

Unit-1

1. Management is a continuous process because it persists as long as..... exist

- a) objective
- b) organisation
- c) activity
- d) human resource

Answer B

2. Management helps the organisation to reach its.....

- a) Goal
- b) top
- c) level
- d) beginning

Answer A

3. Management is multi..... Process

- a) work
- b) multidisciplinary



- c) part
- d) Administration

Answer B

4. coordination is very essential for successful.....

- a) achievement
- b) b.management
- c) labour work
- d) d.none of this

Answer B

5. is very important for an organisation

- a) teamwork
- b) group work
- c) together work
- d) none of these

Answer B



6. dynamic means.....

- a) changing
- b) fix
- c) stable
- d) can't say

Answer A

7. Management is..... Kind of force

- a) Tangible
- b) intangible
- c) visible
- d) hidden

Answer B

8. All processes of an organisation are.....

- a) Unknown
- b) interrelated
- c) understandable



d) can't say

Answer B

9.directors are the..... level management

a) top

b) low

c) middle

d) can't say

Answer A

10.Every..... is important for an organisation

a) Strategies

b) Level

c) Objectives

d) policies

Answer B

11.Foremen are the part of.... Management

a) Top



- b) Middle
- c) Lower
- d) none of these

Answer C

12. Lower level management is also known as....

- a) Decision maker
- b) Operational
- c) Executive
- d) none of these

Answer B

13. The management level shows the..... Of executive

- a) rank
- b) organisation
- c) directors
- d) none of these

Answer A

14. The initial function of organisation is.....

- a) Organising
- b) Planning
- c) coordinating

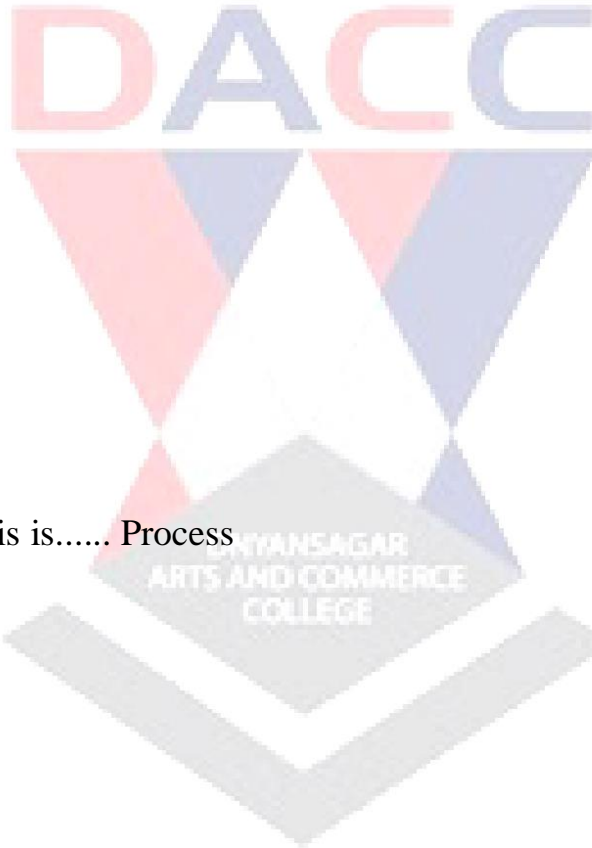


d) directing

Answer B

15. Is the the next step to the planning

- a) Coordination
- b) organising
- c) directing
- d) staffing
- e) Answer B



16.Hiring personal is is..... Process

- a) Coordination
- b) Organizing
- c) directing
- d) staffing

AnswerD

17.Showing right direction to the staff is.....

- a) Coordination
- b) organising



- c) directing
- d) staffing
- e) AnswerC

18.Integration of activities can you done in

- a) Coordination
- b) organising
- c) directing
- d) staffing

Answer B

19.Management help in proper utilisation of...

- a) Resources
- b) Skills
- c) knowledge
- d) all the above

Answer A

20.Reduction of wastage can lead to maximum.....

- a) Input
- b) output



c) efforts

d) work

Answer B

21. Equilibrium is very important for the the..... Stability of an organisation

a) Organisation

b) environment

c) economical

d) physical

Answer C

22. An organisation try to change the product as per the needs of the.....

a) Employees

b) society

c) executive

d) labours

Answer B

23. The book ok general and Industrial industrial administration is written by.....

a) Frederick Taylor

b) henri Fayol

c) peter drucker

d) none of these



e) Answer A

24. Fourteen principles of management as suggested by.....

- a) Frederick Taylor
- b) Henri Fayol
- c) Peter Drucker
- d) none of these

Answer B

25. According to Henri Fayol..... should follow the 14 principles

- a) Supervisors
- b) Abours
- c) Managers
- d) Directors

Answer C

26. The 14 principles of Henri Fayol are universally accepted because these are.....

- a) True
- b) Practical
- c) Old
- d) Can't say

27. The basic principles of Henri Fayol are useful for..... Management

- a) Temporary



- b) effective
- c) short time
- d) long term

Answer B

28. Managerial activities include

- a) Security
- b) Planning
- c) statistics
- d) property rights

Answer B

29. Division of work is one of the principal of Theory

- a) Frederick Taylor
- b) Henri Fayol
- c) Peter Drucker
- d) none of these

Answer B

30. Unity of command and unity of direction is a principle of.....

- a) Henri Fayol
- b) Frederick Taylor
- c) Peter Drucker
- d) none of these



Answer A

31.The book principles of scientific management is written by.....

- a) Frederick Taylor
- b) henri Fayol
- c) philip Kotler
- d) peter drucker

Answer B

32.Motion study is used by For improve efficiency

- a) henri Fayol
- b) philip Kotler
- c) Frederick Taylor
- d) peter drucker

Answer C

33.The book practice of management is published by.....

- a) Frederick Taylor
- b) henri Fayol
- c) philip Kotler
- d) peter drucker

Answer A



34.MBO is used to calculate.....

- a) Performance
- b) ability
- c) scale
- d) none of these

AnswerA

35.Peter drucker process of checking validity e of objectives is.....

- a) old method
- b) smart method
- c) new method
- d) none of these

Answer B

36.According to mintzberg figurehead perform.... Duties

- a) Assignment
- b) Symbolic
- c) voluntarily
- d) none of these

37.according to mintzberg monitor has a roLe in.....

- a) information
- b) decision
- c) creation



d) none of these

Answer A

38. According to Mintzberg a good decision maker is also..... Handler

- a) Disturbance
- b) program
- c) activity
- d) none of these

Answer A

39. According to Mintzberg and Schumpeter entrepreneurs should have..... Ideas

- a) Improvement
- b) innovative
- c) upgrade
- d) none of these

Answer B

40. Handles the customer complaints as well as dealing with suppliers for better prices.

- a) Resource allocator
- b) Negotiator



- c) Supervisor
- d) labour

41. Portar's five first model about....

- a) Competition within industry
- b) business strategy development
- c) improvement
- d) all the above

42. According to Henri Fayol..... should follow the 14 principles

- e) supervisors
- f) labourers
- g) managers
- h) directors

Answer C

43. The 14 principles of Henri Fayol are universally accepted because these are.....

- e) True
- f) Practical
- g) old
- h) can't say

44. The basic principles of Henri Fayol are useful for..... Management



- e) Temporary
- f) effective
- g) short time
- h) long term

Answer B

45. Managerial activities include

- e) Security
- f) Planning
- g) statistics
- h) property rights

Answer B

46. Division of work is one of the principal of Theory

- e) Frederick Taylor
- f) henri Fayol
- g) peter drucker
- h) none of these

Answer B



47. Unity of command is a principle of.....

- e) Henri Fayol
- f) Frederick Taylor
- g) Peter Drucker
- h) None of these

Answer A

48. The book Principles of Scientific Management is written by.....

- e) Frederick Taylor
- f) Henri Fayol
- g) Philip Kotler
- h) Peter Drucker

Answer B

49. The type of authority invested with the persons by virtue of the office held by them is ____.

- A. The acceptance of authority theory.
- B. The formal authority theory.
- C. The competence theory.
- D. The organization theory.

ANSWER: C



50. The process whereby a manger shares his work and authority with his subordinates is_____.

A. Decentralisaiton

B. Responsibility.

C. Delegation.

D. decision making.

ANSWER: C



Unit 2

1. Purpose of planning is to ensure optimum utilisation of human and

- a) Economic resources
- b) activities
- c) goal
- d) objective

Answer A

2. According to George Terry "..... is selecting and relating of facts and using and formulation of proposed activities"

- a) Planning
- b) organising
- c) directing
- d) controlling

Answer A

3. Planning premises provide..... For planning and action.

- a) way
- b) framework



- c) correct
- d) effective

Answer B

4. Contingency planning is useful if primary plans.....

- a) Fails
- b) available
- c) schedule
- d) none of these

Answer A

5. Day today work standards can be decided in.....

- a) Strategic planning
- b) tactical planning
- c) contingency planning
- d) operational planning

Answer D

6. Planning establishes standard for.....

- a) Directing



- b) forecasting
- c) controlling
- d) none of these

Answer C

7.Planning reduces..... Activities

- a) New
- b) Old
- c) overlapping
- d) none of these

AnswerC

8.Taking the review of the market is called as..... In forecasting

- a) Delphi technique
- b) focus Group study
- c) test marketing
- d) none of these

AnswerC

9.From test marketing results idea of people about the product can understood



- a) Interest
- b) strategy
- c) planning
- d) none of these

AnswerA

10. In quantitative techniques of demand forecasting seasonal variations are dependent upon.....

- a) Price
- b) organisation
- c) season
- d) none of these

AnswerC

11. A chronological sequence of steps to be undertaken to enforce a policy and to attain an objective is known as _____.

- A. objective.
- B. strategies.
- C. procedures.
- D. rules.



ANSWER: C

12. A statement of expected results expressed in numerical terms for a definite period of time in the future is known as _____.

- A. objective.
- B. strategies.
- C. procedures.
- D. budgets.

ANSWER: D

13. The process of establishing a time sequence for the work is known as _____.

- A. objective.
- B. schedules.
- C. procedures.
- D. budgets.

ANSWER: B

14. A rigid plan, no scope for discretion _____.

- A. rule.
- B. schedules.



C. procedures.

D. budgets.

ANSWER: A

15. Specifying the manner of executing policy is known as _____.

A. objective.

B. schedules.

C. procedures.

D. budgets.

ANSWER: C

16. Goal or target to be achieved is known as _____.

A. objective.

B. schedules.

C. procedures.

D. budgets.

ANSWER: A

17. Penalty is levied for violation of _____.



- A. rules.
- B. procedures.
- C. policy.
- D. methods.

ANSWER: A

18. Plan that establish a required method of handling future activities is called _____.

- A. rules.
- B. procedures.
- C. policy.
- D. methods.

ANSWER: B

19. Supply of human and material resources and helps to achieve the objective of business is _____.

- A. planning.
- B. organisaiton.
- C. management.
- D. control.



ANSWER: B

20. Formal authority flows from upwards to downwards in_____.

- A. formal organization.
- B. informal organization.
- C. business or organisation.
- D. strategic organization.

ANSWER: A

21. Informal authority flows upwards to downwards or horizontally in_____.

- A. formal organization.
- B. informal organization.
- C. business or organisation.
- D. strategic organization.

ANSWER: B

22. Rules, duties and responsibilities of workers are given in writing in_____.

- A. formal organization.
- B. informal organization.



C. business or organisation.

D. strategic organization.

ANSWER: A

23. Which is created for technological purpose?

A. formal organization.

B. informal organization.

C. business organisation.

D. strategic organization.

ANSWER: A

24. Which arises from man's quest for social satisfaction?

A. formal organization.

B. informal organization.

C. business or organisation.

D. strategic organization.

ANSWER: B

25. Which type of organization is permanent and stable?

A. formal organization.



B. informal organization.

C. business or organisation.

D. strategic organization.

ANSWER: A

26. Which type of organization gives importance to terms of authority and functions?

A. formal organization.

B. informal organization.

C. business or organisation.

D. strategic organization.

ANSWER: A

27. Which type of organization gives importance to people and their relationships?

A. formal organization.

B. informal organization.

C. business or organisation.

D. strategic organization.

ANSWER: B



28. Which organisaitonal relationship gives a greater job satisfaction and results in maximum production?

- A. formal organization.
- B. informal organization.
- C. business or organisation.
- D. strategic organization.

ANSWER: B 5

29. Which type of organization has no place in the organization chart?

- A. formal organization.
- B. informal organization.
- C. business or organisation.
- D. strategic organization.

ANSWER: B

30. "Decision making is the selection based on some criteria from two or more possible alternatives" is defined by_____.

- A. Farland.
- B. Mac Donald.
- C. Terry.



D. M.C. Nites.

ANSWER: C

31. The selection of best alternative from many alternatives is known as _____.

A. selection.

B. decision-making.

C. organizing.

D. budgeting.

ANSWER: B

32. Deal with routing and repetitive problems is a _____.

A. programmed decision.

B. non-programmed decision.

C. major decision.

D. minor decision.

ANSWER: A

33. Placing purchase order is an example of _____.

A. programmed decision.



B. non-programmed decision.

C. major decision.

D. decision

ANSWER: A

34. The decision taken by high level of management is _____.

A. programmed decision.

B. non-programmed decision.

C. individual decision.

D. non-economic decision.

ANSWER: B

35. Non-programmed decision is also called _____.

A. routine decisions.

B. structured decisions.

C. strategic decisions.

D. operative decisions.

ANSWER: C

36. Programmed decision is also known as _____.



- A. routine decisions.
- B. structured decisions.
- C. strategic decisions.
- D. operative decisions.

ANSWER: D

37. The decision which has long term impact on business is _____.

- A. programmed decision.
- B. non-programmed decision.
- C. individual decision.
- D. non-economic decision.

ANSWER: B

38. The decision which relates to day-to-day operation of an organization is known as _____.

- A. major decision.
- B. organisational decision.
- C. personal decision.
- D. operative decision.



ANSWER: D

39. The decision which does not incur any expenses is known as ____.

A. economic decision.

B. crisis decision.

C. non-economic decision.

D. problem decision.

ANSWER: C

40. The decision which is implemented within the concerned department is known as ____.

A. economic decision.

B. departmental decision.

C. non-economic decision.

D. problem decision.

ANSWER: B

41. The organization which was devised by FW Taylor was _____.

A. functional organization.

B. matrix organisation.



C. committee organization

D. line and staff organization.

ANSWER: A

42. Decision taken by committee formed by the top management for specific purpose is ____.

A. group decision.

B. organisational decision.

C. personal decision.

D. operative decision.

ANSWER: A

43. Crisis decision is also known as ____.

A. group decision. B. major decision.

C. minor decision.

D. spot decision.

ANSWER: D

44. A decision taken to meet unexpected situations is known as ____.

A. economic decision.



- B. crisis decision.
- C. non-economic decision.
- D. problem decision.

ANSWER: B

45. The authority flows from top to bottom through the structure of an organization is ____.

- A. The acceptance of authority theory.
- B. The formal authority theory.
- C. The competence theory.
- D. The organisaiton theory.

ANSWER: B

46. Which theory is also called traditional authority theory?

- A. The acceptance of authority theory.
- B. The formal authority theory.
- C. The competence theory.
- D. The organisaiton theory.

ANSWER: B



47. If the subordinates do not accept the command of their superior, then the superior cannot be said to have any authority over them is given in.

- A. The acceptance of authority theory.
- B. The formal authority theory.
- C. The competence theory.
- D. The organisaiton theory.

ANSWER: A

48. The organization which was devised by FW Taylor was _____.

- A. functional organization.
- B. matrix organisation.
- C. committee organization
- D. line and staff organization.

ANSWER: A

49. Decision taken by committee formed by the top management for specific purpose is _____.

- A. group decision.
- B. organisational decision.
- C. personal decision.



D. operative decision.

ANSWER: A

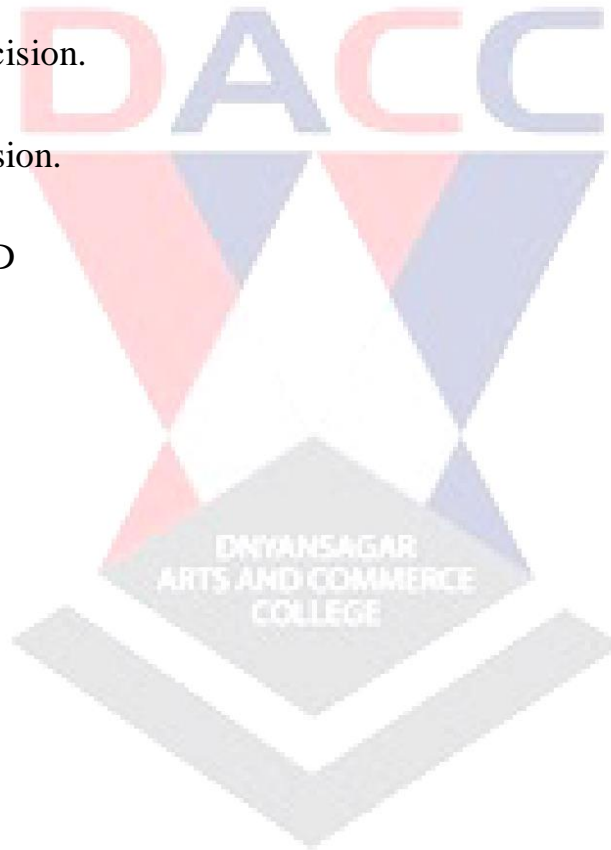
50. Crisis decision is also known as ____.

A. group decision. B. major decision.

C. minor decision.

D. spot decision.

ANSWER: D



Unit-3

1. Transfer can be considered as..... Recruitment.

- a) External
- b) Internal
- c) employment exchange
- d) none of these

Answer B

2. Promotion can be considered as..... Recruitment

- a) External
- b) Internal
- c) employment exchange
- d) none of these

Answer B

3. Reemployment of ex employees can be considered as..... Recruitment

- a) internal
- b) External
- c) employment exchange



d) none of these

Answer A

4. Is type of external recruitment

- a) Advertisement
- b) transfer
- c) promotion
- d) reemployment

Answer A

5.....Is type of external recruitment

- a) Educational institutions
- b) transfer
- c) promotion
- d) reemployment

Answer A

6.....Is type of external recruitment

- a) transfer
- b) employment agencies



- c) promotion
- d) reemployment

Answer B

7.....Is type of external recruitment

- a) Recommendations
- b) transfer
- c) promotion
- d) reemployment

AnswerA

8.Recruiting through labour contractors is type of

- a) Internal source
- b) external source
- c) can't say
- d) none of these

Answer B

9Interview is a part of.....

- a) Recruitment



- b) Selection
- c) recommendation
- d) none of these

Answer B

10. Is aspect of selection process

- a) Advertisement
- b) employment agencies
- c) interview
- d) none of these
- e) Answer C
- f)

11. Tests can give the idea about knowledge of candidate

- a) Intellectual
- b) Organizational
- c) team Spirit
- d) none of these

Answer A

12. can change as per the job profile.



- a) Test
- b) organisational
- c) team Spirit
- d) none of these

Answer A

13. Assessment centres are helpful to organisation to assess and other skills

- a) Psychological
- b) speaking
- c) appearance
- d) none of these

Answer A

14. Management games are organised in.....

- a) Club
- b) assessment centre
- c) factory
- d) none of these

Answer B



15.Part of Staffing process outside the organisation is.....

- a) Selection
- b) recruitment
- c) training
- d) none of these

Answer B

16.Part of Staffing process inside the organisation is.....

- a) Selection
- b) recruitment
- c) training
- d) none of these

AnswerA

17.After selecting candidate..... Is given

- a) Development
- b) Direction
- c) Training
- d) none of these

Answer C

18..... Process candidates have not to cross over many hurdles

- a) Selection
- b) recruitment
- c) training
- d) none of these

Answer B

19. Process candidates have to cross over many hurdles

- a) recruitment
- b) Selection
- c) training
- d) none of these

Answer B

20. Encourages large number of candidates for job.

- a) training
- b) Selection
- c) recruitment
- d) none of these



Answer C

21. Rejection of candidate is done in..... In process

- a) recruitment
- b) Selection
- c) training
- d) none of these

Answer B

22. Creates contact between employers and applicants

- a) recruitment
- b) Selection
- c) training
- d) none of these

Answer B

23. Is the process of picking up more competent and suitable employees.

- a) Selection
- b) recruitment
- c) training



d) none of these

Answer A

30. Exchange of ideas, opinions, information etc. between two or more persons is _____.

A. Planning.

B. organizing.

C. Communication.

D. Staffing.

ANSWER: C

31. Communication is a _____.

A. one-way process.

B. two-way process.

C. three-way process.

D. four-way process.

ANSWER: B

32. The person who sends a message is known as _____.

A. Sender.



- B. Receiver.
- C. Messenger.
- D. Communicator.

ANSWER: A

33. _____ deals with appointing of people and placing them in job.

- A. hrm
- B. recruitment
- C. staffing
- D. placement

ANSWER: C

34. The act of translating the message into words, pictures, symbols, signs or some other form is known as _____.

- A. Sender.
- B. Receiver.
- C. Encoding.
- D. decoding.

ANSWER: C



35. The person who receives the message is called _____.

- A. sender.
- B. receiver.
- C. encoding.
- D. decoding.

ANSWER: B

36. Converting symbols, signs or pictures into meaning is known as _____.

- A. Sender.
- B. receiver.
- C. encoding.
- D. decoding.

ANSWER: D

37. communication that flow from superior to subordinates is_____.

- A. downward communication.
- B. upward communication.
- C. horizontal communication.



D. informal communication.

ANSWER: A

38. Informal communication is commonly known as _____.

A. downward communication.

B. upward communication.

C. horizontal communication.

D. Grapevine.

ANSWER: D

39. Communication of policies, procedures and programmes is example of _____.

A. downward communication.

B. upward communication.

C. horizontal communication.

D. informal communication.

ANSWER: A

40. Reports, suggestions, appeals, grievances, etc is example of _____.

A. downward communication.



- B. upward communication.
- C. horizontal communication.
- D. informal communication.

ANSWER: B

41. Inter-departmental committee meeting is an example of_____.

- A. downward communication.
- B. upward communication.
- C. horizontal communication.
- D. informal communication.

ANSWER: C

42. Rumours and gossips are_____.

- A. downward communication.
- B. upward communication.
- C. horizontal communication.
- D. informal communication.

ANSWER: D

43. Exchange of messages through spoken words is_____.



- A. oral communication.
- B. written communication.
- C. gestural communication.
- D. sideward communication.

ANSWER: A

44. Lectures, group discussions, interviews, social gathering are example of _____.

- A. oral communication
- . B. written communication.
- C. gestural communication.
- D. sideward communication.

ANSWER: A

45. Letters, circulars, memos, bulletin, manuals, reports are example of _____.

- A. oral communication.
- B. written communication.
- C. gestural communication.
- D. sideward communication.



ANSWER: B

46. The problems in communication channels is known as_____.

A. organizational barriers.

B. mechanical barriers.

C. personal barriers.

D. semantic barriers.

ANSWER: B

47. The integration of objectives and activities of an organization is_____.

A. control.

B. co-ordination.

C. Planning.

D. organizing.

ANSWER: B

48. Co-ordination between the activities of various departments and individuals working within the organization is known as _____.

A. vertical co-ordination.

B. external co-ordination.



C. internal co-ordination.

D. horizontal co-ordination.

ANSWER: C

49. Scalar chain means _____.

A. hierarchy levels.

B. chain of command.

C. delegation of authority.

D. span of control.

ANSWER: A

50. The oldest type of organization _____.

A. functional organization.

B. line organization.

C. matrix organization.

D. committee organization.

ANSWER: B

Unit-4

1.....is like teaching a teacher in a classroom

- a) Organising
- b) staffing
- c) directing
- d) none of these

Answer C

2. Supervision communication and leadership is involved in.....

- a) staffing
- b) Organising
- c) directing
- d) none of these

Answer C

3. Process is is motivating the subordinates

- a) Organising
- b) staffing



- c) directing
- d) none of these

Answer C

4. Inspire the subordinates to achieve common goal

- a) staffing
- b) Organising
- c) directing
- d) none of these

Answer C

5. When Manager guide subordinates is nothing but.....

- a) Organising
- b) staffing
- c) directing
- d) none of these

Answer C

6. Showing the right way off work to the subordinates is a part of..... Process

- a) staffing



- b) Organising
- c) directing
- d) none of these

Answer C

7. Is concerned with instructions guidance to the the subordinates

- a) Organising
- b) staffing
- c) directing
- d) none of these

Answer C

8. Explaining subordinates how to do is nothing but.....

- a) staffing
- b) Organising
- c) directing
- d) none of these

Answer C

9. Directing flows from..... to bottom



- a) Low
- b) high
- c) top
- d) none of these

Answer C

10. Direction takes place..... Levels of the management

- a) All
- b) few
- c) lower
- d) none of these

Answer A

11. Performance-oriented function

- a) staffing
- b) Organising
- c) directing
- d) none of these

Answer C

- e)

12..... Study and moulding of human behaviour

- a) Organising
- b) staffing
- c) directing
- d) none of these

Answer C

13.A proper discipline can be maintained with proper.....

- a) staffing
- b) Organising
- c) directing
- d) none of these

Answer C

14.direction process expect maximum..... Contribution

- a) Organising
- b) staffing
- c) directing
- d) none of these

Answer C



15. Harmony can be maintained in the organisation with proper.....

- a) staffing
- b) Organising
- c) directing
- d) none of these

16. Leadership is essential element of.....

- a) Organising
- b) staffing
- c) directing
- d) none of these

Answer C

17. means sending message and receiving message

- a) Communication
- b) staffing
- c) directing
- d) none of these

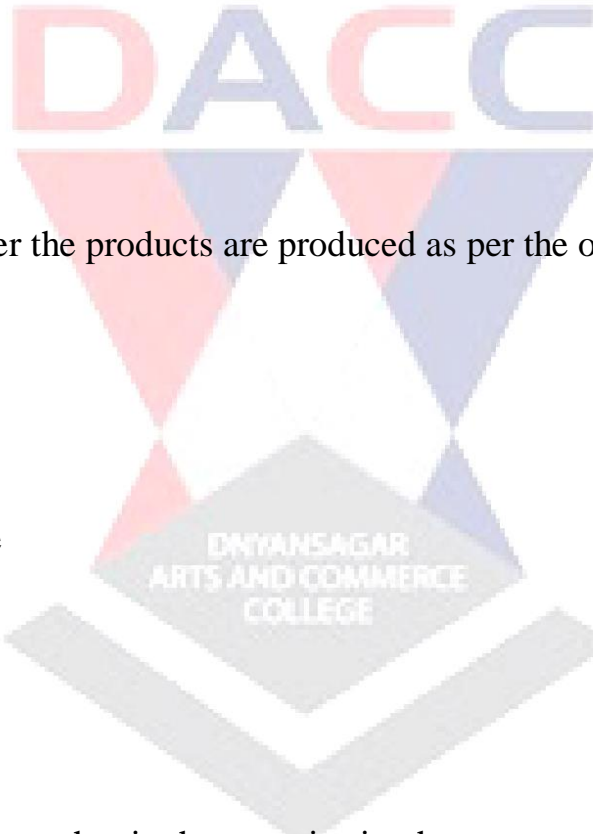
Answer C



18.If there is no proper..... Then directing is is not effective

- a) Communication
- b) staffing
- c) directing
- d) none of these

Answer C



19.To check whether the products are produced as per the order is nothing but.....

- a) Organising
- b) staffing
- c) directing
- d) none of these

Answer C

20.People working together in the organisation her common goal is.....

- a) group work
- b) teamwork
- c) combine work
- d) none of these

Answer C



21. Should be Supportive to each other in a team

- a) Team members
- b) teamwork
- c) combine work
- d) none of
- e) Answer A

22. Team members should be..... To the ideas of others

- a) group work
- b) open
- c) combine work
- d) none of

Answer B

23. Sharing of information and ideas can build a strong.....

- a) Team
- b) Teamwork
- c) combine work
- d) none of these



Answerb

24. Team members show support contribution of

- a) other members
- b) teamwork
- c) combine work
- d) none of these

Answer a

25. attentive ear should be given to the opinion of other team.....

- a) Members
- b) groups
- c) superior
- d) subordinates

Answera

26. If idea not clear team members can I ask the questions until the is clarified

- a) Matter
- b) task



- c) duty
- d) none of these

Answer a

27. Poor communication can be the beginning of.....

- a) Conflict
- b) work
- c) team
- d) can't say

Answer a

28. Lack of openness can lead to

- a) work
- b) team
- c) conflict
- d) can't say

29. Conflict may arise due to.....

- a) Change in leadership
- b) lack of openness
- c) poor communication
- d) all the above



Answer b

32. Devices which shows the organizational relationships_____.

A. organizational charts.

B. scalar chain.

C. over all plan.

D. Budgets.

ANSWER: A

33. When the supervisor commands subordinates and has close supervision is called _____.

A. free-rein.

B. autocratic.

C. consultative.

D. democratic.

ANSWER: B

34. Praise, recognition and power are_____.

A. intrinsic motivation.



B. extrinsic motivation.

C. positive motivation.

D. negative motivation.

ANSWER: A

35. X and Y theory was introduced by_____.

A. Mc gregor.

B. Peter drucker.

C. Henry fayol.

D. FW taylor.

ANSWER: A

36. Time-event network is _____.

A. PERT.

B. CPM.

C. MIS.

D. statistical reports.

ANSWER: A

37. Management is _____.



- A. art.
- B. science.
- C. art and science.
- D. humanities.

ANSWER: C

38. Decision making helps in the smooth function of the_____.

- A. business.
- B. staffing.
- C. organization.
- D. planning.

ANSWER: A

39. The transmission of thoughts from person to another is_____.

- A. communication.
- B. controlling.
- C. consultative.
- D. organizing.

ANSWER: A



40. The study relating to the movement of a machine operator and his machine while performing the job is called_____.

- A. time study.
- B. work study.
- C. motion study.
- D. fatigue study.

ANSWER: C

41. Selecting a best course of action among the alternatives is called as_____.

- A. decision making.
- B. planning.
- C. organizing.
- D. controlling.

ANSWER: A

42. The decisions which are frequent and repetitive in nature are called as_____.

- A. non programmed decisions.
- B. programmed decisions.



C. major decisions.

D. operative decisions.

ANSWER: B

43. A decision which is taken to meet unexpected situation_____.

A. problem decision.

B. certainty decisions.

C. crisis decision.

D. organizational decision.

ANSWER: C

44. The right of a person to give instructions to his subordinates is known as_____.

A. responsibility.

B. authority.

C. accountability.

D. line authority.

ANSWER: B

45. Elements of delegation_____.



- A. responsibility, authority, accountability.
- B. authority, delegation, accountability.
- C. responsibility, decentralization, centralization.
- D. controlling, responsibility, authority.

ANSWER: A

46. The extent to which power and authority are retained at the top is called as_____.

- A. centralization.
- B. decentralization.
- C. responsibility.
- D. accountability.

ANSWER: A

47. _____ deals with appointing people and placing them at the appropriate jobs.

- A. Human resources.
- B. Recruitment.
- C. Staffing.
- D. Placement.



ANSWER: C

48. What is NOT one of the Four important Manager roles?

- A. Supervisor
- B. Facilitator
- C. Internal Coach
- D. Participation

Ans: C

49. The performance norm defines the level of...

- A. Work Effort & Attitude
- B. Attitude & Contribution Performance
- C. Constructive Criticism
- D. Contribution Performance & Work Effort

Ans: D

50. What pair are methods of making team decisions?

- A. Lack of Response & Unanimity
- B. Lack of Response & Minority Rule
- C. All Votes are Equal & Recruitment
- D. Feedback & Unanimity

Ans: A



51. Which of the following is not a stage of team development?

- A. Forming
- B. Deciding
- C. Adjourning
- D. Storming

Ans: B

52. Which of the following is NOT a symptom of GroupThink?

- A. Illusions of vulnerability
- B. Belief in inherent group morality
- C. Applying direct pressure to deviants
- D. Self-censorship by members
- E. Mind Guarding

Ans: A

53. Members of a(n) _____ team have been cross-trained so each person is able to perform the duties of all the other team members.

- A. functional
- B. cross-functional
- C. multifunctional
- D. self-directed

Ans: C



54 The process of making an expectation a reality.

- A. brainstorming
- B. problem solving
- C. criteria
- D. goal

Ans: B

55. Which of the following is an example of a constraint to solving the problem of arriving late to work?

- A. not having a car
- B. having dependable public transportation
- C. having enough time to get to work from class
- D. all the above

Ans: A

