Question Bank - Multiple Choice Questions (MCQs)

Unit 1: Nature of Management

1) Which one of the following statements is not correct?
   a) Management is a goal-oriented process.
   b) Management is a continuous process.
   c) Management is a dynamic process.
   d) Management is a rigid process.

2) Which one of the following is not an importance of management?
   a) Integrating various interest groups
   b) Developing society
   c) Disciplining employees
   d) Inculcating creativity

3) Management is not
   a) an applied science.
   b) a pure science.
   c) an art.
   d) an art and science both.

4) In which category does management fall?
   a) Well-established profession
   b) Semi-profession
   c) Emerging profession
   d) Marginal profession

5) Top management is concerned with formulation of
   a) guidelines for supervisors.
   b) long-term plans.
   c) short-term plans.
   d) None of these.

6) Coordination is
   a) a management function.
   b) the essence of management.
   c) an objective of management.
   d) a social objective.
7) The element that aims at integrating group efforts to achieve group objectives is called ____.
   a) Cooperation
   b) Coordination
   c) Management
   d) Directing

8) Managing Director is the position of ____ level of management in a large company.
   a) Top
   b) Middle
   c) Lower
   d) Middle and Lower

9) Management is multidimensional because it has ____ dimension(s).
   a) One
   b) Two
   c) Three
   d) Four

10) Management is a ____ directed process as it aims at achieving specified goals.
    a) Continuously
    b) Future
    c) Goal
    d) Deliberately

11) ____ is a systematised body of knowledge that explains certain general truths or operation of general laws.
    a) Science
    b) Art
    c) Profession
    d) Art and Profession both

12) Identify the feature of co-ordination being highlighted in the given statement: “Coordination is not a one time function, it begins at the planning stage and continue till controlling.”
    a) Coordination ensures unity of action
    b) Coordination is an all pervasive function
    c) Coordination is a continuous process
    d) Coordination is a deliberate function

13) Co-ordination is considered to be the essence of management because
    a) It is a common thread that runs through all the activities within the organisation
    b) It is implicit and inherent in all functions of the organisation
    c) It is a force that binds all the functions of management
    d) All of the above
14) This function of Management related to placing the right person at the right job is
   a) Organising
   b) Staffing
   c) Planning
   d) Controlling

15) This function of management relating to laying down the foundation for carrying out the other functions of management successfully is
   a) Organising
   b) Staffing
   c) Planning
   d) Controlling

16) Organising as a function of management involves deciding
   a) What activities and resources are required
   b) Who will do a particular task
   c) Where will it be done
   d) All of the above

17) The main task of this level of management is to determine the overall organisational objectives and strategies for their realisation.
   a) Operational management
   b) Middle level management
   c) First line managers
   d) Top level management

18) Which of the following statements is not true for lower level management?
   a) Analyse the business environment and its implications for the survival of the business.
   b) Ensure the quality of the output
   c) They strive to reduce the wastage of resources
   d) They ensure that the safety standards are maintained within the organisation.

19) Which of the following is a function of top level management?
   a) Ensuring quality of output
   b) Assigning necessary duties and responsibilities to their departments
   c) Taking responsibility for all the activities of the business and its impact on the society
   d) Ensuring that the safety standards are maintained within the organisation.

20) Which of the following is not a designation related to middle level management?
   a) Operations Head
   b) Sales Manager
   c) Chief Operating Officer
   d) Divisional Manager
21) “Management principles can be applied to all types of activities.”
   a) True
   b) False

22) “Coordination is required at all levels of management in all management functions.”
   a) True
   b) False

23) “Management involves the decisions by a manager and it is not a group activity.”
   a) True
   b) False

24) Top management level is responsible for implementing plans and strategies of the organisation.
   a) True
   b) False

25) Successful organisations do not achieve goals by chance but by following a deliberate process known as
   a) Planning
   b) Co-ordination
   c) Controlling
   d) Management

26) Management is essential for the organisations which are
   a) Non-profit organisations
   b) Service organisations
   c) Social organisations
   d) All of the above

27) People in the organisations carry out diverse tasks with the aim to achieve.
   a) Different objectives
   b) Common objectives
   c) Both of the above
   d) None of the above

28) Successful management ensures that
   a) Goals are achieved with least cost
   b) Timely achievement of goals
   c) Both of the above
   d) None of the above

29) Efficiency is concerned with
   a) Doing the right thing
   b) Doing things right
c) Achieving end results  
d) None of the above

30) Effectiveness relates to  
   a) Doing the right task  
   b) Completing activities  
   c) Achieving goals  
   d) All of the above

31) Management is said to be poor if it is  
   a) Efficient but ineffective  
   b) Effective but inefficient  
   c) Both inefficient and ineffective  
   d) All of the above

32) Which of the following is not a function of management?  
   a) Management is all pervasive  
   b) Management is multi-dimensional  
   c) Identification of threats & warnings  
   d) Location of business

33) Name two broad categories of business activities:-  
   a) Trade & commerce  
   b) Trade & Industry  
   c) Industry & commerce  
   d) None of these

34) Which one of the following is not an economic objective of the business:-  
   a) Social environment  
   b) Survival  
   c) Profit  
   d) Growth

35) Which factor doesn’t describe management as science:-  
   a) Systematized body of knowledge  
   b) Universal validity  
   c) Ethical code of conduct  
   d) Principles based on experimentation

36) Earning of a profit is considered to be subsidiary objective of the business:-  
   a) True  
   b) False
37) Which of the following management functions are closely related?
   a) planning and organizing
   b) staffing and control
   c) planning and control
   d) planning and staffing

38) The last function in the sequence, which culminates in the attainment of organization objectives, is:
   a) organizing
   b) coordinating
   c) controlling
   d) planning

39) In terms of the sequential relationship, the first function requiring managerial attention is:
   a) planning
   b) coordinates
   c) directing
   d) controlling

40) Main functions of administrative management are:
   a) planning, organizing, staffing, directing and controlling
   b) planning, organizing, directing and controlling
   c) planning, organizing, staffing and directing
   d) planning, organizing, controlling and representation

41) Successful coordination of activities results from effectively carrying out the function:
   a) planning
   b) organizing
   c) staffing
   d) directing
   e) all of these

42) Control function of management cannot be performed without:
   a) planning
   b) organizing
   c) staffing
   d) motivation

43) Which level of management is responsible for establishing a vision for the organization, developing broad plans and strategies, and directing subordinate managers?
   a) first level managers
   b) middle managers
   c) executive managers
   d) second level managers
44) Which level of management is responsible for implementing programs that are intended to carry out the broader objectives of an organization set by executives?
   a) supervisory managers  
   b) middle managers  
   c) first level managers  
   d) chief financial managers

45) Which type of managers are responsible for reporting to middle managers?
   a) employees  
   b) managers  
   c) executive managers  
   d) second level managers

46) Which of the following characterize a manager as being efficient?
   a) They use a minimum amount of resources for the amount of outputs produced.  
   b) They devote a large amount of time to planning.  
   c) They achieve their goals.  
   d) They interview, select, and train people who are most suitable to fill open jobs.

47) Which of the following characterize a manager as being effective?
   a) They use a minimum amount of resources for the amount of outputs produced.  
   b) They devote a large amount of time to planning.  
   c) They achieve their goals.  
   d) They interview, select, and train people who are most suitable to fill open jobs.

48) Which term best describes the process of obtaining, deploying, and utilizing a variety of essential resources to contribute to an organization’s success?
   a) planning  
   b) organizing  
   c) staffing  
   d) management

49) Find the odd one out
   a) board of directors  
   b) chief executive  
   c) foremen  
   d) shareholders

50) Management is a -----Activity.
   a) single  
   b) group  
   c) both group and single  
   d) None
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Unit 2: Evolution of Management Thoughts

1) Under mechanism of scientific management, scientific task setting includes:
   a) Time study
   b) Motion study
   c) Method study
   d) All of the above

2) Fedrick Winslow Taylor’s Mechanism of Scientific Management includes
   a) Scientific task setting
   b) Planning the task
   c) Standardization of tools and equipments
   d) All of the above

3) Frederick Winslow Taylor is best known for the introduction of which approach to job design?
   a) Behavioural approach
   b) Ergonomics
   c) Scientific management
   d) Division of labour

4) Scientific management is comprised of which of the following two elements?
   a) Technology assessment and environmental design
   b) Method study and work measurement
   c) Method study and job design
   d) Work measurement and job design

5) The ‘father’ of Scientific Management is:
   a) Henri Gantt
   b) W. Edwards Deming
   c) Tom Peters
   d) Henry Ford
   e) Frederick W. Taylor

6) Who was the first to formalise the concept of the division of labour?
   a) Edward Demming, 1950
   b) Adam Smith, 1776
   c) Fredrick Taylor, 1911
   d) Jay Forester, 1963

7) Henry Fayol was a
   a) Social scientists
   b) Mining engineer
   c) Accountant
d) Production engineer

8) Which of the following statement best described the principle of ‘Division of work’?
   a) work should be divided into small tasks
   b) labour should be divided
   c) resource should be divided among jobs
   d) it leads to specialisation

9) Which of the following is Not a principle of management given by Taylor?
   a) Science, not rule of Thumb
   b) Functional foremanship
   c) Maximum, not restricted output
   d) Harmony not discord

10) Management should find 'One best way' to perform a task. Which technique of scientific management is defined in this sentence?
    a) Time study
    b) Motion study
    c) Fatigue study
    d) Method study

11) Who is known as 'the Father of Modern Theory of Management'?
    a) Harold Koontz.
    b) Henry Fayol
    c) F.W. Taylor
    d) Max Weber

12) The main aim of Taylor was to..................
    a) improve labour relations
    b) improve productivity
    c) To attempt a general theory of management
    d) None of these

13) Method study is ..................
    a) preliminary survey of production Process
    b) study of the movement of a work
    c) study of operational efficiency
    d) All of the above
14) Henry Fayol is well known
   a) As the father of modern management
   b) for formulating general principles of management
   c) for promoting trade unionism
   d) None of these

15) Unity of command implies
   a) A subordinate should receive orders from all the superiors
   b) individuals must sacrifice in the larger interest
   c) be accountable to one and only one superior
   d) None of these

16) Purpose of time study is
   a) to remove wastage of time
   b) to give timely assistance
   c) to determine fair days work
   d) watching time

17) The scientific technique of task setting is known as
   a) work study
   b) motion study
   c) time study
   d) method study

18) What is the full form of MBO?
   a) Management By Opportunity
   b) Method By opportunity
   c) Management By Objectives
   d) Method By Objective

19) Management by Objectives concept was developed by
   a) Peter F. Drucker
   b) Fayol
   c) Chester Bernard
   d) None
20) MBO offers the basis for assessing the ____________.
   a) Techniques
   b) Performance
   c) Authority
   d) Subject

21) The process of MBO starts with _____.
   a) setting up of obligation
   b) Fetron plan
   c) Review
   d) All

22) Principles of management are not
   a) behavioural.
   b) absolute.
   c) universal.
   d) flexible.

23) Principles of management provide
   a) readymade solutions to problems.
   b) general guidelines.
   c) methods and procedures.
   d) rules and regulations.

24) Management principles differ from pure science principles because management principles are
   a) vague.
   b) situation-bound.
   c) rigid.
   d) easy to learn.

25) Principles of management are significant because these result in ____________.
   a) taking initiative.
   b) adapting to new technology.
   c) employee satisfaction.
   d) optimum utilisation of resources.

26) Which one of the following is not a principle of scientific management?
   a) Functional foremanship
   b) Development of personnel
   c) Harmony, not discord
d) Maximum, not restricted output

27) Management should find ‘one best way’ to perform a task. Which technique of scientific management is defined in this sentence?
   a) Time Study
   b) Method Study
   c) Fatigue Study
   d) Motion Study

28) Unity of command is related to
   a) superiors and subordinates.
   b) management and workers.
   c) planned actions.
   d) cooperation among employees.

29) Gang plank is related to
   a) communication.
   b) motivation.
   c) supervision of workers.
   d) incentives to workers.

30) Management principles are flexible whereas ___________ principles are rigid.
   a) Pure Science
   b) Employment
   c) Scientific Management
   d) Art

31) __________ denotes concentration of authority at the top level.
   a) Decentralisation
   b) Centralisation
   c) Coordination
   d) Delegation

32) __________ is the technique in which each worker is supervised by eight supervisors.
   a) Functional foremanship
   b) Unity of action
   c) Centralisation
   d) Simplification of work

33) __________ principle of management puts emphasis on judicious application of penalties by the management.
   a) Esprit de corps
   b) Order

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34) ________ principle of management states that there should be a place for everything and everything should be in its place.
   a) Equity
   b) Discipline
   c) Order
   d) Esprit de corps

35) ________ means one plan, one boss.
   a) Unity of direction
   b) Unity of command
   c) Centralisation
   d) Gang Plank

36) ________ involves harmony and team spirit among employees.
   a) Discipline
   b) Esprit de corps
   c) Order
   d) Standardisation

37) “Unity of command means one employee getting orders and instructions from one supervisor”.
   a) True
   b) False

38) Time study involves analysing movements involved in performing an activity.
   a) True
   b) False

39) Scalar chain involves direct communication between two employees at horizontal level.
   a) True
   b) False

40) Discipline principle of management leads to development of team spirit.
   a) True
   b) False

41) The principals of management are significant because of
   a) increase in efficiency
   b) Initiative
   c) optimum utilisation of resources
   d) Adaptation of changing technology
42) Observe the following management principles and pick the odd one out. Justify your answer.
   a) unity of command
   b) unity of direction
   c) maximum output
   d) equity

43) Which scholar's definition on management is "Management is the art of getting things done through and with people in formally organised groups"?
   a) Harold Koontz
   b) J.N. Schulze
   c) S. George
   d) Henry Fayol

44) Which of the following is not a Management Principle?
   a) Order
   b) Discipline
   c) Equity
   d) Cooperation

45) The term hierarchy implies........
   a) departmentalisation
   b) a definite ranking order
   c) specialisation
   d) None of these

46) Scientific analysis of work under scientific management requires......
   a) time study
   b) motion study
   c) Both a & b
   d) work study

47) Management by objective is
   a) goal oriented
   b) work oriented
   c) none of the above

48) Which scholar introduced the functional type of organisation?
   a) F.W. Taylor
   b) Chester Bernard
   c) Allen
49) _________ is known as the founder of Human Relation School.
   a) Henry Fayol
   b) Elton Mayo
   c) Peter Drucker
   d) F.W. Taylor

50) __________ Principle of Management is concerned with promoting team spirit.
   a) Equity
   b) Scaler
   c) Unity of Command
   d) Espirit de Crops

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Unit 3: Major Managerial Functions

1) Pervasiveness of planning indicates that planning
   a) is a top management function.
   b) extends throughout the organisation.
   c) is a future-oriented activity.
   d) is the first element of management process.

2) Which one of the following is an importance of planning?
   a) Reducing uncertainty
   b) Identifying alternatives critically
   c) Developing leadership
   d) Selecting the most appropriate plan

3) Which one of the following is not a limitation of planning?
   a) Dynamic environment
   b) Costly process
   c) Rigidity
   d) Top management approach

4) Which one of the following is a step of planning?
   a) Analysis of organisation structure
   b) Analysis of environment
   c) Analysis of employee behaviour
   d) Analysis of employee morale

5) The basic role of strategy is to provide
   a) setting procedures.
   b) direction for action.
   c) direction for motivation.
   d) direction for control.

6) Which one of the following plans prescribes chronological steps for performing activities?
   a) Procedure
   b) Rule
   c) Policy
   d) Method

7) Which one of the following is a single-use plan?
   a) Strategy
   b) Rule
   c) Budget
   d) Method
8) Organising process includes one of the following:
   a) Grouping of activities
   b) Prescribing disciplinary action
   c) Determining objectives
   d) Prescribing work schedule

9) One of the following is not an importance of organising:
   a) Role clarity
   b) Performance appraisal
   c) Adaptation to change
   d) Growth and expansion

10) Organisation structure establishes relationships between
    a) organisation and environment.
    b) people, work and resources.
    c) organisation and society.
    d) suppliers and customers.

11) One of the following is an advantage of functional structure:
    a) Responsibility for end results
    b) Flexibility
    c) Personalised attention
    d) Easier employee learning

12) Divisional structure leads to conflict in
    a) resource allocation.
    b) marketing management.
    c) motivation.
    d) planning process.

13) In which respect does formal organisation differ from informal organisation?
    a) Production process
    b) Structuring
    c) Financial procedure
    d) Purchasing

14) Which one of the following does not follow scalar chain?
    a) Informal organisation
    b) Functional structure
    c) Formal organisation
    d) Divisional structure
15) Degree of decentralisation indicates
   a) degree of authority delegation.
   b) degree of responsibility.
   c) degree of power delegation.
   d) degree of accountability.

16) In staffing function, which one of the following groups of managers is involved?
   a) Only top managers
   b) Only human resource managers
   c) Only middle managers
   d) All managers

17) Which one of the following is not an importance of staffing?
   a) Suitable division of work among employees
   b) Developing skills in employees
   c) Employee satisfaction
   d) Efficient use of human resources

18) In staffing function, which combination of activities in sequential order is correct?
   a) Recruitment, selection, training, placement
   b) Selection, training, recruitment, placement
   c) Recruitment, selection, placement, training
   d) Recruitment, training, selection, placement

19) Which one of the following sources is most relevant to recruiting managerial personnel?
   a) Direct recruitment
   b) Employment exchange
   c) Advertisement
   d) Casual callers

20) Which one of the following is an internal source of recruitment?
   a) Transfer
   b) Employee recommendations
   c) Campus recruitment
   d) Personal contacts

21) Which type of learning is management development concerned with?
   a) Specific job skill development
   b) Multi-skill development
   c) Manual skill development
   d) Inventory development

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22) For which group of persons is vestibule training relevant?
   a) Operatives
   b) Top management
   c) Middle management
   d) Supervisory management

23) Which one of the following is an element of directing?
   a) Delegating authority
   b) Designing organisation structure
   c) Communication
   d) Designing control system

24) Motivation is not
   a) a complex process.
   b) related to satisfaction.
   c) an easy process.
   d) a goal-directed behaviour.

25) Need hierarchy theory of motivation has been given by
   a) Maslow.
   b) Fayol.
   c) Taylor.
   d) Koontz.

26) Which one of the following is not a financial incentive?
   a) Bonus
   b) Provident Fund
   c) Co-partnership
   d) Challenging job

27) Which one of the following is a non-financial incentive?
   a) Recognition
   b) Perquisite
   c) Retirement benefit
   d) Stock option

28) Leadership is based on a superior’s
   a) authority.
   b) responsibility.
   c) accountability.
   d) persuasive communication.
29) Encoding is related to
   a) converting message into symbols.
   b) converting symbols into message.
   c) transmitting message.
   d) receiving symbols.

30) Grapevine is a form of
    a) formal communication.
    b) channel of communication.
    c) informal communication.
    d) barrier to communication.

31) Which one of the following is a semantic barrier?
    a) Organisational policy
    b) Lack of attention
    c) Technical jargon
    d) Status

32) Which one of the following is not a feature of controlling?
    a) Continuous process
    b) Action-oriented
    c) Keeping employees busy
    d) Pervasive function

33) Which one of the following is not an importance of controlling?
    a) Better coordination
    b) Better use of resources
    c) Better planning
    d) Better grievance handling

34) Which one of the following is a step of controlling?
    a) Assessing personnel required
    b) Taking corrective action
    c) Assessing environment
    d) Taking disciplinary action

35) __________ is the process of ensuring that actual results are in accordance with planned results.
    a) Controlling
    b) Coordinating
    c) Planning
    d) Directing
36) __________ is the focus point for a manager while controlling, as controlling at every step is not possible.
   a) Controlling
   b) Coordinating
   c) Critical point control
   d) Both a and b

37) Controlling is ________.
   a) Forward looking
   b) Backward looking
   c) Continuous process
   d) All of these

38) Decision-making is the case of __________.
   a) Planning
   b) Organising
   c) Staffing
   d) Directing

39) __________ is a statement of expected results in numerical terms.
   a) Forecast
   b) Budget
   c) Plan
   d) Estimate

40) __________ is a feature of planning also referred to as primacy of planning.
   a) Pervasive
   b) Primary function of management
   c) Continuous
   d) Integrating

41) __________ is a comprehensive plan for achieving its objectives.
   a) Strategy
   b) Method
   c) Rule
   d) Policy

42) __________ are relevant to recurring activities.
   a) Single-use plans
   b) Standing plans
   c) Objectives
   d) Programmes
43) _________ involves giving authority and responsibility to subordinates.
   a) Division of work
   b) Decentralisation
   c) Delegation
   d) Centralisation

44) _________ is the process of grouting similar activities together and creating departments.
   a) Division of work
   b) Departmentalisation
   c) Delegation
   d) Centralisation

45) _________ is the right to command.
   a) Authority
   b) Responsibility
   c) Accountability
   d) Both a and b

46) _________ is a process of learning and growth.
   a) Training
   b) Development
   c) Recruitment
   d) Both a and b

47) _________ leads to optimum use of resources.
   a) Recruitment
   b) Staffing
   c) Development
   d) Training

48) _________ is the "On the Job Training" method used to train electricians.
   a) Web publishing
   b) Job rotation
   c) Coaching
   d) Apprenticeship

49) Directing flows in _________ direction.
   a) Upward
   b) Downward
   c) Diagonal
   d) Both a and b
50) ___________ is the process of exchanging information and understanding between two or more persons.
   a) Directing
   b) Leadership
   c) Communication
   d) Motivation

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Unit 4: Recent Trends in Management

1) What is the full form of TQM?
   a) Total quality measurement
   b) Total quantity management
   c) Typical quality management
   d) Total quality management

2) Which among the following is not a technique of TQM?
   a) Re-engineering
   b) Quality measurement
   c) Bench marking
   d) Empowerment

3) According to Kurt Lewin, which of the following is not a stage in the change process?
   a) Unfreezing
   b) Changing
   c) Refreezing
   d) Restraining

4) A company that decides to decentralize its sales procedures is managing what change category?
   a) Technology
   b) People
   c) Competitors
   d) Structure

5) Which of the following statements is true
   a) In small quantities, stress is good
   b) Too much stress is harmful
   c) All stress is bad
   d) Only a & b are right

6) Outsourcing is
   a) Exporting
   b) Importing
   c) A firm having someone else do part of what it previously did itself.
   d) Building a factory in another country to produce for that country’s market.

7) Offshoring is
   a) Substituting foreign for domestic labor.
   b) Subcontracting a part of production to another firm.
   c) Exporting
d) Importing

e) Building a factory in another country to produce for that country’s market.

8) Here, parties involved in the electronic transactions are from within a given business firm, hence, the name is ________.
   a) Intra-C Commerce
   b) Intra-D Commerce
   c) Intra-B Commerce
   d) Intra-A Commerce

9) Both Sellers and buyers are business firms, under ___ type of e-commerce transaction.
   a) B2B Commerce
   b) C2B Commerce
   c) B2C Commerce
   d) C2C Commerce

10) Which method is very popular for making online transactions?
    a) Credit Card
    b) All of these
    c) Net banking
    d) Debit Card

11) ___________ refers to contracting out some of its activities to a third party which were earlier performed by the organisation.
    a) BPO
    b) E-Commerce
    c) Outsourcing
    d) E-Banking

12) Under what method payment is made at the time of physical delivery of goods.
    a) Cash on delivery
    b) Debit card payment
    c) Credit card payment
    d) Prepaid amount

13) It is not an application of e-business.
    a) Contract R&D
    b) Online trading
    c) Online procurement
    d) Online bidding
14) The payment mechanism typical to e-business
   a) Credit and Debit Cards
   b) Cash on Delivery (CoD)
   c) Cheques
   d) e-Cash

15) e-commerce does not include
   a) A business?'s interactions with its customers
   b) Interactions among the various departments within the business
   c) A business?'s interactions with its suppliers
   d) Interactions among the geographically dispersed units of the business

16) __transactions have business firms at one end and its customers on the other end.
   a) C2B Commerce
   b) B2C Commerce
   c) B2B Commerce
   d) C2C Commerce

17) India is the preferred destination for BPO because of ____________.
   a) Tax Free Zone for BPOs
   b) Cheap People
   c) Cheap Manpower
   d) Poor conditions

18) Out of e-commerce and e-business, which is a broader term?
   a) None of these
   b) both e-business and e-commerce are same thing
   c) e-commerce
   d) e-business

19) A Call Centre handles
   a) Both customer facing and back-end business
   b) Both voice based and non-voice based business
   c) Only out-bound voice based business
   d) Only in bound voice based business

20) Outsourcing
   a) Includes off shoring
   b) Restricts only to the contracting out of Information Technology Enabled Services (ITES)
   c) Restricts only to the contracting out of non-core business processes
   d) Includes contracting out of manufacturing and R&D as well as service processes both core and non-core but restricts only to domestic territory
21) ____________ is not a process tool for TQM systems.
   a) Process flow analysis
   b) Histograms
   c) Plier
   d) Control charts

22) The process mapping is a ______ diagram.
   a) Data flow
   b) Work flow
   c) Circular
   d) Audit

23) Total Quality Management (TQM) focuses on
   a) Employee
   b) Customer
   c) Both a and b
   d) None of the above

24) Which of the following is responsible for quality objective?
   a) Top level Management
   b) Middle level Management
   c) Frontline Management
   d) All of the above

25) The following is (are) the machine down time.
   a) Waste
   b) No material
   c) Breakdown
   d) All of the above

26) TQM & ISO both focuses on
   a) Customer
   b) Employee
   c) Supplier
   d) All of the above

27) While setting Quality objective, ________ to be considered.
   a) Material Quality
   b) Customer need
   c) Market demand
   d) All of the above
28) ______ helps organization reduce employee turnover and absenteeism.
   a) Job design
   b) Training & development
   c) Wage revision
   d) All of the above

29) While setting Quality objective, ______ to be considered.
   a) Customer need
   b) Organizational need
   c) Supplier need
   d) Worker need

30) Customers are primarily concerned with __________.
    a) Communication, courtesy, and credibility of the sales person
    b) Competence, courtesy, and security of the sales person
    c) Competence, responsiveness, and reliability of the sales person
    d) Communication, responsiveness, and cleverness of the sales person

31) "Quality is defined by the customer" is
    a) An unrealistic definition of quality
    b) A user-based definition of quality
    c) A manufacturing-based definition of quality
    d) A product-based definition of quality

32) What is quality assurance?
    a) Quality assurance deals with activities which prove that products and services meet the required quality standard
    b) Quality assurance deals with activities which aim at customers satisfaction
    c) Quality assurance deals with controlling the quality of products by inspection
    d) All of the above

33) Which quality management program is related to the maintenance of plants and equipments?
    a) Environmental management systems
    b) Fault tree analysis
    c) Failure mode effect analysis
    d) Total productive maintenance
34) The aim of Just-In-Time manufacturing principle is to eliminate
   a) time wastage
   b) labour wastage
   c) cost of excessive inventory
   d) All of the above

35) All of the following costs are likely to decrease as a result of better quality except _____________.
   a) customer dissatisfaction costs
   b) Inspection costs
   c) Maintenance costs
   d) Warranty and service costs

36) Which of the following ratio is to “estimate the value added by given knowledge assets regardless of
    where they are located”?
   a) Return-on-equity
   b) Return on investment
   c) Return-on-knowledge
   d) None of the given options

37) Knowledge stored in the form of manuals and formalized policies of the company indicates which of the
    following characteristics of the knowledge?
   a) Expandable
   b) Compressible
   c) Diffusible
   d) Shareable

38) What is the average life expectancy of most of the firms?
   a) Twenty years
   b) Fifteen years
   c) Thirty years
   d) None of the given

39) People knowledge includes which of the following?
   a) Insights
   b) Intuitions
   c) Relational information
   d) All of the above
40) Grouping ideas or details that are stored and recalled together as a unit is an example of which of the following?
   a) Inferencing
   b) Compilation
   c) Chunking
   d) Expertise

41) Which of the following knowledge can be articulated, codified, and stored in certain media?
   a) Explicit knowledge
   b) Tacit knowledge
   c) Procedural knowledge
   d) Declarative knowledge

42) The normative intervention specifies a particular way to manage an organization is known as
   __________.
   a) Inter-group relations
   b) Large group
   c) Small group
   d) Grid organization development

43) Which of the following year James Watt invented the steam engine in industrial age?
   a) 1762
   b) 1763
   c) 1764
   d) 1765

44) Economy driven by information and communication technologies and knowledge workers prevails during__________.
   a) First economic wave
   b) Second economic wave
   c) Third economic wave
   d) None of the given options

45) What is the average life expectancy of most of the firms?
   a) Twenty years
   b) Fifteen years
c) Thirty years  
   d) None of the given

46) Stress management is about learning  
   a) How to avoid the pressures of life  
   b) How to develop skills that would enhance our body’s adjustment when we are subjected to the pressures of life  
   c) Both ‘a’ & ‘b’ are true  
   d) None of the above

47) Which of the following statements is true about stress management?  
   a) Stress management is learning about the connection between mind and body  
   b) Stress management helps us control our health in a positive sense  
   c) Stress management teaches us to avoid all kinds of stress  
   d) Only ‘a’ & ‘b’ are right

48) Which of the following are the basic sources of stress?  
   a) The Environment  
   b) Social Stressors  
   c) Physiological  
   d) Thoughts  
   e) All of the above

49) __________ creates a feeling of fear and threat amongst individuals and employees.  
   a) Crisis  
   b) Stress  
   c) Disaster  
   d) None of these

50) __________ is an inevitable factor for achieving economic growth.  
   a) Stress  
   b) TQM  
   c) Change  
   d) None of these
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