to Henry Fayol authority should be _____ to responsibility.(a)Inferior (b) superior (c) equal (d) unequal

14. Conceptual skills are required at ____level of management. (a)Lower (b) middle (c) higher (d) lowest

15. Dharma in Sanskrit means _____ in life. (a) progress, (b) passion, (c) purpose, (d) productivity

16. Dimensions of management were designed by _____(a)Elton mays (b) William Stanton (c) Peter Drucker (d) Fayol

17. Employee behaviour is influenced by __attitude.(a)Mental (b) physical (c) group (d) rigid

18. Esprit de corps means __(a)Team spirit (b) decision making (c) planning (d) team building

19. Ethos are moral ideas and _____(a) rumours (b) facts (c) research (d) attitude

20. Ethos is a _____ word which means 'character'. (a) Greek, (b) Latin, (c) French, (d) Sanskrit

21. Ethos is originally a ____word that signifies character.(a)Roman (b) Greek (c) Indian (d) Japanese

22. Fayol suggested _____ of individual interest to general interest .(a)Joining (b) linking (d) delinking (c) subordination

23. Hawthorne Experiments are given by _____. (a) F.W. Taylor, (b) Peter Drucker, (c) Elton Mayo, (d) Mary Parker Follet

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

25. Henry Fayol stated _____ principles of management. ten (b) twelve (c) fourteen

26. Indian ethos in management means the applications of principle management according to our _____ wisdom. (a)Modern (b) ancient (c) global (d) local

27. Indian management thoughts are based on _____(a)Traditions (b) customs (c) scriptures (d) sayings

28. Individual _____is central to Indian ethos. (a)Involvement (b) sacrifice (c) development (d) remuneration

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

30. Management facilitates _____use of resources.(a)Minimum (b) maximum (c) optimum

31. Management implies ___a)Casual thinking (b) secondary function (c) last functions (d) rational thinking

32. Management involves coordination and _____ of resources. (a)Direction (b) reporting (c) integration. (d) Budgeting

33. Management is _____(a)Permanent (b) dynamic (c) rigid (d) fixed

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

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

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

37. Taylor initiated _____ to employees. (a)Uniform payment (b) differential payment (c) fixed payment (d) no payment

38. The present age is an age of _____a) Administration (b) management (c) organisation (d) planning

39. The word 'gang-plank' is associated with _____(a)Scalar chain (b) equity (c) remuneration (d) order

40. Time study is propounded by ___ (a) F. W. Taylor (b) Peter Drucker (c) Luther Gullick (d) Fayol

MODUE-II-- Planning and Decision Making

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

1. _____ control system enables managers to focus their attention on significant deviations. (a) Flexible, (b) MBE, (c) MBO, (d) MIS

2. _____is a long term action plan for achieving the goals. (a) strategy (b) procedures (c) programme (d) vision

3. _____ technique predicts that certain things would happen in certain way. (a) probability (b) game theory (c) linear programming (d) Gordon

4. _____ is a modern programmed technique of decision-making. brainstorming (b) simulation (c) attribute listing (d) Delphi

5. _____ Plans are meant for repeated use as ad when the situation demands. (a) Single use, (b) Standing, (c) General, (d) Special

6. _____ is the process of identifying and selecting a course of action to solve a specific problem. (a) organizing, (b) staffing, (c) decision making, (d) controlling

7. _____ refers to the systematic evaluation of the functioning, performance and effectiveness of

management. (a) MBE (b) MBO, (c) Management Audit, (d) HRA,

8. _____ are the statements that guide in decision-making. (a) Rules, (b) Policies, (c) Strategies, (d) Procedures

9. A problem well defined is _____(a) fully solved (b) half solved (c) difficult to solve (d) unsolved

10. Adequate and reliable data make decision_____ accurate (b) risky (c) dangerous (d) ineffective

11. Brain storming technique encourages _____ by group members. (a) independent thinking (b) collective thinking (c) group thinking (d) no thinking

12. Decision taken should be_____(a) casual (b) rational (c) easy (d) troublesome

13. Decision tree is one _____ decision-making technique.(a) programmed (b) non-programme (c) group (d) individual

14. Decision tree is the extension of _____. (a) Payoff matrix, (b) CPM, (c) Simulation, (d) Linear programming

15. Decision-making _____management process.(a)accelerates (b) steps (c) discourages (d) stops

16. Decision-making is _____(a) an art (b) a science (c) a profession (d) always difficult

17. Decision-making is a _____ process. (a)occasional (b) continuous (c) fixed (d) moving

18. Decision-making is a _____activity. (a) creative (b) dull (c) unimportant (d) ineffective

19. Decision-making is the __of management process. (a) turning point (b) starting point (c) finishing point (d) middle-point

20. Game theory is used in _____ situation. (a) dynamic (b) static (c) competitive (d) monopoly

21. Heuristic technique is a _____technique. (a) rule of thumb (b) blind (c) trial and error. (d) Delphi

22. In _____ objective are set jointly by the management and the employees. (a)MBE (b) MBA (c) MBO (d) MIS

23. Management is rightly described as _____ process. (a) decision-making (b) choosing (c) profit making (d) service-providing

24. MBE focus managerial attention on _____ problems. minor (b) major (c) routine (d) business

25. MBO is _____ goal setting. (a)individual (b) group (c) team (d) joint

26. MIS is ___(a) past-oriented (b) service-oriented (c) future-oriented (d) profit-oriented

27. Planning is _____ component of management process. (a) dispensable (b) indispensable (c) negligible (d) normal

28. Planning is _____ looking. (a) forward (b) backward (c) downward (d) sideways

29. Planning is a _____ in business. (a) not necessary (b) a must (c) useless (d) dangerous

30. Planning is a _____ process in the case of business organisation. (a) continuous (b) casual (c) occasional (d) compulsory

31. Planning is a _____ function / actions. (a) regular (b) continuous (d) irregular

32. Planning is a _____exercise. (a) physical (b) mental (c) virtual (d) psychological

33. Planning is deciding in advance the future state of _____.employment (b) business (c) profession (d) trade

34. Planning is the___function of management. (a) primary (b) secondary (c) elementary

35. Planning needs to be _____ (a) complicated (b) flexible (c) rigid (d) static

36. Planning premises are assumptions and _____(a) goals (b) predictions (c) policies (d) rules

37. Programmed decision are on ___problems. (a) rare (b) repetitive (c) fixed (d) routine

38. Programmed decision making techniques include_____(a) linear programming (b) Gordon technique (c) quality circle (d) participative-technique

39. Strategies constitute one component of _____ (a) single use plan (b) standing plan (c) business plan (d) market plan

40. The genesis of MBO is attributed to _____(a) George Odiorne (b) Peter Drucker (c) Philip Kotler (d) George Terry

MODULE- III.---- ORGANISING

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

1. ___refers to dispersal of authority throughout the organization. (a) Centralization, (b) Delegation, (c) Decentralization, (d) Motivation

2. _____Delegation gives clarity to subordinates about the work expected. (a) oral (b) written (c) general (d) verbal

3. Appropriate span of management _____ team spirits.(a) improves (b) discourages (c) destroys (d) unconcern with

4. Authority, responsibility and _____ are inter-related concepts. (a) accountability (b) delegation (c) span of control (d) depart-mentation

5. Barriers to delegations are created by ____(a) superiors, (b) subordinates, (c) both superior and subordinates, (d) outsiders

6. Decentralisation introduces _____ in an organization. autocratic spirit (b) democratic spirit (c) team spirit (d) participative

7. Decentralisation is determined by the _____ of the organization. (a) budget (b) size (c) manpower (d) location

8. Decentralisation is necessary for effective management of a ___ business organization. (a) small (b) medium (c) large (d) tiny

9. Delegation makes it possible for the managers to distribute tier workload to----(a) juniors, (b) seniors, (c) customers, (d) suppliers

10. Delegation of authority _____ burden on superior. (a) maintains (b) reduces (c) increases (d) balances

11. Delegation of authority is needed to reduce the excessive burden on the _____(a) Superiors (b) workers (c) top manages (d) subordinates

12. Delegation _____the morale of subordinates as they are given duties and supporting authority. (a) raises, (b) decreases, (c) de-motivates, (d) break

13. Departmentation ___ division of work and specialization. (a) facilitates (b) opposes (c) discourages (d) ends

14. Departmentation by functions is suitable to ___ sized organization. (a) small (b) large (c) medium (d) tiny

15. Formal organisation is found to be _____ (a) static (b) flexible (c) rigid (d) stable

16. Formal organisation structure is _____ in nature. (a) official (b) un-official (c) unstructured (d) temporary

17. If the superiors and the subordinates are well-qualified , trained, experienced , then the span of management will be _____ (a) wide, (b) narrow, (c) small, (d) limited

18. In _____ organization, there are many levels of management. (a) tall, (b) flat, (c) medium, (d) large

19. In _____ organization structure, there is no separate entity. (a) Line, (b) Matrix, (c) Line and Staff, (d) Virtual

20. In delegation, the principle of _____ states that the superior cannot escape responsibility. (a) Absoluteness of Responsibility, (b) Exception, (c) Unity of Command, (d) Unity of Direction

21. In line and staff organisation, the staff executives are the -------- (a) doers (b) advisors (c) decision-making (d) dictators

22. In line and staff organization, the staff officers are the _____. (a) decision makers, (b) advisors, (c) workers, (d) members

23. Informal organization makes use of _____ communication. (a) upward, (b) downward, (c) diagonal, (d) grapevine

24. Informal organization operates _____ the formal organization. (a) within (b) outside (c) away from (d) parallel to

25. Informal organization prefer to use _____ communication. (a) downward (b) upward (c) grapevine (d) sideways

26. It is necessary to keep _____ subordinates under the control of one superior. (a) 4 to 6 (b) 15 (c) 1 to 2 (d) unlimited

27. Line and staff organisation is suitable for _____ business firms. (a) large (b) small (c) tiny (d) medium

28. Line and staff organization is _____ in operation. (a) simple (b) complicated (c) easy (d) good

29. Matrix organisation is a combination of project organization and ___ organization. (a) functional (b) line (c) line and staff (d) project

30. Matrix organization was first established in _____ in the aerospace industry. (a) India, (b) China, (c) USA, (d) UK

31. Narrow span of control results in _____ organization structure. tall (b) flat (c) unstable (d) rigid

32. One obstacle to delegation on the part of superior is _____.(a) fear of competition (b) negative approach (c) over smartness of subordinate

33. Organisation structure suggests its _____ (a) objective (b) framework (c) efficiency (d) relationships

34. Organizing is a process of creating a _____ structure. (a) Organization (b) functioning (c) management (d) operation

35. Span of control/management has _____ application. (a) limited (b) narrow (c) wide (d) universal

36. The levels of management are many in _____organization. (a) tall (b) medium (c) flat (d) small

37. The process of delegation continues if the subordinate _____ the delegated authority. (a) ignores, (b) reject, (c) plans, (d) accept

38. There should be _____ between authority and responsibility. similarity (b) balance (c) equity (d) imbalance

39. Under ___structure employee's work under dual authority. (a) line (b) informal (c) matrix (d) virtual

40. Virtual organisation is a _____ network between different companies. (a) traditional (b) mid-term (c) temporary (d) permanent

MODULE- IV- Directing and controlling

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

1. ___ uses network analysis by identifying critical and non-critical activities. (a) PERT (b) CPM (c) Budgetary control (d) management audit

2. ____ is a function of leadership. (a) directing (b) confidence (c) vision (d) controlling

3. ____ is quality of a good leader. (a) optimism (b) planning (c) controlling (d) compelling

4. _____ is financial factor influencing motivation.(a) job security (b) bonus (c) participation (d) working conditions

5. _____ style of leadership involves management by emotions. (a) Bureaucratic (b) neurocratic (c) democratic (d) participative

6. _____ Technique helps to expedite highly complex projects. (a) SWOT, (b) MBO, (c) PERT, (d) budget

7. _____ is a psychological process. (a) communication (b) motivation (c) controlling (d) directing

8. _____ is the process of monitoring actual performance, and taking corrective measures. (a) Planning, (b) Organizing, (c) Staffing, (d) Controlling

9. _____is a statement of anticipated results. (a) Schedule, (b) Budget, (c) Project, (d) Program)

10. _____is the sum total of physical, mental and social qualities. (a) Intelligence, (b) Personality, (c) Quality, (d) Emotion

11. _____technique is based on singe time estimate for completion of activities. (a) CPM, (b) MBO, (c) PERT, (d) MBE)

12. ___is the cement that make organisations. (a) direction (b) motivation (c) communication (d) controlling

13. A good leader assumes _____(a) power (b) obligation (c) faults (d) position

14. A good leader leads but does not _____(a) run (b) joy (c) push (d) move

15. An ideal leader should be _____ matured. (a) physically (b) financially (c) emotionally (d) psychologically

16. Autocratic leader does not allow subordinates to ask _____ (a) why (b) questions (c) classifications (d) clarifications

17. Communication _____pleasant human relations. (a) breaks (b) develops (c) guides (d) faces

18. Communication raises _____(a) appearance (b) meeting (c) efficiency (d) status

19. Control compares against a _____(a) target (b) standard (c) deadline (d) competitor

20. -----------control system enables managers to focus their attention on significant deviation. (a) critical point, (b) flexible, (c) control by exception, (d) audit

21. Coordination means _____ in an organization. (a) cooperation, (b) interlinking of activities, (c) activeness, (d) acceptance

22. Democratic leader acts as a good _____ (a) administrator (b) manipulator (c) listener (d) friend

23. Directing harmonises _____ and organisation goals. (a) administrative (b) individual (c) business (d) union

24. Directing is an ___aspect of managing. (a) interrelated (b) interpersonal (c) interpretative (d) interconnected

25. In _____communication, the speaker can immediately get the feedback. (a) face-to-face, (b) written, (c) non-verbal, (d) favourable

26. ----------is a non-monetary motivating factor. (a) salaries, (b) allowances, (c) bonus, (d) recognition

27. ---------is a psychological communication barrier. (a) closed mind,(b) rules and regulation, (c) noise,(d) language

28. Management audit is an _____ process.(a) evaluation (b) acting (c) enlightened (d) engrossing

29. Management audit lays down standards for _____ performance competitive (b) critical (c) future (d) past

30. Managerial control is a _____ activity. (a) mechanical (b) supervisory (c) workforce (d) physical

31. ------------means organising a group of people to achieve common goal. (a) motivation, (b) leadership, (c) controlling, (d) planning

32. Motivation is _____ to perform. (a) asking (b) postponing (c) guiding (d) willingness

33. Motivation is _____and encouraging. (a) Rigid (b) inspiring (c) winning (d) developing

34. Motivation reduce employee _____ (a) productivity (b) morale (c) turnover (d) remuneration

35. Noise and distance are _____ barriers to effective communication. (a) physical (b) cultural (c) psychological (d) environmental

36. Now -a -days professional managers adopt _____ style of leadership. (a) Consultative, (b) Participative, (c) Situational, (d) Sociocratic

37. Personal contact ensures employee _____ (a) retrenchment (b) turnover (c) absence (d) loyalty

38. Quality direction depends on face-to-face_____(a) clash (b) understanding (c) contact (d) planning

39. --------technique is mainly used in areas like construction projects, and ship building. (a) PERT, (b) CPM, (c) Management Audit, (d) Personal Observation

40. The first step in controlling process is _____ (a) identifying deviation (b) establishment of standard (c) measurement of performance (d) follow-up