



UNIT:1

INTRODUCTION OF DECISION MAKING AND RISK MANT.

Q:1). Decision making is the selection based on some criteria from two or more possible alternatives is defined by_____.

Sol:

A:). Farmland.

B:). Mac Donald.

C:). Terry.

D:). M.C. Nits.

Correct: C

Q:2). Deal with routing and repetitive problems is a _____.

Sol:

A:).programmed decision.

B:). non-programmed decision.

C:). major decision.

D:.) minor decision.

Correct: A

Q:3) The decision which is taken within the purview of the policy of the organization is_____.

Sol:

A:). programmed decision.

B.) non-programmed decision.

C:.) major decision.

D:). minor decision.



Correct: A

Q:4) The decision taken by lower-level management is a _____.

Sol:

A:) programmed decision.

B:) non-programmed decision.

C:) major decision.

D:) minor decision.

Correct: A

Q:5). The decision deal with novel and non-repetitive problems is _____.

A:) programmed decision.

B:). non-programmed decision.

C.:) individual decision.

D.:) non-economic decision.

Correct: A

Q:6).The decision deal with novel and non-repetitive problems is _____.

Sol:

A.:) programmed decision.

B.:) non-programmed decision.

C.):. individual decision.

D:) non-economic decision.

A. programmed decision.

Correct: A



Q:7). The decision taken by high level of management is _____.

Sol:

A:) non-programmed decision.

B:)individual decision.

C:). non-economic decision.

D:) None of the above

Correct: B

Q;8) Non-programmed decision is also called _____.

Sol:

A:) routine decisions.

B:)tructured decisions.

C:) strategic decisions.

D:) operative decisions.

Correct: C

Q:9) Programmed decision is also known as _____.

Sol:

A:). routine decisions.

B:). structured decisions.

C:)strategic decision

D:). operative decisions.

Correct: D



Q:10.) The decision which has long term impact on business is _____.

Sol:

A:). programmed decision.

B.:) non-programmed decision.

C:). individual decision.

D:). non-economic decision.

Correct: B

Q:11) The decision which relates to day-to-day operation of an organization is known as _____.

Sol:

A:). major decision.

B:). organisational decision.

C.:) personal decision.

D.:) operative decision.

Correct.: D

Q:12.) The decision which does not incur any expenses is known as _____.

Sol:

A.:) economic decision.

B:). crisis decision.

C:). non-economic decision.

D:.) problem decision.

Correct: C

Q:13). The decision which is implemented within the concerned department is known as ____.

Sol:

A:). economic decision.

B:). departmental decision.

C:.) non-economic decision.

D:.) problem decision.

Correct: B

Q:14) Decision taken by a committee formed by the top management for specific purpose is ____.

Sol:

A:). group decision.

B.:) organisational decision.

C:). personal decision.

D.:) operative decision.

Correct: A

Q:15). Crisis decision is also known as ____.

Sol:

A:.) group decision.

B:). major decision.

C:.) minor decision.

D:.) spot decision.

Correct: D



Q:16.) A decision taken to meet unexpected situations is known as ____.

Sol:

A:). economic decision.

B.:) crisis decision.

C:). non-economic decision.

D:). problem decision.

Correct: B

Q:17). All decision-making power is centralized in the leader is under ____.

Sol:

A:). autocratic style.

B:). liberal leader.

C.:) democratic leader.

D:) institutional leader.

Correct: A

Q:18.) The leader makes decisions in consultation with his followers is ____.

Sol:

A:). autocratic style.

B:) liberal leader

C:). democratic leader.

D:). institutional leader.

Correct: C



Q:19) Queen 19decided and been known to the person who will make the decision is called:

Sol:

A:.)programmed.

B:). non programmed.

C:.) strategic.

D:). professional.

Correct: A

Q:20) Non programmed decisions are most likely to be made by:

Sol:

A:). middle management.

B:). lower management.

C:). top management.

D:.) None of the above

Correct: B

Q:21) supervisory management.3-3. A decision made before the occurrence of an external or internal change is called a _____ decision.

Sol:

A:.)reactive.

B:). proactive.

C:.)intuitive.

D:). systematic.

Correct: D



Q:22). A decision based primarily on an almost unconscious reliance on the decision maker's experience without a conscious rational analysis having been made is called:

Sol:

A:) systematic.

B:) programmed.

C:). non programmed.

D:). intuitive.

Correct: D

Q:23) _____ decision making is an organized, exacting, data-driven process.

Sol:

A:). systematic.

B:). programmed.

C:). non programmed.

D:). intuitive.

Correct: C

Q:24)The first step in decision making is to:

Sol:

A:) establish priorities.

B:) establish specific goals and objectives.

C:). identify and define the problem.

D:) determine courses of the problem.

Correct: D



Q:25). Problems are usually of the following type(s):

Sol:

A:). crisis problems.

B:). routine problems.

C:). problems of failing to take advantage of opportunities.

D:.) all of above.

Correct: D

Q:26) _____ refers to the seriousness of a problem's effects.

Sol:

A:.) urgency.

B:). impact.

C:). growth tendency.

D:.) none of the above.

Correct :D

Q:27) The concept that a manager's freedom to make totally rational decisions is restricted by internal and external environmental factors and by the manager's own characteristics and decision-making ability is called:

Sol:

A:.)bounded rationality.

B:). values.

C:.)objective rationality.

D:). A & B

Correct: C



Q:28). Several studies have examined the effect of selected personality variables on the decision-making process. These studies generally have focused on _____ variables.

Sol:

A:). personality.

B:.) situational.

C:). interactional.

D:). all of the above.

Correct :D

Q:29.) A group brought together from different functions and levels of an organization to consider ways in which the organization's activities could be improved is called a(n):

Sol:

A:.) quality team.

B:.) process improvement team.

C:). task team.

d.:) unit team

Correct: A

Q:30). A process in which a group of individuals generate and state ideas, but in which the rules prohibit questioning, evaluating, or rejecting any ideas, even if they seem ridiculous is called:

Sol:

A:.) a. Delphi technique.

B:). brainstorming.

C:). nominal group technique.

D:). bounded rationality



Correct: C

Q:31). A process for arriving at an evaluation of decisions, in which selected individuals are asked to respond individually to key questions about a problem, then are provided with a summary of the responses, all members have given and invited to respond again is called:

Sol:

- A:). Delphi technique.
- B:). brainstorming.
- C:). nominal group technique.
- D:). bounded rationality.

Correct; A

Q:32) Which of the following is not an attribute of useful information?

Sol:

- A:). accessible.
- B:). timely.
- C:.) relevant.
- D:.) none of the above.

Correct;;D

Q:33) An employee in a company is working out a schedule to ensure that all the sales staff arrive at the company conference on time. This is a:

Sol:

- A:.)a. non programmed decision.
- B:). programmed decision.
- C:). problem decision.



D:). crisis decision.

Correct; B

Q:34) Which type of organization has no place in the organization chart

Sol:

A:.) formal organization.

B:.) informal organization

C:). business or organisation.

D:). strategic organization.

Correct: B

Q:35). Deal with routing and repetitive problems is a _____.

Sol:

A:). programmed decision.

B:.) non-programmed decision.

C:.)major decision.

D:.) minor decision.

Correct: A

Q:36.) Placing a purchase order is an example of _____.

Sol:

A:). non-programmed decision.

B:.)programmed decision.

C:). major decision.

D:). decision.



Correct: A

Q:37) Opening of new branch is an example of _____.

Sol:

A:) programmed decision.

B:). non-programmed decision.

C:) individual decision.

D:) non-economic decision.

Correct: B

Q:38.). The authority flows from top to bottom through the structure of an organization is ____.

Sol:

A:). The acceptance of authority theory.

B:). The formal authority theory.

C:). The competence theory.

D:) The organisation theory.

Correct: B

Q:39). Which theory is also called traditional authority theory?

Sol:

A:). The acceptance of authority theory.

B:). The formal authority theory.

C:). The competence theory.

D:) The organisation theory.

Correct: B



Q:40).. 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.

Sol:

A:) The acceptance of authority theory.

B:) The formal authority theory.

C:). The competence theory.

D:) The organisation theory.

Correct: A

Q:41) Which type of organization has no place in the organization chart?

Sol:

A:). formal organization.

B:). informal organization.

C:). business or organisation.

D:). strategic organization.

Correct: B

Q:42.) Decision making is the selection based on some criteria from two or more possible alternatives is defined by_____.

Sol:

A:). Fairland.

B:). Mac Donald.

C:). Terry.

D:). M.C. Nits.

Correct: C



Q:43) The selection of best alternative from many alternatives is known as _____.

Sol:

- A:) selection.
- B:) decision-making.
- C:) organizing.
- D:). budgeting.

Correct: B

Q:44) Deal with routing and repetitive problems is a _____.

Sol:

- A:) programmed decision.
- B:). non-programmed decision.
- C:) major decision.
- D:) minor decision.

Correct: A

Q:45). Placing a purchase order is an example of _____.

Sol:

- A:). programmed decision.
- B:). non-programmed decision.
- C:). major decision.
- D:) decision.

Correct A



Q:46) The decision which is taken within the purview of the policy of the organization is_____.

Sol:

- A:) programmed decision.
- B:) non-programmed decision.
- C:) major decision.
- D:) minor decision.

Correct: A

Q:47) The decision taken by lower-level management is a _____.

Sol:

- A:). programmed decision.
- B:). non-programmed decision.
- C:). major decision.
- D:). minor decision.

Correct: A

Q:48) The decision deal with novel and non-repetitive problems is_____.

Sol:

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

Correct: A



Q:49) Opening of new branch is an example of _____.

Sol:

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

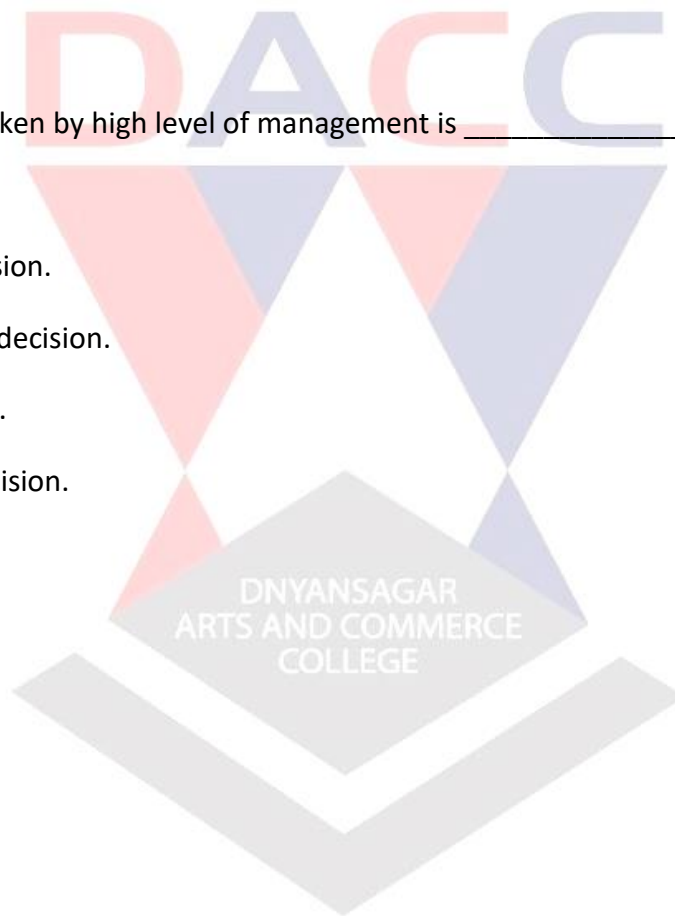
Correct: B

Q:50). The decision taken by high level of management is _____.

Sol:

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

Correct: B



UNIT:2

DECISION MAKING TOOLS AND MODELS

Q:1) What are characteristics of a programmed decision?

Sol:

- A:) Complex and risky
- B:) Uncertain and non-routine
- C:) Low risk and certain
- D:) Routine and non-complex

Correct :D

Q:2.) what is an investment decision an example?

Sol:

- A:) Programmed decision
- B:) Routine decision
- C:) Management decision
- D:) Non-programmed decision

Correct :D

Q:3) What is not an assumption underpinning the rational decision-making model?

Sol:

- A:) Incomplete information
- B:) An agreed goal
- C:) A structured problem
- D:) High level of certainty regarding the environment



Correct: D

Q:4). Simon (1960) is associated with what type of decision-making model?

Sol:

A:) Rational

B:)Classical

C:)Programmed

D:) Administrative

Correct; B

Q:5) What is the term for decisions limited by human capacity to absorb and analyse information?

Sol:

A:) Cognitive rationality

B:) Conscious rationality

C:)Bounded rationality

D:) Restricted rationality

Correct:C

Q:6). What is the term for a sub-optimal but acceptable outcome of negotiations between parties?

Sol:

A:) Bargaining

B:) Satisficing

C:) Accepting

D:) Compromising



Correct :B

Q:7). What is intuitive decision making based on?

Sol:

A:) Guesswork

B:)Gambling

C:) Instinct

D:) Rationality

Correct: A

Q:8.) Which of these does not form part of the key streams identified by March (1988) in decision making in highly ambiguous environments?

Sol:

A:) Expectations

B:) Choice opportunities

C:) Problems

D:) Solutions

Correct:D

Q:9.) What assumption is the garbage can model of decision making based on?

Sol:

A:) Limited knowledge and great insight

B:) Limited knowledge but high level of experience

C:) Limited knowledge and uncertainty

D:) Limited knowledge and high risk

Correct:B



Q:10.) What is the term for the 'rule of thumb' type of bias in decision making?

Sol:

A:)Framing bias

B:)Hindsight bias

C:)Over-confidence bias

D:)Heuristics

Correct:C

Q:11.) Emotional intelligence is different from other intelligences in that ...

Sol:

A:)it is a set of skills

B:)it can be measured using tests easily

C:)the focus is on emotional reasoning, ability and knowledge

D:)it is a new type of intelligence

Correct:C

Q:12) Emotional intelligence can be studied through ...

Sol:

A:)the abilities-focussed approach

B:)the integrative model approach

C:)the mixed model approach

D:)all of the above

Correct:D.



Q:13). Which of the following describes how Ability Emotional Intelligence and Trait Emotional Intelligence are different?

Sol:

A:)The way they are measured

B:)The way they are conceptualized

C:)The way they correlate with other constructs

D:)All of the above

Correct:D

Q:14)Incremental validity refers to ...

Sol:

A:)the additional contribution a new psychological idea makes to existing knowledge

B:;)the additional evidence provided by new research

C:)the way research findings are reinterpreted

D:)the way statements are written in new tests

Correct: A

Q:15). When predicting intellectual academic performance in medical students, EI showed ...

A:)it is essentially social skills

B:)large incremental validity

C:)no incremental validity

D:)a deterioration in its display

Correct: C



Q:16.) Which of the following is the best predictor of academic performance?

Sol:

A:)Trait EI

B:)IQ

C:)Personality

D:)None of these

Correct: B

Q:17) Mixed Emotional Intelligence models have ...

Sol:

A:)significant overlap with conscientiousness, extraversion, and self-efficacy

B:)no significant overlap with conscientiousness, extraversion, and self-efficacy

C:)non-significant overlap with conscientiousness, extraversion, and self-efficacy

D:)little overlap with conscientiousness, extraversion, and self-efficacy

Correct: A

Q:18)The higher the Trait EI ...

Sol:

A:)the higher the likelihood of personality disorder

B:)the lower the likelihood of personality disorder

C:)the higher the likelihood of self-harm

D:)the higher the likelihood of harm to others

Correct B



Q:19)Elis linked to romantic relationship satisfaction because EI may be linked to ...

Sol:

A:)having better understanding of the partner's emotions

B:)giving the person higher self-esteem

C:)agreeing with the partner all the time

D:)getting what one wants out of the relationship

Correct: A

Q:20) Lower EI is likely linked to more aggressive behaviour because ...

Sol:

A:)taking action is more important than expressing emotions

B:)people with lower EI often think of themselves as victims

C:)that is the only way the person know how to express their displeasure

D:)other's emotions and behaviours are misinterpreted as hostile and an aggressive response is therefore exhibited

Correct :D

Q:21.) Demonstrating incremental validity of which of the following is tricky?

Sol:

A:)Intelligence

B:)Ability EI

C:)Trait EI

D:)All of the above

Correct :C



Q:22) Which of the following makes measuring EI challenging?

Sol:

A:)Whether the scenarios presented should be authentic or hypothetical

B:)Whether conscious, effortful processing or spontaneous processing of emotional materials should be measured

C:)How happy the person is feeling

D:)a and b only

Correct :D

Q:23) Ability EI tests are more objective than Trait EI tests because ...

Sol:

A:)they are easier to demonstrate one's own strength

B:)participants tended rate their own Trait EI as higher than they actually are

C:)they are made up of multiple-choice questions

D:)they cost money

Correct: B

Q:24) Dunning-Kruger effect in EI states that ...

Sol:

A:)a person with low EI is unaware of his or her own low EI

B:)a person with high EI is aware that others have low EI

C:)a person is the best person to estimate his or her own EI

D:)a person's EI is best evaluated by others

Correct: A



Q:25). Having high EI may not always be adaptive. Why?

Sol:

A:)Others will likely ignore them

B:)They will have high opinion of themselves

C:)These people are more sensitive to mood manipulation

D:)All of above

Correct: C

Q:)26)Emotional intelligence is different from other intelligences in that ...

Sol:

A:)it is a set of skills

B:)it can be measured using tests easily

C:)the focus is on emotional reasoning, ability and knowledge

D:)it is a new type of intelligence

Correct: C

Q:27). Emotional intelligence can be studied through ...

Sol:

A:)the abilities-focussed approach

B:)the integrative model approach

C:)the mixed model approach

D:)all of the above

Correct :D



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Sol:

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Correct:D

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C:)the way research findings are reinterpreted

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A:)it is essentially social skills

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D:)a deterioration in its display

Correct: C



Q;31.) Which of the following is the best predictor of academic performance?

Sol:

A:)Trait EI

B:)IQ

C:)Personality

D:)None of these

Correct: B

Q:32.) Mixed Emotional Intelligence models have ...

Sol:

A:)significant overlap with conscientiousness, extraversion, and self-efficacy

B:)no significant overlap with conscientiousness, extraversion, and self-efficacy

C:)non-significant overlap with conscientiousness, extraversion, and self-efficacy

D:)little overlap with conscientiousness, extraversion, and self-efficacy

Correct: A

Q:33.) The higher the Trait EI ...

Sol:

A:)the higher the likelihood of personality disorder

B:)the lower the likelihood of personality disorder

C:)the higher the likelihood of self-harm

D:)the higher the likelihood of harm to others

Correct: B.



Q:34) EI is linked to romantic relationship satisfaction because EI may be linked to ...

Sol:

A:)having better understanding of the partner's emotions

B:)giving the person higher self-esteem

C:)agreeing with the partner all the time

D:)getting what one wants out of the relationship

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A:)taking action is more important than expressing emotions

B:)people with lower EI often think of themselves as victims

C:)that is the only way the person know how to express their displeasure

D:)other's emotions and behaviours are misinterpreted as hostile and an aggressive response is therefore exhibited

Correct :D

Q:36.) Demonstrating incremental validity of which of the following is tricky?

Sol:

A:)Intelligence

B:)Ability EI

C:)Trait EI

D:)All of the above

Correct: C



Q:37) Which of the following makes measuring EI challenging?

Sol:

A:))Whether the scenarios presented should be authentic or hypothetical

B:))Whether conscious, effortful processing or spontaneous processing of emotional materials should be measured

C:))How happy the person is feeling

D:))a and b only

Correct :D

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Sol:

A:))they are easier to demonstrate one's own strength

B:))participants tended rate their own Trait EI as higher than they actually are

C:))they are made up of multiple-choice questions

D:))they cost money

Correct: B

Q:39.). Dunning-Kruger effect in EI states that ...

Sol:

A:))a person with low EI is unaware of his or her own low EI

B:))a person with high EI is aware that others have low EI

C:))a person is the best person to estimate his or her own EI

D:))a person's EI is best evaluated by others

Correct: A



Q:40.) Having high EI may not always be adaptive. Why?

Sol:

A:)Others will likely ignore them

B:)They will have high opinion of themselves

C:)These people are more sensitive to mood manipulation

D:)All of above

Correct: C

Q:41.) A _____ is a decision support tool that uses a tree-like graph or model of decisions and their possible consequences, including chance event outcomes, resource costs, and utility.

Sol:

A:) Decision tree

B:) Graphs

C:) Trees

D: Neural Networks

Correct: A

Q:42). Decision Tree is a display of an algorithm.

A:) True

B:) False

Correct: A

Q:43.) What is Decision Tree?Sol:

A:) Flow-Chart

B:) Structure in which internal node represents test on an attribute, each branch represents outcome of test and each leaf node represents class label



C:)) Flow-Chart & Structure in which internal node represents test on an attribute, each branch represents outcome of test and each leaf node represents class label

D:))None of the mentioned

Correct: C

Q:44.) Decision Trees can be used for Classification Tasks.

Sol:

A:)) True

B:)) False

Correct: A

Q:45.) Choose from the following that are Decision Tree nodes?

Sol:

A:))Decision Nodes

B:)) End Nodes

C:)) Chance Nodes

D:))All of the mentioned

Correct:D

Q:46). Decision Nodes are represented by _____

Sol:

A:))Disks

B:)) Squares

C:))Circles

D:)) Triangles

Correct: B



Q:47.) Chance Nodes are represented by _____

Sol:

A:)) Disks

B:))Squares

C:))Circles

D:))Triangles

Correct: C

Q:48) End Nodes are represented by _____

Sol:

A:))Disks

B:)) Squares

C:)) Circles

D:))Triangles

Correct D.

Q:49.) Which of the following are the advantage/s of Decision Trees?

Sol:

A:)) Possible Scenarios can be added

B:)) Use a white box model, if given result is provided by a model

C:)) Worst, best and expected values can be determined for different scenarios

D:))All of the mentioned

Correct :D



Q:50.) The higher the Trait EI ...

Sol:

A:)the higher the likelihood of personality disorder

B:)the lower the likelihood of personality disorder

C:)the higher the likelihood of self-harm

D:)the higher the likelihood of harm to others

Correct:B





UNIT:3

ROLE OF DECISION MAKING AND LEADERSHIP

Q:1) _____ is increasing Leadership rapidly:

Sol:

A.)Strategy

B.) Command

C.) Control

D.) Getting others to follow

Correct: D

Q:2) Regarding leadership, which statement is false?

Sol:

A.) Leadership does not necessarily take place within a hierarchical structure of an organisation

B.) When people operate as leaders their role is always clearly established and defined

C.) Not every leader is a manager

D.) All of the above

Correct: B

Q:3) _____ are the approaches to the study of leadership which emphasise the personality of the leader:

Sol:

A.)Contingency theories

B.) Group theories

C.) Trait theories



D:) Inspirational theories

Correct: C

Q:4) The effectiveness of a leader is dependent upon meeting _____ areas of need within the workgroup:

Sol:

A:) One

B:)Three

C:) Five

D:) None of the above

Correct B

Q:5) Needs, setting standards and maintaining discipline, and appointing sub-leaders according to Adair's approach, called as:

Sol:

A:)Work functions

B:)Task functions

C:). Individual functions

D:)Team functions

Correct D

Q:6). The Ohio State Leadership Studies revealed _____ and initiating structure as two major dimensions of leadership behaviour:

Sol:

A:) Control

B.:)Communication



C:) Collaboration

D:) Consideration

Correct D

Q:7. _____ used the terms “employee-centred” and “production-centred” to describe leader behaviour:

Sol:

A:) Blake and McCance

B:) Fiedler

C:) McGregor

D:) Likert

Correct D

Q:8) Identify the four main styles of leadership displayed by the manager which identified in Tannenbaum and Schmidt’s continuum of possible leadership behaviour:

Sol:

A:) Tells, help, joins and leads

B:) Commands, sells, consults and resists

C:) Tells, sells, consults and joins

D:) Commands, help, joins and leads

Correct C

Q:9) Contingency theories of leadership based upon:

Sol:

A:) That there is no single style of leadership appropriate to all situations

B:) That there is a single style of leadership appropriate to all managers



C:) That there is a single style of leadership appropriate to all situations

D:)None of the above

Correct A

Q:10) Leaders with a low LPC score gain satisfaction from _____ according to Fiedler's LPC scale:

Sol:

A:.)Developing team relationships

B:.)Achieving objectives

C:.)Both of these

D:.) None of the above Correct

Correct :b

Q:11) Model of leadership based on which aspects of a leader's decision is Vroom and Yetton's contingency?

Sol:

A:) Decision acceptance

B:) Decision quality

C:) Both of these

D:) None of the above

Correct: C

Q:12). An individual's motivation is dependent on:

Sol:

A:) Whether path-goal relationships are clarified

B:) Expectations that increased effort to achieve an improved level of performance will be



successful

C:)Their effective performance

D:) The necessary direction, guidance, training and support is provided

Correct B

Q:13.) A firm that chooses a cost-leadership business strategy focuses on gaining advantages by reducing its costs to a level equal to all of its competitors.

Sol:

A:)True/

B:)False

Correct – TRUE

Q:14) cost-leadership competitive strategy helps reduce the threat of entry by creating cost-based barriers to entry.

Sol:

A:)True

B:)False

Correct – TRUE

Q:15) Cost leadership and product differentiation are so widely recognized that they are often called generic business strategies.

Sol:

A:)True/

B:)False

Correct: True



Q:16) Which of the below is an example of laissez-faire leadership?

Sol:

A:) We can go to the zoo or bird park for this outing. I am OK with anything."

B:) "I need your feedback before I make decision. Please speak out."

C:) "Everybody will fall in at 1400 hour sharp."

Correct: A

Q: 17) By putting suitable people to be in charge of certain tasks...

Sol:

A:).you can work on important areas and supervise the entire plan.

B:).you know who to blame for it anything goes wrong.

C:).you can reduce your mental stress.

Correct: A

Q:18) Which of the following is correct?

Sol:

A:) Rate is the speed in which you move your hands.

B:).Frequent use of "Okay" makes your speech more interesting.

C:) Use simpler words for your instructions.

D:) None of the above

Correct: c



Q:19). The squad system was devised by our founder so that...

Sol:

A:)the officers can be free for important areas of the company.

B:)the senior Boys can command the junior Boys and gain their respect.

C:)the officers can spend more time with their family.

Correct A

Q.20). Which of the following has the greatest impact in your presentation?

Sol:

A:)BB.

B:)Vocal impact.

C:.)Verbal impact.

D:) None of the above

Correct A

Q: 21) Which of the following is correct?

Sol:

A:)Debrief can be omitted if the team will not be working together in future.

B:).More time should be spent in execution and less on planning.

C:).Plans not completed on time can, sometimes, be as good as not done at all.

D:) None of the above

Correct: C



Q:22) The purpose of debrief is...

Sol:

A:)for the leader voice out his unhappiness about the execution.

B:)those who quarrelled in the execution to argue their cases.

C:)to reflect on what has taken place and improve on future projects.

D:) None of the above

Correct C

Q:23) Before giving a demonstration you should...

Sol:

A:)summarize the lesson and emphasize the k

B:) have a last practice so that you will be more confident.

C:).position yourself so that everybody can see you

D:) None of the above.

Correct: C

Q:24) When checking on the team members or I/Cs, make sure that..

. Sol:

A:)they follow your guidelines and are able to meet the expectations.

B:)they follow your methods exactly.

C:) their plans must fit your style of working.

D:)None of the above

Correct A



Q:25) Why is it advisable to get demonstrators for your lessons?

Sol:

A:).Because if anything goes wrong you can inform them.

B:).To avoid having all the trainees looking at you.

C:).So that you can concentrate on your explanation.

D:.) None of the above.

Correct: C

Q:26)You may maintain less eye contact with audiences who are...

Sol:

A:).very interested in your presentation.

B:).not showing interest and are distracting to you.

C:.)listening to you for the first time.

D:.) None of the above

Correct: B

Q:27) What is verbal impact?

Sol:

A:).It is the words and sentence constructions used in your speech.

B:).It is the loudness and clarity of your speech.

C:.)It is your body improvement and posture.

D:.) None of the above

Correct: A



Q:28) Leadership may be defined as...

Sol:

A:).the ability to motivate people to work towards a common goal.

B:).he ability to command people to work towards a common goal

C:).the ability to discipline people

D:.) None of the above.

Correct: A

Q:29) Good communication skills and motivation techniques...

Sol:

A:).are the foundation of leadership.

B:).will earn you respect from people.

C:).are helpful to your leadership.

D:.)None of the above.

Correct C

Q:30) A leader should not...

Sol:

A:.)be confident.

B:).magnify his achievement

C:).receive encouragement.

D:.) None of the above

Correct B



Q:31). Eye contact with your audiences is important because...

A:) it tells them that you are interested in them.

B:).it makes them afraid and listen to you.

C:).it is impolite to have your eyes "wonder" around

D:) None of the above.

Correct: A

Q:32) It is good to be creative in your planning but...

Sol:

A:).do not break the traditions.

B:).focus on your objectives.

C:).you must execute the details personally so that they will be what you want.

D:) None of the above.

Correct B

Q:33) Effective up-front speaking..

Sol:

A:)will improve the commitment of your people.

B:).helps you to capture the interest and comprehension of your audiences.

C:).makes your plans successful.

D:) All of them

Correct: B



Q:34) The first step in designing your plans is...

Sol:

A:).study your resources and limitations.

B:).define your objectives.

C:.)design the action plans.

D:.) None of the above

Correct B

Q:35) A leader must know how to lead because...

Sol:

A:).this will keep his team motivated and effective by meeting their objectives.

B:.)without challenges, people will feel bored.

C:).this is how leadership potential can be measured.

D:.) All of the above

Correct A

Q:36.) Your boss made a bad decision. Do you advise your boss, or just do what you are told ?

Sol:

A:).Advise your boss

B:).Just do what you are told

C:.)Resign, find another job

D:.)None of these

Correct A



Q:37) You find out something illegal is going on in your operation, do you blow the whistle, or say nothing?

Sol:

A:).Say nothing

B:).Resign, find another job

C:).Blow the whistle

D:.)None of these

Correct C

Q:38) Someone who has more skills than you in your own area is looking to join the company, do you push them out, or bring them on ?

Sol:

A:).Push them out

B:).Bring them on

C:).Resign, find another job

D:).None of these

Correct B

Q:39) Someone has been wrongfully terminated, do you take a stand and say something, or say nothing and save your job

Sol

A:.)Take a stand and say something

B:).Say nothing and save your job

C:.)Resign, find another job

D:).Simply start find another job



Correct: A

Q:40) As a team leader, what can you do to encourage leadership potential in your fellow Guiders

Sol:

A:)Take time to plan when you can all meet together.

B:).Make sure that each leader has the necessary books and resources.

C:)Encourage new leaders to use their own talents and skills to enrich your program.

D:).All the above

Correct: D

Q:41). You don't like someone in another department, do you make their life miserable, or try to ease the pain?

Sol:

A:).Make their life miserable

B:).Try to ease the pain

C:).Resign, find another job

D:.)Simply start find another job

Correct: B

Q:42). Your people are underpaid, do you try to get them more money, or just hope that they won't notice?

Sol:

A:.)Try to get them more money

B:).Hope that they won't notice

C:).Resign, find another job



D:)Simply start find another job

Correct A

Q:43) Suggest 3 ways that you can practice Share Leadership with fellow Guiders.

Sol:

A:)Plan together

B:).Work together

C:).Evaluate together

D:)All the above

Correct: D

Q:44). You made a mistake that has a serious impact to the company, do you cover it up, or acknowledge it and try to fix the problem?

Sol:

A:)Cover it up

B:)Acknowledge it and try to fix the problem

C:).Resign, find another job

D.:)Simply start find another job

Correct: B

Q:45.) Which of the following statements best captures the nature of leadership as it should be for your business to ensure your continued future success? |

Sol:

A:) Leaders focus on budgeting, aligning people with a shared vision and solving problems

B:) Leader focus on setting direction, align people with a shared vision and motivating people

C:) Leaders focus on motivating people, planning and organizing and staffing



D:) None of the above

Correct: B

Q:46). When a conflict arises between two employees, what first step might a leader take? | Leadership Questions

Sol:

A:.)Step in and quickly help employees mediate the conflict- to avoid any unnecessary escalation

B:).Step back and encourage employees to resolve the conflict themselves- so they will learn how to resolve conflicts on their own and handle future issues

C:.)Step out of the “field of action “for a moment, to gain insights into the nature of the conflict.

D:.)None of the above

Correct C

Q:47) What are the three most effective ways to identify what needs to change in an organization? |

Sol:

A:).Create mechanism that help identify deviations from desired results, monitor outcomes and look for conflicts that indicate what needs to change.

B:).Listen to concerns of people inside and outside the organization, look for conflicts as clues to what need to change and look at oneself and the team as reflections of things that need to change.

C:.)Retain a consulting firm to conduct an objective assessment of the company’s issues, assign problem-solving reading material to the staff and look for conflicts as clues to what needs to change

D:.) None of them.

Correct: B



Q:48) Which of the following is the best step a leader can take when employees express concerns about a rumoured change within the organization?

Sol:

A:).Reassure employees that everything is going to be all right and that the company upper management is working to develop an effective plan

B:).Invite employees to express their concerns and shares ideas to help ease the stress they are feeling and to empower them to work together to contribute toward a shared solution

C:).Minimize discussion about the rumours until a clear plan is ready for implementation this gives senior managers time to develop an effective plan.

D:.) All of the above

Correct B

Q:49). Managers regularly take time to talk to salespeople about things that are important to them.

Sol:

A:).Never

B:).Rarely

C:).Usually

D:).Always

Correct D

Q:50) Which of the following is correct?

Sol:

A:).Hand movement, volume and eye contacts are body language.

B:).Volume, rate and clarity give the vocal impact.

C:).Volume and clarity give the verbal impact.



D:) None of the ab0ve

Correct: D



UNIT:4

ORGNISATIONAL VALUE IN DECISION MAKING AND RISK MANT.

Q:1.) Risk management is one of the most important jobs for a

Sol:

- A:) Client
- B:) Investor
- C:)Production team
- D:) Project manager

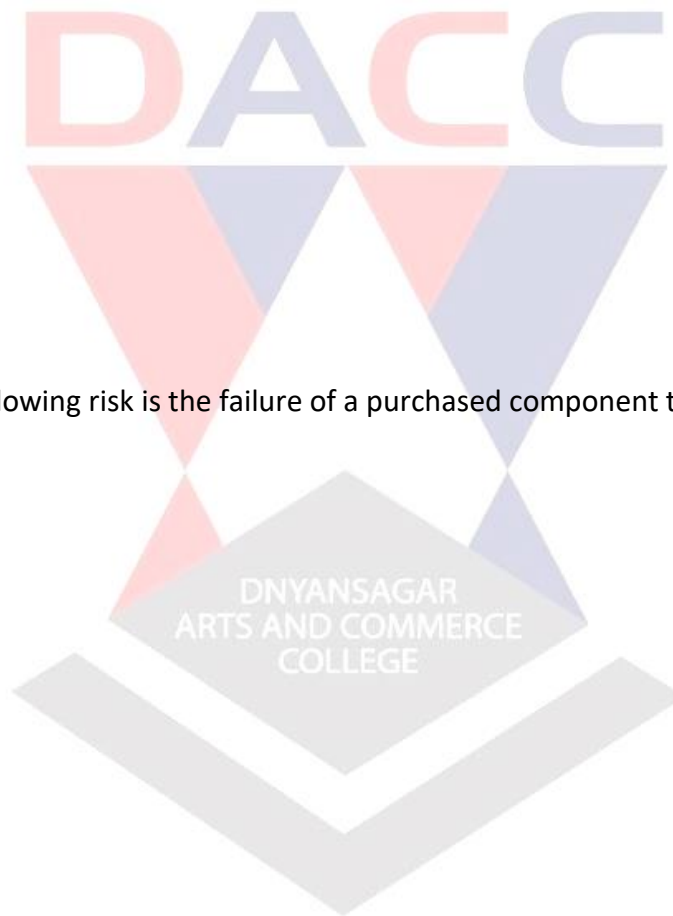
Correct: d.

Q:2.) Which of the following risk is the failure of a purchased component to perform as expected?

Sol:

- A:) Product risk
- B:) Project risk
- C:) Business risk
- D:) Programming risk

Correct: A





Q:3. Which of the following term is best defined by the statement: “There will be a change of organizational management with different priorities.”?

Sol:

A:)Staff turnover

B:) Technology change

C: Management change

D:) Product competition

Correct: C

Q:4) Which of the following term is best defined by the statement: “The underlying technology on which the system is built is superseded by new technology.”?

Sol:

A:)Technology change

B:) Product competition

C:) Requirements change

D:) None of the mentioned

Correct: A

Q:5.) What assess the risk and your plans for risk mitigation and revise these when you learn more about the risk?

Sol:

A:) Risk monitoring

B:) Risk planning

C:) Risk analysis

D:) Risk identification

Correct:A

6. Which of the following risks are derived from the organizational environment where the software is being developed?

Sol:

A:) People risks

B:) Technology risks

C: Estimation risks

D:) Organizational risks

Correct :D

Q:7.) Which of the following risks are derived from the software or hardware technologies that are used to develop the system?

Sol:

A:) Managerial risks

B:) Technology risks

C:) Estimation risks

D:) Organizational risks

Correct: B

Q:8.) Which of the following term is best defined by the statement: “Derive traceability information to maximize information hiding in the design.”?

Sol:

A:) Underestimated development time

B:)Organizational restructuring



C:)) Requirements changes

D:) None of the mentioned

Correct: C

Q:9.) Which of the following strategies means that the impact of the risk will be reduced?

Sol:

A:) Avoidance strategies

B:)Minimization strategies

C:) Contingency plans

D:) All of the mentioned

Correct: B

Q:10) Risk management is now recognized as one of the most important project management tasks.

Sol:

A:) True

B:) False

Correct: A

Q:11). Every risk has 100% likelihood. True or false.

Sol:

A:) True

B:) False

Correct: b



Q:12) Risk management is responsibility of the

Sol:

A:) Customer

B:) Investor

C:)Developer

D:) Project team

Correct: D

Q:13). Risk is expressed in terms of probability and impact.

Sol:

A:) True

B:)False

Correct: a

Q:14.) .RE represents what

Sol:

A:) Risk expense

B:) Related expense

C:) Risk exposure

D:) Risk evaluation

Correct: C



Q:15). As a tester which of the following will come under product risk if you are testing an e-commerce website?

Sol:

- A:) Shortage of testers
- B:) Many changes in SRS that caused changes in test cases
- C:) Delay in fixing defects by development team
- D:) Failure to transfer a user to secure gateway while paying
- E:) All of the above

Correct: d

Q:16) Which of the following technique will ensure that impact of risk will be less?

Sol:

- A:) Risk avoidance technique
- B:) Risk Mitigation technique
- C:) Risk contingency technique
- D:) All of the above

Correct: c

Q:17) What is associated with product risk?

Sol:

- A:) Control of test item
- B:) Negative consequences
- C:) non-availability of test environment
- D:) Test object

Correct: d



Q:18). Risk management is important part of a project management. True or false.

Sol:

A:) True

B:) False

Correct: a

Q:19) After deployment of a system, a software is incorrectly performing one of its major functionalities. Who is going to determine how badly it will hamper the organization?

Sol:

A:) QA personnel

B:)Developer

C:) Technical people

D:) Business analyst

Correct: d

Q:20) Which is/are ways to deal with risk?

Sol:

A:) Mitigate

B:) Contingency

C:) Transfer

D:) Ignore

E:) All of the above

Correct: e



Q:21) What is risk?

Sol:

A:) Negative consequence that could occur

B:) Negative consequence that will occur

C:) Negative consequence that must occur

D:) Negative consequence that shall occur

Correct: a

Q:22) The Practice of Management written by _____.

Sol:

A:)Peter F. Drucker.

B:). Terry.

C:)Louis Allan.

D:). Henry Fayol.

Correct: A

Q:23) Management is an organ, organs can be described and defined only through their functions. This definition was given by _____.

Sol:

A:) Peter F. Drucker.

B:) Terry.

C:). Louis Allan.

D:) Henry Fayol.

Correct: A



Q: 24). Management is what a manger does_____.

Sol:

A:) Peter F. Drucker.

B:) Terry.

C:) Louis Allan.

D:). Henry Fayol.

Correct: C

Q;25) To manage is to forecast and plan, to organize, to compound, to co-ordinate and to control. This definition was given by_____.

Sol:

A:). Peter F. Drucker.

B:). Henry Fayol.

C.:) Louis Allan.

D.:) Terry.

Correct: B

Q:26) Management is the art of getting things done through and with an informally organized_____.

Sol:

A:) Harold Koontz.

B:) Terry.

C:) Louis Allan.

D:). Henry Fayol.

Correct: A



Q:27). Management is the art and science of decision making and leadership _____.

Sol:

:A:). Harold Koontz.

B.:) Donald J. Clough.

C:). Louis Allan.

D:). Terry.

Correct: B

Q:28) Luther Gulick classifies the function of management as _____.

Sol:

A:) POSDCORB.

B:) POSTCARD.

C:) POSDCORB.

D:) POSDORBC.

Correct: C

Q:29) Father of Administrative management _____.

Sol:

A:) Mary Parrett.

B:).Lillian Gilbert.

C:) Henry Fayol.

D:). Elton Mayo.

Correct: C



Q:30) Pioneer of Human Relations is _____.

Sol:

A:) Mary parkette.

B:). Lillian Gilbert.

C:). Henry Fayol.

D:). Elton Mayo.

Correct: D

Q:31) Henry Fayol laid down _____.

Sol:

A:) 12 principles.

B:) 13 principles.

C:) 14 principles.

D:) 15 principles.

Correct: C

Q:32) Spirit de corps means _____.

Sol:

A:) union is strength.

B:) service is our motto.

C:) buyer beware.

D:) product is our strength.

Correct: A



Q:33) F.W. Taylor is associated with_____.

Sol:

A:) Scientific Management.

B:). Future management.

C:) Modern management.

D:) Principles of management.

Correct: A

Q: 34) Management is_____.

Sol:

A:) an art.

B:) a science.

C:) an art and a science.

D:) an art not science.

Correct: C

Q:35) Henry Fayol was a French_____.

Sol:

A:) Industrialist.

B:) Writer.

C:) Manager.

D:) Actor.

Correct: A



Q:36) General and Industrial Management was written by_____.

Sol:

A:) Harold Koontz.

B:) Terry.

C:) Louis Allan.

D:) Hendry Fayol.

Correct: D

Q:37) Every subordinate should receive orders from and be accountable to only one superior is _____.

Sol:

A:) Unity of direction.

B:) Unity of command.

C:) Centralization.

D:) Scalar chain.

Correct: B

Q:38) Control system of an organisation has no influence over the _____.

Sol:

A:) internal environment.

B:) external environment.

C:) customers.

D:) government.

Correct: B



Q:39) The chain of command from the highest authority to the lowest level in the organization is _____.

Sol:

A:) Unity of direction.

B:) Unity of command.

C:) Centralization.

D:) Scalar chain.

Correct: D

Q:40) Allotment of work to each worker on the basis of the capacity of an average worker functioning in the normal working condition is _____.

Sol:

A:) social task planning.

B:) scientific task planning.

C:) not a planning.

D:) scientific organizing.

Correct: B

Q:41). Study of the movements of both the workers and the machine to eliminate wasteful movement is _____.

Sol:

A:) fatigue study.

B:) time study.

C:) motion study.

D:) work-study



Correct: C

Q:42) A study relating to the fixing of the working hours with rest periods to recoup the energy while performing in a job is called _____.

Sol:

A:) fatigue study.

B:)time study.

C:) motion study.

D:) work-study.

Correct: A

Q.43) The first and foremost function of management is _____.

Sol:

A:) planning.

B:) organizing.

C:) controlling.

D:) coordination.

Correct: A

Q:44) Planning lays down the overall objective, strategies and polices for the total enterprise is _____.

Sol:

A:)corporate planning.

B:) divisions planning.

C:) unit planning.

D:) department planning.



Correct: A

Q:45) Strategic planning is _____.

Sol:

A:) long term planning.

B:) medium term planning.

C:) short term planning.

D:) annual planning.

Correct: A

Q:46:) The assumptions about future derived from forecasting and used in planning are known as _____.

Sol:

A:) planning premises.

B.:) freehold premises.

C:) business premises.

D:) corporate premises.

Correct: A

Q:47) Goals, aims, purposes, missions and target is also known as _____.

Sol:

A:) objective.

B:)strategies.

C:) policies

D:) rules.

Correct: A



Q:48) Contingent plan to meet environmental pressures is _____.

Sol:

- A:) objective.
- B:) strategies.
- C:) policies.
- D.:)rules.

Correct: B

Q:49) A chronological sequence of steps to be undertaken to enforce a policy and to attain an objective is know as _____.

Sol:

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

Correct: C

Q:50). A statement of expected results expressed in numerical terms for a definite period of time in the future is known as _____.

Sol:

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

Correct: D



DNYANSAGAR ARTS AND COMMERCE COLLEGE, BALEWADI, PUNE – 45

Subject: DECISION MAKING AND RISK MANT Subject code 403

Class: SYBBA

