



# Dr.G.R.Damodaran College of Science

(Autonomous, affiliated to the Bharathiar University, recognized by the UGC) Re-accredited at the 'A' Grade Level by the NAAC and ISO 9001:2008

Certified

CRISL rated 'A' (TN) for MBA and MIB Programmes

I MIB [2017-2019]

SEMESTER I

CORE : MANAGEMENT PROCESS - 153B

Multiple Choice Questions.

1. The Practice of Management written by.

- A. Peter F. Drucker.
- B. Terry.
- C. Louis Allan.
- D. Hendry Fayol.

ANSWER: A

2. Management is an organ; organs can be described and defined only through their functions. This definition was given by.

- A. Peter F. Drucker
- B. Terry
- C. Louis Allan
- D. Hendry Fayol

ANSWER: A

3. Management is what a manager does.

- A. Peter F. Drucker
- B. Terry
- C. Louis Allan
- D. Hendry Fayol

ANSWER: C

4. To manage is to forecast and plan, to organize, to compound, to co-ordinate and to control. This definition was given by.

- A. Peter F. Drucker
- B. Terry
- C. Louis Allan
- D. Hendry Fayol

ANSWER: B

5. Management is the art of getting things done through and with an informally organized.

- A. Harold Koontz.
- B. Terry
- C. Louis Allan

D. Hendry Fayol

ANSWER: A

6. Management is the art and science of decision making and leadership

A. Harold Koontz.

B. Donald J. Clough.

C. Terry

D. Louis Allan

ANSWER: B

7. . The first man who advocated the view that the management should and can be taught is.

A. harold Koontz.

B. Terry

C. Louis Allan

D. Hendry Fayol

ANSWER: D

8. The first woman authority in management is.

A. Mary Parkett

B. Lillian Gilberth

C. White Head

D. Elton Mayo

ANSWER: B

9. Luther Gullik classifies the function of management as.

A. POSDCORB

B. POSTCARD

C. POSDCORB

D. POSDORBC

ANSWER: C

10. The Era of Scientific Mangement is

A. 1880-1930.

B. 1880-1931

C. 1880-1932

D. 1880-1933

ANSWER: A

11. The most popular management think of modern times is.

A. Mary Parkett

B. Lillian Gilberth.

C. Peter Drucker

D. Elton Mayo

ANSWER: A

12. Father of principles of management

A. Mary Parkett

B. Lillian Gilberth

- C. Henry Fayol
  - D. Elton Mayo
- ANSWER: C

13. Management and administration are .
- A. same
  - B. different
  - C. partly same and partly different
  - D. same and different
- ANSWER: C

14. Pioneer of human relations is
- A. Mary parkett
  - B. Lillian Gilberth
  - C. Henry mayo
  - D. Elton Mayo
- ANSWER: D

15. Henry Fayol laid down
- A. 12 principles
  - B. 14 techniques
  - C. 14 principles
  - D. 15 principles
- ANSWER: C

16. \_\_\_\_\_function is regarded as the essence of management
- A. Organizing
  - B. staffing
  - C. co-ordination
  - D. staffing
- ANSWER: C

17. Espirit de corps means
- A. Union is strength
  - B. Service is our motto
  - C. buyer beware
  - D. product is our strength
- ANSWER: A

18. F.W. Taylor is associated with
- A. Scientific Management
  - B. Future Management
  - C. Modern Management
  - D. Principles of Management
- ANSWER: A

19. Management is \_\_\_\_\_
- A. an Art

- B. an Science
- C. an art and a science
- D. an art not science

ANSWER: C

20. Principles of Management was contributed by

- A. Mary Parkett
- B. Lillian gilberth
- C. Hendry Fayol
- D. Elton Mayo

ANSWER: C

21. Hendry Fayol was a Frenchh

- A. Industrialist
- B. Writer
- C. Manager
- D. Actor

ANSWER: A

22. General and Industrial Management was written by

- A. Harold Koontz
- B. Teery
- C. Louis Allan
- D. Hendry Fayol

ANSWER: D

23. Henry Fayol concentrated on

- A. top management
- B. lower level management
- C. middle level management
- D. workers

ANSWER: A

24. Every subordinate should receive orders from and be accountable to only one superior is

- A. Unity of direction
- B. Unity of command
- C. Centralization
- D. Scalar chain

ANSWER: B

25. The principle seeks to ensure unity of action is

- A. Unity of direction
- B. Unity of command
- C. Centralization
- D. Scalar Chain

ANSWER: C

26. Everything increases the importance of superior's role is

- A. Unity of direction
- B. Unity of command
- C. Centralization
- D. Scalar Chain

ANSWER: C

27. The chain of superiors from the highest authority to the lowest level in the organization is.

- A. Unity of direction
- B. Unity of command
- C. Centralization
- D. Scalar Chain

ANSWER: D

28. Piece Rate System is contributed by

- A. Harold Koontz
- B. Taylor
- C. Louis Allan
- D. Hendry Fayol

ANSWER: B

29. Allotment of work to each worker on the basis of the capacity of an average worker functioning in the normal working condition is.

- A. social task planning
- B. scientific task planning
- C. not a planning
- D. scientific organizing

ANSWER: B

30. Study of the movements of both the workers and the machine to eliminate wasteful movement is

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

ANSWER: C

31. A study relating to the fixing of the working hours with rest periods to recoup the energy while performing in job is called

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

ANSWER: A

32. The first and foremost function of management is

- A. planning
- B. organizing
- C. controlling

D. co-ordination

ANSWER: A

33. Long term planning is

A. 1 months

B. 1 year

C. 2 to 5 years

D. 5 to 15 years

ANSWER: D

34. Medium term planning is

A. 6 months

B. 1 year

C. 2 to 5 years

D. 5 to 15 years

ANSWER: C

35. Short term planning is

A. 6 months

B. 1 year

C. 2 to 5 years

D. 5 to 15 years

ANSWER: B

36. Planning lays down the overall objective, strategies and polices for the total enterprise is

A. corporate planning

B. divisions planning

C. unit planning

D. department planning

ANSWER: A

37. The planning focus specific functional areas of business is

A. corporate planning

B. divisions planning

C. unit planning

D. department planning

ANSWER: B

38. Planning focus on day-to-day actions of work units is

A. corporate planning

B. divisions planning

C. unit planning

D. department planning

ANSWER: C

39. Strategic planning is

A. long term planning

B. medium term planning

- C. short term planning
- D. annual planning

ANSWER: A

40. Strategic planning is done at
- A. high levels of management
  - B. lower level of management
  - C. subordinates
  - D. workers

ANSWER: A

41. Operational planning is done at
- A. high levels of management
  - B. lower level of management
  - C. subordinates
  - D. workers

ANSWER: B

42. Operational planning is
- A. Short term planning
  - B. medium term planning
  - C. Long term planning
  - D. annual planning

ANSWER: A

43. The assumptions about future derived from forecasting and used in planning are known as
- A. planning premises
  - B. freehold premises
  - C. business premises
  - D. corporate premises

ANSWER: A

44. Goals, aims, purposes, missions and target is also known as
- A. strategies
  - B. policies
  - C. rules
  - D. objectives

ANSWER: D

45. Contingent plan to meet environmental pressure is
- A. objective
  - B. strategies
  - C. policies
  - D. rules

ANSWER: B

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

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

ANSWER: C

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

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

ANSWER: D

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

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

ANSWER: B

49. A rigid plan, no scope for discretion

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

ANSWER: B

50. Specifying the manner of executing policy is known as

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

ANSWER: C

51. Goal or target to be achieved is known as.

- A. schedule
- B. Budget
- C. procedures.
- D. objective

ANSWER: D

52. Penalty is levied for violation of

- A. Procedures
- B. Rules
- C. `policy
- D. methods

ANSWER: B

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

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

ANSWER: B

54. Set of clear instruction in a clear and logical sequence to perform a particular task

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

ANSWER: C

55. Construction of fly over is an example of

- A. rules
- B. programme
- C. project
- D. methods

ANSWER: C

56. Complete installation of computer within 3 months is an example of

- A. rules
- B. programme
- C. project
- D. schedule

ANSWER: D

57. No smoking the factor is an example of

- A. rules
- B. programme
- C. project
- D. schedule

ANSWER: A

58. Increase sales by 10% is an example of

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

ANSWER: A

59. Employees will be promoted on the basis of seniority is an example of

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

ANSWER: C

60. Steps to be taken for selecting sales persons is an example of

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

ANSWER: B

61. Installation of computer is an example of

- A. rules
- B. programme
- C. Installing
- D. schedule

ANSWER: B

62. An identified group of people contributing their efforts towards the attainment of goals is called an

- A. organization
- B. business
- C. management
- D. department

ANSWER: A

63. A system of co-operative activities of two or more persons is called

- A. department
- B. co-ordination
- C. organization
- D. control

ANSWER: C

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

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

ANSWER: B

65. authority flows from upwards to downwards in

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

ANSWER: A

66. Informal authority flows upwards to downwards or horizontally in

- A. formal organization
- B. informal organization

- C. business or organization
- D. strategic organization

ANSWER: B

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

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

ANSWER: A

68. Which is created for technological purpose?

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

ANSWER: A

69. Which arises from man's quest for social satisfaction

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

ANSWER: B

70. Which type of organization is permanent and stable?

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

ANSWER: A

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

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

ANSWER: B

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

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

ANSWER: C

73. Which organizational relationship gives a greater job satisfaction and results in maximum production

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

ANSWER: B

74. Which type of organization has no place in the organization chart

- A. In formal organization
- B. Formal organization
- C. business or organization
- D. strategic organization

ANSWER: A

75. 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

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

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

ANSWER: B

77. Deal with routing and repetitive problems is a

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

ANSWER: A

78. Placing purchase order is an example of

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

ANSWER: A

79. The decision which is taken within the purview of the policy of the organization is

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

ANSWER: A

80. The decision taken by lower level management is a

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

ANSWER: D

81. The decision deal with novel and non-repetitive problems is

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

ANSWER: A

82. Opening of new branch is an example of

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

ANSWER: B

83. The decision taken by high level of management is

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

ANSWER: B

84. Non-programmed decision is also called

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

ANSWER: C

85. Programmed decision is also known as

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

ANSWER: D

86. 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

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

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

ANSWER: D

88. 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

89. 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

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

- A. group decision
- B. organizational decision
- C. personal decision
- D. operative decision

ANSWER: A

91. Crisis decision is also known as

- A. group decision
- B. major decision
- C. minor decision
- D. spot decision

ANSWER: D

92. 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

93. The purchase of land and building is an example of

- A. group decision
- B. major decision
- C. minor decision

D. spot decision

ANSWER: B

94. Authority is the right to give orders and the power to exact obedience is defined by

A. Barnard

B. Fayol

C. Strong

D. Louise Allen

ANSWER: B

95. Authority is the right to comment - defined by

A. Barnard

B. Fayol

C. Strong

D. Louis Allen

ANSWER: C

96. The sum of the powers and rights entrusted to make possible the performance of the work delegated - is said by

A. Barnard

B. Fayol

C. Strong

D. Louis Allen

ANSWER: D

97. 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 organization theory

ANSWER: B

98. 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 organization theory

ANSWER: B

99. 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 organization theory

ANSWER: A

100. The type of authority is 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

101. The process whereby a manager shares his work and authority with his subordinates is

- A. decentralization
- B. responsibility
- C. delegation
- D. decision making

ANSWER: C

102. The subordinate is granted authority to perform all the functions in his department or division is

- A. general delegation
- B. formal delegation
- C. specific delegation
- D. informal delegation

ANSWER: A

103. The orders, instructions or direction are delegated to a particular person specifically is known as

- A. general delegation
- B. formal delegation
- C. specific delegation
- D. informal delegation

ANSWER: C

104. When authority is delegated as per the organization structure it is called

- A. formal delegation
- B. informal delegation
- C. general delegation
- D. specific delegation

ANSWER: A

105. When an individual or a group agrees to work under the direction of an informal leader is called

- A. formal delegation
- B. informal delegation
- C. general delegation
- D. specific delegation

ANSWER: B

106. Delegation made by written orders and instruction is known as

- A. oral delegation
- B. written delegation
- C. downward delegation

D. sideward delegation

ANSWER: B

107. The delegation of authority on the basis of custom, conventions or usage is known as

A. oral delegation

B. written delegation

C. downward delegation

D. sideward delegation

ANSWER: A

108. The delegation of duties and authority by a superior to his immediate subordinate is

A. oral delegation

B. written delegation

C. downward delegation

D. sideward delegation

ANSWER: A

109. Delegation of some of his duties by a subordinate to another subordinate of the same rank is called

A. oral delegation

B. written delegation

C. downward delegation

D. sideward delegation

ANSWER: D

110. The process of dividing the large monolithic functional organization into small and flexible administrative units is called

A. staffing

B. delegation

C. departmentation

D. control

ANSWER: C

111. Departmentation is a part of the

A. organisaiton process

B. control process

C. planning process

D. staffing process

ANSWER: A

112. Banks, insurance companies and distribution agencies are examples of

A. departmentation by function

B. departmentation by products

C. departmentation by territory

D. departmentation by customers

ANSWER: C

113. Departmentation on the basis of activities grouped according to the type of customer is

- A. departmentation by function
- B. departmentation by products
- C. departmentation by territory
- D. departmentation by customers

ANSWER: D

114. Departmentation on the basis of production process is called

- A. equipment department
- B. departmentation by products
- C. departmentation by territory
- D. departmentation by customers

ANSWER: A

115. The term span of management is also known as

- A. span of business
- B. span of control
- C. span of activity
- D. span of planning

ANSWER: B

116. The number of subordinates that report directly to a single supervisor is

- A. span of supervision
- B. span of activity
- C. span of business
- D. span of organizing

ANSWER: A

117. subordinates report directly to a manger is

- A. wide span of management
- B. large span of management
- C. small span of management
- D. narrow span of management

ANSWER: D

118. Large number of subordinates report to a manager is

- A. wide span of management
- B. large span of management
- C. small span of management
- D. narrow span of management

ANSWER: A

119. Direction is a managerial function performed by

- A. top level management
- B. middle level management
- C. lower level management
- D. subordinates

ANSWER: A

120. Making assignments, issuing orders and instructions, providing guidance and inspiration to subordinates for the achievement of organizational objective is called

- A. Planning
- B. Organizing
- C. Directing
- D. controlling

ANSWER: C

121. motivation means a process of stimulating people to action to accomplish desired goals is said by

- A. owen
- B. scott
- C. shartle
- D. flippo

ANSWER: B

122. Motivation based on force of fear is called

- A. negative motivation
- B. positive motivation
- C. extrinsic motivation
- D. intrinsic motivation

ANSWER: A

123. Motivation available only after the completion of a job is

- A. negative motivation
- B. positive motivation
- C. extrinsic motivation
- D. intrinsic motivation

ANSWER: C

124. Motivation available at the time of performance of work is

- A. negative motivation
- B. positive motivation
- C. extrinsic motivation
- D. intrinsic motivation

ANSWER: D

125. Wages, salaries, bonus, vacation pay, insurance are examples of

- A. financial motivation
- B. non-financial motivation
- C. extrinsic motivation
- D. intrinsic motivation

ANSWER: A

126. Participation, recognition and power are some of the examples of

- A. financial motivation
- B. non-financial motivation
- C. extrinsic motivation

D. intrinsic motivation

ANSWER: B

127. Maslows motivation theory is on the basis of human

A. satisfaction

B. needs

C. maintenance factors

D. rewards

ANSWER: B

128. According to Maslow, physiological needs is a

A. high level needs

B. medium level needs

C. lower level needs

D. psychological needs

ANSWER: C

129. According to Maslow, self-actualization needs is a

A. high level needs

B. medium level needs

C. lower level needs

D. psychological needs

ANSWER: A

130. Self-confidence, independence, achievements, knowledge, status, recognition and appreciation examples of

A. safety needs

B. social needs

C. ego needs

D. self-actualisation needs

ANSWER: C

131. According to Maslow, the satisfied needs

A. motivate the workers

B. do not motivate the workers

C. highly motivate the workers

D. satisfy the workers

ANSWER: B

132. Herzbergs Hygeine factors

A. motivate employees

B. do not motivate employees

C. dissatisfy employees

D. satisfy employees

ANSWER: B

133. Example of Hygeine factors is

A. achievement

- B. recognition
- C. advancement
- D. salary

ANSWER: D

134. Example of motivational factors Herzbers is

- A. salary
- B. status
- C. job security
- D. recognition

ANSWER: D

135. Expectancy motivation theory is given by

- A. Vroom
- B. Maslow
- C. Herzberg
- D. Mc Gregor

ANSWER: A

136. Porter and Lawler model of motivation is primary to

- A. workers
- B. directors
- C. managers
- D. supervisors

ANSWER: C

137. Management By Objectives was introduced by

- A. Taylor
- B. Elton Mayo
- C. Peter Drucker
- D. Maslow

ANSWER: C

138. A process whereby superiors and subordinates jointly set goals and assess contributions of Every one to the common goals is called

- A. MBE
- B. MBO
- C. MBS
- D. MBP

ANSWER: B

139. MBO is a

- A. Technique of management
- B. Process of management
- C. Steps in management
- D. Procedure in management

ANSWER: A

140. MBO is suggested by Peter F Drucker in

- A. 1951
- B. 1955
- C. 1953
- D. 1954

ANSWER: D

141. Under which control system only extra ordinary or exceptional deviations are reported to management for remedial action

- A. MBE
- B. MBO
- C. MBS
- D. MBP

ANSWER: A

142. MBE is a technique of management

- A. Control
- B. Planning
- C. Organizing
- D. staffing

ANSWER: A

143. Leadership is the activity of influencing people to strive willingly for mutual objectives - The definition is given by

- A. George R Terry
- B. Koontz and ODonnel
- C. Allen
- D. Robert C Apple

ANSWER: A

144. Leadership behaviour is influenced by certain qualities of a person is

- A. Followers theory
- B. Trait theory
- C. Situational theory
- D. Managerial grid

ANSWER: B

145. The leadership theory study leaders behaviour is

- A. Flowers theory
- B. Trait theory
- C. Behavioral theory
- D. Managerial grid

ANSWER: C

146. Leadership theory which explain the characteristics required for an effective leader is

- A. Followers theory
- B. Trait theory
- C. Situational theory

D. Managerial grid

ANSWER: B

147. Leadership theory explain the leadership styles available to leaders is

A. Followers theory

B. Trait theory

C. Situational theory

D. Managerial grid

ANSWER: A

148. Leadership theory which explains that a leader is strongly affected by the situation in which he works is

A. Followers theory

B. Trait theory

C. Situational theory

D. Managerial grid

ANSWER: C

149. Followers decide whether a person is a leader or not is according to

A. Trait theory

B. Behavioural theory

C. Followers theory

D. System theory

ANSWER: C

150. The theory focused on a persons act rather than his trait or behaviour is.

A. Trait theory.

B. Behavioural theory.

C. Followers theory.

D. System theory.

ANSWER: D

151. All decision-making power is centralized in the leader is under.

A. autocratic style.

B. Participation style

C. democratic leader.

D. Laize fair leader.

ANSWER: A

152. The leadership style considers subordinates do not have ability and immature is.

A. autocratic style.

B. liberal leader.

C. democratic leader.

D. institutional leader.

ANSWER: D

153. The leader makes decisions in consultation with his followers is.

A. autocratic style.

- B. liberal leader
- C. democratic leader.
- D. institutional leader.

ANSWER: C

154. . Complete freedom for group or individual decision, with a minimum of leader participation is under

- A. autocratic style.
- B. democratic style
- C. free-rein style
- D. creative style

ANSWER: C

155. The leader hold his leadership because he is loyal to his followers is

- A. autocratic style
- B. democratic style
- C. free-rein style
- D. creative style

ANSWER: B

156. A leader exercises his power over his followers because of his position held in the organizational hierarchy is

- A. Autocratic leader
- B. Institutional leader
- C. Liberal leader
- D. Intellectual leader

ANSWER: B

157. The leader who excels as a leader because of his superior knowledge is

- A. autocratic leader
- B. intellectual leader
- C. liberal leader
- D. institutional leader

ANSWER: B

158. A leader who serves as the head of the family and treats his followers like his family members is

- A. paternalistic leader
- B. intellectual leader
- C. liberal leader
- D. institutional leader

ANSWER: A

159. A leader motivates his followers to work hard by offering them rewards is

- A. positive style
- B. negative style
- C. autocratic style
- D. democratic style

ANSWER: C

160. A leader forces his followers to work hard and penalizes them is

- A. positive style
- B. negative style
- C. autocratic style
- D. democratic style

ANSWER: B

161. Leader acts more as bosses then leadership style is

- A. positive style
- B. negative style
- C. autocratic style
- D. democratic style

ANSWER: B

162. Quick decision is possible under which leadership style?

- A. positive style
- B. negative style
- C. autocratic style
- D. democratic style

ANSWER: C

163. The leader have full power or authority to take a decision is under

- A. positive style
- B. negative style
- C. autocratic style
- D. democratic style

ANSWER: C

164. The authority is decentralized in which leadership style

- A. positive style
- B. negative style
- C. autocratic style
- D. democratic style

ANSWER: D

165. The followers themselves take decisions for which they get authority under

- A. positive style
- B. negative style
- C. free rein style
- D. democratic style

ANSWER: C

166. The leader acts as a liaison officer between the employees and the outside world is

- A. positive style
- B. free-rein style
- C. autocratic style

D. democratic style

ANSWER: B

167. The contribution of a leader is nothing under

A. positive style

B. free-rein style

C. autocratic style

D. democratic style

ANSWER: B

168. The employees train themselves and they are self-motivated under

A. free-rein style

B. negative style

C. autocratic style

D. democratic style

ANSWER: A

169. The managerial grid consist of how many possible leadership styles

A. 51

B. 61

C. 81

D. 91

ANSWER: C

170. In managerial grid, the style of management depicts the style of a leader who is neither concerned about the people nor does he care about the task to be performed is

A. task management

B. impoverished style

C. country club

D. team management style

ANSWER: B

171. In managerial grid, the style which focuses wholly on production is

A. task management

B. impoverished style

C. country club

D. team management style

ANSWER: A

172. In managerial grid, the style which focuses maximum concern of people and minimum concern of production is

A. task management

B. impoverished style

C. country club

D. team management style

ANSWER: C

173. In managerial grid, the style which focuses moderate concern for both production and people

is

- A. task management
- B. impoverished style
- C. middle of the road
- D. team management style

ANSWER: C

174. In managerial grid, the style which is maximum concern for both people and production is

- A. task management
- B. impoverished style
- C. middle of the road
- D. team management style

ANSWER: D

175. The last function of management is

- A. planning
- B. organizing
- C. controlling
- D. staffing

ANSWER: C

176. Fixation of standards, measurement of performance, comparison, and correction of deviation are the steps in

- A. planning
- B. organizing
- C. staffing
- D. control process

ANSWER: D

177. Which function is basis of control

- A. planning
- B. organizing
- C. controlling
- D. cooperating

ANSWER: A

178. Planning is looking ahead and control is

- A. Looking down
- B. Looking front
- C. Looking sideward
- D. Looking Back

ANSWER: D

179. The control takes place before the actual activity is known as

- A. concurrent control
- B. feed forward control
- C. feedback control
- D. preserving control

ANSWER: B

180. Control exercised while the activity is in progress is

- A. concurrent control
- B. feed forward control
- C. feedback control
- D. preserving control

ANSWER: A

181. Control imposed after an action has occurred is

- A. concurrent control
- B. feed forward control
- C. feedback control
- D. preserving control

ANSWER: C

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

- A. planning
- B. organizing
- C. communication
- D. staffing

ANSWER: C

183. Communication is a

- A. one-way process
- B. two-way process
- C. three-way process
- D. Two way and four-way process

ANSWER: B

184. The person who sends a message is known as

- A. sender
- B. receiver
- C. messenger
- D. communicator

ANSWER: A

185. . The act of making ones ideas and opinions known to others is said by

- A. Meyer
- B. Brown
- C. Newman
- D. Keith Davis

ANSWER: A

186. 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

187. The person who receives the message is called

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

ANSWER: B

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

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

ANSWER: D

189. Communication that flow from superior to subordinates is

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

ANSWER: A

190. Communication flow from the subordinates to superior is

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

ANSWER: B

191. . Communications across the subordinates working at the same level in the organization is

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

ANSWER: C

192. Informal communication is commonly known as

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

ANSWER: D

193. Communication of policies, procedures and programmes is example of

- A. downward communication

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

ANSWER: A

194. Reports, suggestions, appeals, grievances, etc is example of

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

ANSWER: B

195. Inter-departmental committee meeting is an example of

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

ANSWER: C

196. Rumors and gossips are

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

ANSWER: D

197. Exchange of messages through spoken words is

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

ANSWER: A

198. Lectures, group discussions, interviews, social gathering are example of

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

ANSWER: A

199. Letters, circulars, memos, bulletin, manuals, reports are example of

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

ANSWER: B

200. The problems in communication channels is known as

- A. organizational barriers
- B. mechanical barriers
- C. personal barriers
- D. semantic barriers

ANSWER: B

201. The integration of objectives and activities of an organization is

- A. control
- B. co-ordination
- C. planning
- D. organizing

ANSWER: B

202. 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

203. Scalar chain means

- A. hierarchy levels
- B. chain of command
- C. delegation of authority
- D. span of control

ANSWER: A

204. Span of control means

- A. chain of command
- B. the number of people working
- C. leadership quality
- D. the number of people managed

ANSWER: D

205. -----is a force to drive a person to action

- A. motivation
- B. coordination
- C. co-operation
- D. control

ANSWER: A

206. The oldest type of organization

- A. functional organization
- B. line organization
- C. matrix organization
- D. committee organization

ANSWER: B

207. The organization which was devised by FW Taylor was

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

ANSWER: A

208. Devices which shows the organizational relationships

- A. organizational charts
- B. scalar chain
- C. over all plan
- D. budgets

ANSWER: A

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

- A. free-rein
- B. autocratic
- C. consultative
- D. democratic

ANSWER: B

210. Praise, recognition and power are

- A. intrinsic motivation
- B. extrinsic motivation
- C. positive motivation
- D. negative motivation

ANSWER: A

211. X and Y theory was introduced by

- A. mc gregor
- B. peter drucker
- C. henry fayol
- D. fw taylor

ANSWER: A

212. Need hierarchy theory was formulated by

- A. maslow
- B. henry fayol
- C. mc gregor
- D. fw taylor

ANSWER: A

213. Theory of work-motivation was propounded by

- A. mc gregor
- B. herzberg
- C. maslow
- D. fw taylor

ANSWER: B

214. Esteem needs are also called as

- A. social needs
- B. self realization needs
- C. ego needs
- D. safety needs

ANSWER: C

215. The motivation which is based on force of fear is

- A. negative motivation
- B. positive motivation
- C. extrinsic motivation
- D. intrinsic motivation

ANSWER: A

216. The management function which regulates the activities

- A. co-ordination
- B. control
- C. direction
- D. planning

ANSWER: B

217. Cost volume profit analysis is otherwise called as

- A. budgeting techniques
- B. statistical controls
- C. break even analysis
- D. cost control

ANSWER: C

218. A statement which reflects future incomes and expenditure

- A. Profit and loss
- B. Budget
- C. Balance sheet
- D. Cash account

ANSWER: B

219. . Verification of financial statements is

- A. external audit
- B. internal audit
- C. management audit
- D. financial audit

ANSWER: B

220. Time-event network is

- A. PERT
- B. CPM
- C. MIS

D. statistical reports

ANSWER: A

221. The term policy is derived from

- A. latin
- B. greek
- C. French
- D. English

ANSWER: A

222. A policy which is inferred from the behaviour of the superior is

- A. specific policy
- B. external policy
- C. appealed policy
- D. D implicit policy

ANSWER: D

223. Management is

- A. art
- B. science
- C. art and science
- D. None of the above

ANSWER: C

224. The process of activity relating to the effective utilization of available resources for production is

- A. planning
- B. management
- C. organization
- D. decision making

ANSWER: B

225. Achievement of objectives of an organization is concerned with

- A. organization
- B. Division of work
- C. management
- D. planning

ANSWER: C

226. The primary function of management is

- A. staffing
- B. directing
- C. planning
- D. decision making

ANSWER: C

227. Consumers are satisfied through

- A. motivation

- B. innovation
- C. communication
- D. management

ANSWER: B

228. Decision making helps in the smooth function of the

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

ANSWER: A

229. The transmission of thoughts from person to another is

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

ANSWER: A

230. Men, Money Material and Machines are included in

- A. factors of production
- B. resources
- C. budget preparation
- D. cost analysis

ANSWER: B

231. Growth and prosperity of any organization depends upon

- A. competition
- B. planning
- C. division of work
- D. organizing

ANSWER: B

232. Planning brings

- A. co-operation
- B. coordination and co-operation
- C. controlling
- D. resources

ANSWER: B

233. 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

234. Father of scientific management

- A. Henry fayol
- B. Fw Taylor
- C. Peter drucker
- D. weber

ANSWER: B

235. MBO was introduced by

- A. Peter F drucker
- B. Henry fayol
- C. Max Weber
- D. Mary parker follet

ANSWER: A

236. According to Follet, conflict may be removed through three ways

- A. domination, compromise and integration
- B. control, compromise and integration
- C. direction, domination and integration
- D. direction, domination and integration

ANSWER: A

237. Selecting a best course of action among the alternatives is called as

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

ANSWER: A

238. . 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

239. A decision which relates to day to day operation of an organization is known as

- A. operative decisions
- B. organizational decision
- C. major decisions
- D. minor decisions

ANSWER: A

240. A decision which is taken to meet unexpected situation

- A. problem decision
- B. certainty decisions
- C. crisis decision
- D. organizational decision

ANSWER: C

241. Plans, policies and procedures are the functions of

- A. top level management
- B. middle level and bottom level management
- C. middle level management
- D. bottom level management

ANSWER: A

242. . -----Plans are made to achieve the overall organizational goals

- A. tactical plans
- B. strategic plans
- C. operational plans
- D. single use plans

ANSWER: B

243. -----Are single use plans made to achieve a specific objective

- A. strategies
- B. programmes
- C. operational plans
- D. single use plans

ANSWER: B

244. A structure of relationship is called as

- A. organization
- B. functions
- C. team
- D. group effort

ANSWER: A

245. 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

246. Elements of delegation

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

ANSWER: A

247. Passing of authority to make decisions to the lowest possible level in the organizational hierarchy is known as

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

D. authority  
ANSWER: C

248. 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

249. -----deals with appointing people and placing them at the appropriate jobs

- A. human resources
- B. recruitment
- C. staffing
- D. placement

ANSWER: C

250. Responsibility lies in the hands of people in the upper echelons of the hierarchy is called

- A. Benevolent
- B. Consultative
- C. Participative
- D. Exploitative

ANSWER: D

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