



Dr.G.R.Damodaran College of Science

(Autonomous, affiliated to the Bharathiar University, recognized by the UGC)Re-
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I BBA[2017-20]

SEMESTER-I

CORE:PRINCIPLES OF MANAGEMENT-116A

Multiple Choice Questions.

1. Father of Scientific Management is _____.

- A. Henry Fayol.
- B. Koontz o Donnel.
- C. Fredrick Winslow Taylor.
- D. Luther Gullik.

ANSWER: C

2. Father of Management is _____.

- A. Henry Fayol.
- B. Koontz o Donnel.
- C. Fredrick Winslow Taylor.
- D. Luther Gullik.

ANSWER: A

3. The problem-solving process begins with _____.

- A. clarification of the situation.
- B. establishment of alternatives.
- C. identification of the difficulty.
- D. isolation of the cause.

ANSWER: C

4. An unaccomplished human goal with the positive support of other resources indicates _____.

- A. unavailability of raw materials.
- B. repair in machinery.
- C. inability of people to work together.
- D. market declination.

ANSWER: C

5. "Manager is what a manager does" is said by _____.

- A. Koontz o' Donnel.
- B. Mary Parker Follet.
- C. Louis Allen.
- D. Luther Gullik.

ANSWER: C

6. Management is getting things done through _____.

- A. managers.
- B. workers.
- C. others.
- D. administrators.

ANSWER: C

7. Interpersonal role means _____.

- A. working with and through people.
- B. working on self.
- C. working for people.
- D. understanding the people.

ANSWER: A

8. Co-ordination is the process of _____ the work activities of various individuals and department.

- A. integrating.
- B. segregating.
- C. organizing.
- D. implementing.

ANSWER: A

9. Correcting the deviations in the predetermined targets is called as _____.

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

ANSWER: A

10. Placing the right person in the right job is called as _____.

- A. recruiting.
- B. staffing.
- C. hiring.
- D. transfer.

ANSWER: B

11. A systematic way of doing things is called as _____.

- A. process.
- B. planning.
- C. directing.
- D. controlling.

ANSWER: A

12. Management involves the co-ordination of human & material resources towards the accomplishment of _____.

- A. individual objectives.
- B. organizational objectives.
- C. group objectives.

D. individual & group objectives.

ANSWER: B

13. Practitioners of management were the first to formulate the principles of management based on their _____.

A. skills.

B. knowledge.

C. own experience.

D. theoretical knowledge.

ANSWER: C

14. _____ involves correct recognition of a business problem before attempting a solution

A. Identification of the problem.

B. Analyzing a problem.

C. predicting a problem.

D. getting related suggestions.

ANSWER: A

15. An art may be defined as a _____.

A. Skill & knowledge.

B. Past experience.

C. Knack.

D. All the above.

ANSWER: D

16. Science is _____.

A. definitive.

B. descriptive.

C. an interpretation.

D. game.

ANSWER: A

17. Serving the society is called as _____.

A. social obligation.

B. ethics.

C. responsibility.

D. human nature.

ANSWER: A

18. To be a successful manager, a manager should be familiar with _____ concepts.

A. psychology.

B. economics.

C. commerce.

D. all the above.

ANSWER: D

19. Administrative people need _____ skills than technical skills.

A. managing & administering.

- B. planning.
- C. coordinating.
- D. decision making.

ANSWER: A

20. People of management need _____ skills than administrative skills.

- A. planning.
- B. coordinating.
- C. technical.
- D. decision making.

ANSWER: C

21. Infusing team spirit among workers at various levels, so that they work unitedly for common goal is called as _____.

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

ANSWER: C

22. Working out a pattern of relationships between the various factors of production is called as _____.

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

ANSWER: B

23. Motivating and leading the human resources towards better performance & higher productivity is known as _____.

- A. direction.
- B. commanding.
- C. span of control.
- D. scalar chain.

ANSWER: A

24. Communication begins with _____.

- A. Encoding.
- B. Idea origination.
- C. Decoding.
- D. Channel selection.

ANSWER: B

25. Commonly all management can be classified into _____ levels.

- A. 5
- B. 6
- C. 3
- D. 4

ANSWER: C

26. Functional areas of management can be divided in _____ main parts.

- A. 2.
- B. 3.
- C. 4.
- D. 5.

ANSWER: C

27. Factors of production involve land, labor, capital and _____.

- A. men.
- B. organization.
- C. production plan
- D. obligation.

ANSWER: B

28. To ensure greater efficiency & productivity, the levels of management should be kept to the _____.

- A. maximum.
- B. minimum.
- C. only three.
- D. convenience.

ANSWER: B

29. Supervisory staff management constitutes the _____ of the management ladder.

- A. highest rank.
- B. middle rank.
- C. lowest rank.
- D. administration rank.

ANSWER: C

30. Who is the political scientist and philosopher whose main interest was to study the psychology behind individual & group action?

- A. Albert Einstein.
- B. Newton.
- C. Aldfer.
- D. Mary Parker follet.

ANSWER: D

31. Life span of F.W.Taylor was _____.

- A. 1857 - 1915.
- B. 1856 - 1915.
- C. 1858 - 1916.
- D. 1880 - 1940.

ANSWER: B

32. According to F.W.Taylor, concept of scientific management can be classified into _____ types.

- A. 8.

B. 7.

C. 5.

D. 6.

ANSWER: C

33. Combining several techniques which can be applied to all kinds of efficiency problems, including labour productivity problems is called as _____.

A. work study.

B. scientific task planning.

C. fatigue study.

D. time study.

ANSWER: A

34. Routing, scheduling, dispatching & following up of an activity is called as _____.

A. process.

B. sequential activity.

C. scientific production plan.

D. standardization.

ANSWER: C

35. F.W.Taylor broadly classified the elements of scientific management into _____ categories.

A. 8.

B. 7.

C. 5.

D. 6.

ANSWER: C

36. _____ was developed mainly to increase the output of the average worker and to improve the efficiency of the management.

A. Scientific management.

B. Human resource management

C. Piece rate system.

D. Time rate system.

ANSWER: A

37. _____ is important for self-imposed discipline which is an essential on the part of workers as well as management.

A. Science, not rule of thumb

B. Mental revolution

C. Co-operation

D. Motivation

ANSWER: B

38. _____ is a place where production plans are executed but the people working therein have nothing to do with the framing of the plans.

A. Factory

B. Store

C. Office

D. Departments

ANSWER: A

39. Expand PMTS ?

- A. Predetermined Management Time Systems.
- B. Predetermined Motion Time Systems.
- C. Predetermined Method Time Systems.
- D. Predetermined Market Time Systems.

ANSWER: B

40. Second stage in scientific production planning is _____.

- A. routing.
- B. scheduling.
- C. dispatching.
- D. follow-up.

ANSWER: B

41. Fayol was a _____ Industrialist.

- A. French
- B. Japan
- C. American
- D. Australian

ANSWER: A

42. Fayol gave _____ famous management principles.

- A. 12.
- B. 16.
- C. 15.
- D. 14.

ANSWER: D

43. According to Fayol, business activities can be broadly classified into _____ categories.

- A. 4.
- B. 5.
- C. 6.
- D. 7.

ANSWER: C

44. Commercial activities include _____, _____ and _____.

- A. planning, organizing & staffing.
- B. buying, selling & exchange.
- C. production, distribution & customer satisfaction.
- D. earning profit, serving society & customer satisfaction.

ANSWER: B

45. Esprit-de-corps means _____.

- A. co-ordination.
- B. centralization.

- C. decentralization.
- D. unity is strength.

ANSWER: D

46. An employee receives order from only one superior and this concept is named as _____.

- A. unity of command.
- B. unity of direction.
- C. discipline.
- D. centralization.

ANSWER: A

47. One head & one plan for a group of activities having the same objective is called as _____.

- A. unity of command.
- B. unity of direction.
- C. centralization.
- D. scalar chain.

ANSWER: A

48. A hierarchy of superiors ranging from the ultimate authority to the lowest ranks is called as _____.

- A. hierarchical order.
- B. social order.
- C. scalar chain.
- D. direction.

ANSWER: C

49. A place for everyone and everyone in his place is _____.

- A. human order.
- B. social order.
- C. equity.d.
- D. scalar chain.

ANSWER: B

50. Fayol's theory of management has _____ criticisms.

- A. 2.
- B. 5.
- C. 3.
- D. 4.

ANSWER: A

51. _____ is the first & foremost function of management.

- A. Planning.
- B. Decision-making.
- C. Forecasting.
- D. Budgeting.

ANSWER: A

52. Some policies are imposed by external forces, such as _____.

- A. governmental regulatory agencies.
- B. employee demands.
- C. management decisions.
- D. lack of funding.

ANSWER: A

53. Under scientific management, planning had been separated from _____.

- A. direction.
- B. execution.
- C. organizing.
- D. determination.

ANSWER: B

54. Effective planning facilitates _____.

- A. future course of action.
- B. proper allocation of resources.
- C. working environment.
- D. early achievement of objectives.

ANSWER: D

55. According to _____ "One of the characteristics of being human is that he makes plan".

- A. Koontzo' Donnel.
- B. Terry.
- C. Arnold Toyndbee.
- D. L.Urwick.

ANSWER: C

56. Planning is an interdependent process which co-ordinates _____.

- A. various departments.
- B. various business activities.
- C. various levels of management.
- D. various dimensions.

ANSWER: B

57. Planning _____ the members of the organization.

- A. controls
- B. co-ordinates
- C. directs
- D. integrates

ANSWER: C

58. Planning is done for _____.

- A. A specific period.
- B. Various department.
- C. An organization.
- D. The employees .

ANSWER: A

59. Planning reduces _____.

- A. complication.
- B. supervision.
- C. uncertainty.
- D. direction.

ANSWER: C

60. Planning anticipates _____.

- A. future.
- B. co-ordination.
- C. unpredictable future.
- D. economy in operation.

ANSWER: C

61. Planning is required at _____.

- A. all the department.
- B. all levels of management.
- C. all the shops.
- D. all the institutions.

ANSWER: B

62. Planning results in _____.

- A. employee satisfaction.
- B. high profit.
- C. co-ordination.
- D. higher efficiency.

ANSWER: D

63. Planning does not come to an end with the establishment of a business concern because it is _____.

- A. common to all.
- B. flexible.
- C. a continuous process.
- D. a linchpin for all activities.

ANSWER: C

64. Planning is done by every person who is working in a business unit because it is _____.

- A. Flexible.
- B. Favorable to all.
- C. Common to all.
- D. A managerial function.

ANSWER: C

65. _____ is a systematic attempt to probe the future by inference from known facts.

- A. Planning.
- B. Forecasting.
- C. Routing.
- D. Scheduling.

ANSWER: B

66. A well-prepared plan will always facilitate _____.

- A. execution.
- B. red-tapism.
- C. hasty judgements.
- D. delegation of authority.

ANSWER: D

67. According to time, plan can be divided into _____ types.

- A. 3.
- B. 4.
- C. 2.
- D. 5.

ANSWER: A

68. Expand MBO.

- A. Management By Organization.
- B. Management By Objectives.
- C. Management By Optimism.
- D. Man By Optimism.

ANSWER: B

69. Expand MBE.

- A. Materials By Exception.
- B. Management By Experience.
- C. Materializing By Experience.
- D. Management By Exception.

ANSWER: D

70. When call center managers spend much of their time monitoring customer calls and giving employees feedback about how to improve their dialogue with customers in the future, these managers are using which of the following skills?

- A. Technical.
- B. Conceptual.
- C. Situational.
- D. Ethical.

ANSWER: A

71. _____ of a organization should together contribute to the accomplishment of its long-term plans.

- A. Strategic plans.
- B. Alternative plans.
- C. Flexible plans.
- D. Short-term plans.

ANSWER: D

72. The organization should have an effective network to _____ all the information that is relevant

to planning of the goals at every level.

- A. communicate.
- B. control.
- C. co-ordinate.
- D. develop.

ANSWER: A

73. Low level management invariably adopts _____ plan.

- A. departmental.
- B. short-term.
- C. strategic.
- D. flexible.

ANSWER: B

74. Every organization has to develop its _____ irrespective of the differences in size, nature of activities etc.,

- A. strategic plan.
- B. distinct planning process.
- C. standard plan.
- D. profit line.

ANSWER: B

75. A management may acquire its primary information relating to methods by _____.

- A. informal monitoring.
- B. formal scanning.
- C. journals.
- D. media.

ANSWER: A

76. Secondary information relating to the methods in planning process can be obtained by _____.

- A. informal scanning.
- B. formal scanning.
- C. environmental monitoring.
- D. websites.

ANSWER: B

77. First and foremost step in planning is _____.

- A. Identification of the opportunity.
- B. Collection and analysis of relevant information.
- C. Establishment of objectives.
- D. Determination of planning limitations.

ANSWER: A

78. What constitutes fiscal policies, economic conditions, population trends, consumer tastes & preferences, competitors plans & activities & personnel practices?

- A. External environment.
- B. Internal environment.
- C. Micro environment.

D. Macro environment.

ANSWER: A

79. The term alternative course of action means _____ to achieve desired objective.

- A. more than one action-plan.
- B. more than one derivative plan.
- C. opportunities.
- D. direction plans.

ANSWER: A

80. Secondary plans flow from _____ plans.

- A. basic.
- B. strategic.
- C. top management.
- D. employees view.

ANSWER: A

81. _____ planning covers a relatively short period of time.

- A. activity.
- B. project.
- C. product.
- D. standard.

ANSWER: A

82. _____ planning is a specialized aspect of sales and production planning.

- A. product.
- B. production.
- C. material.
- D. market.

ANSWER: A

83. _____ planning retains its specific character and deals exhaustively with all activities aimed at accomplishment of the activity on hand.

- A. Activity.
- B. Project.
- C. Product.
- D. Standard.

ANSWER: B

84. Majority of the disputes in industries is (are) related to the problem of_____

- A. Wages.
- B. Salaries.
- C. Benefits
- D. All the above

ANSWER: D

85. Organizational planning is done by _____.

- A. top level management.

- B. middle level management.
- C. low level management.
- D. people from all level of management.

ANSWER: A

86. _____ planning is concerned with development specific plans for each department of a division so as to accomplish the divisional plans

- A. Departmental.
- B. Divisional.
- C. Organizational.
- D. Branch.

ANSWER: A

87. Planning is a _____ function.

- A. significant.
- B. pervasive.
- C. development.
- D. forecasting.

ANSWER: B

88. _____ objectives which are concerned with creation & maintenance of cultural values through the production of goods and services.

- A. Societal.
- B. Output.
- C. Product.
- D. Derived.

ANSWER: A

89. Single use plans are designed to meet _____.

- A. repetitive situations.
- B. stability.
- C. departmental needs.
- D. non-repetitive situations.

ANSWER: D

90. A _____ denotes activities of a broad nature including many different functions & inter-actions.

- A. programme.
- B. problem.
- C. project.
- D. budget.

ANSWER: A

91. Combining several business units is called as _____.

- A. merger.
- B. acquisition.
- C. integration.
- D. retreat.

ANSWER: A

92. Giving up production of unprofitable products to achieve rationalization of the product range to avail the benefits of standardization is called as _____.

- A. divestment.
- B. cannibalization.
- C. compromise.
- D. standardizing strategy.

ANSWER: A

93. It is important to present yourself positively within an organization to ensure that _____

- A. customers see the organization in a negative light.
- B. customers see the organization in a negative light.
- C. your appearance reflects the standards within the organisation.
- D. your appearance conflicts with standards within the organisation.

ANSWER: C

94. Constant review and evaluation is called as _____.

- A. kaizen.
- B. innovation.
- C. substitution.
- D. updating.

ANSWER: D

95. Planning seeks to examine a series of _____.

- A. flexibility.
- B. cause-effect relationship.
- C. process.
- D. continuity.

ANSWER: B

96. The duration of long term plan is _____.

- A. 1 to 5 years.
- B. 5 to 15 years.
- C. 15 to 25 years.
- D. 10 years.

ANSWER: B

97. The duration of medium term plan is _____.

- A. 1 to 2 years.
- B. 2 to 3 years.
- C. 3 to 4 years.
- D. 4 to 5 years.

ANSWER: B

98. The duration of short term plan is _____.

- A. 18 months.
- B. 16 months.

- C. 14 months.
- D. 12 months.

ANSWER: D

99. _____ may be defined as the future results or a desired state of affairs which the organization seeks and strives to achieve .

- A. Objectives.
- B. Policies.
- C. Procedures.
- D. Rules.

ANSWER: A

100. _____ may be defined as guide to thinking and action of those who have to make decisions in the course of accomplishment of the enterprise objective .

- A. Objectives.
- B. Policies.
- C. Procedures.
- D. Rules

ANSWER: B

101. Who studied the nature of specific jobs, and broke the tasks into basic work units with the end result providing the one right way to perform the job?

- A. .Douglas M. McGregor.
- B. Frederick W. Taylor.
- C. Henry L. Gantt .
- D. Henry L. Gantt .

ANSWER: B

102. The recently emerged type of managerial job is _____.

- A. top manager.
- B. middle manager.
- C. first line manager.
- D. team leader.

ANSWER: C

103. The Hawthorne studies _____.

A. found that to increase worker efficiency, management must analyze and minimize the motions required to complete a task.

B. found that when workers know they are being watched, their productivity increases

C. found that a worker is inherently lazy and will use any excuse not to perform their duties.

D. . found that workers accept a managerial directive only if it is acceptable in terms of their personal interests.

ANSWER: B

104. The Behavioral approach to management focused on _____.

- A. the worker.
- B. the manager.
- C. the owner.

D. the supplier .

ANSWER: A

105. The external environment factor that states: The values and culture that affect the way people feel about the organization they are in and about work itself is _____.

- A. sociological factors.
- B. political factors.
- C. economic factors.
- D. psychological factors.

ANSWER: A

106. The external environment factor that includes: Factors that have a less immediate effect on a business such as the nation's rate of inflation or recession, unemployment rate, or standard of living, is _____.

- A. political factors.
- B. sociological factors .
- C. indirect economic factors.
- D. direct economic factors .

ANSWER: C

107. . The resources within an organization, used to achieve its goal, make up the _____ of a business.

- A. external environment.
- B. internal environment.
- C. social responsibility.
- D. workers motivation.

ANSWER: B

108. Strategic planning _____.

A. addresses the organization's basic mission or business, issuing broad statements of purpose or direction that have a long lead time.

B. involves managers in each unit of an organization who are responsible for achieving the unit's objectives within a specified period of time

C. looks specifically at resources, finances, and market conditions to determine ways to accomplish the overall plans of the organization.

D. determines the day-to-day operations within an organization.

ANSWER: A

109. All of the following are the characteristics of an organization EXCEPT _____.

- A. People.
- B. Product.
- C. Purpose.
- D. Structure.

ANSWER: B

110. _____ is the process of using the resources and personnel of an organization in an orderly way to achieve the objectives and long-term goals of the organization.

- A. planning.
- B. organizing.

- C. leading.
- D. controlling.

ANSWER: B

111. Which of the following is the most common type of departmentalization?

- A. Customer/Market Departmentalization
- B. Function Departmentalization
- C. Geography Departmentalization .
- D. Process Departmentalization.

ANSWER: B

112. A manufacturing company has divided its departments into pattern making, fabric cutting, and fabric coloring. What type of departmentalization is this?

- A. Geography Departmentalization.
- B. Process Departmentalization.
- C. Matrix/Project Departmentalization.
- D. Function Departmentalization.

ANSWER: B

113. A _____ organizational structure is the simplest form and has clear lines of authority and ease of decision making.

- A. horizontal
- B. line
- C. vertical
- D. staff

ANSWER: A

114. The management of people/labor should be handled by what department in an organization?

- A. Administration.
- B. Human Resources.
- C. Information Systems.
- D. Accounting.

ANSWER: B

115. When a candidate for a position is asked general, open-ended job related questions, they are experiencing what type of interview?

- A. Unstructured Interview.
- B. Structured Interview.
- C. Relaxed Interview.
- D. Unorganized Interview .

ANSWER: A

116. Which of the following is NOT a major influence on the rate of compensation?

- A. Competition.
- B. Voluntary retirement.
- C. Laws.
- D. Unions.

ANSWER: B

117. Which type of separation is most unpleasant for an employee?

- A. Termination.
- B. Mandatory retirement.
- C. Voluntary retirement.
- D. Resignation.

ANSWER: A

118. Formal authority flows from upwards to downwards in_____.

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

ANSWER: A

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

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

ANSWER: B

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

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

ANSWER: A

121. Which is created for technological purpose?

- A. Formal Organization.
- B. Informal Organization
- C. Business organisation.
- D. Strategic Organization.

ANSWER: A

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

- A. Formal Organization.
- B. Informal Organization.
- C. Business Or Organisation.
- D. Strategic Organization.

ANSWER: B

123. Which type of organization is permanent and stable?

- A. Formal Organization.
- B. Informal Organization.
- C. Business Or Organisation.
- D. Strategic Organization.

ANSWER: A

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

- A. Formal Organization.
- B. Informal Organization.
- C. Business Or Organisation.
- D. Strategic Organization.

ANSWER: A

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

- A. Formal Organization.
- B. Informal Organization.
- C. Business Organization.
- D. Strategic Organization.

ANSWER: B

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

- A. Formal Organization.
- B. Informal Organization.
- C. Business Organization.
- D. Strategic Organization.

ANSWER: B

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

- A. Formal Organization.
- B. Informal Organization.
- C. Business Organization.
- D. Strategic Organization.

ANSWER: B

128. "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

129. The selection of best alternative from many alternatives is known as_____.

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

ANSWER: B

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

- A. programmed decision.
- B. non-programmed decision.

- C. major decision.
- D. minor decision.

ANSWER: A

131. Placing purchase order is an example of _____.

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

ANSWER: A

132. 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

133. The decision taken by lower level management is a _____.

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

ANSWER: A

134. The decision dealing with novel and non-repetitive problems is_____.

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

ANSWER: A

135. Opening of new branch is an example of _____.

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

ANSWER: B

136. The decision taken by higher level of management is _____.

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

ANSWER: B

137. Non-programmed decision is also called _____.

- A. routine decisions.

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

ANSWER: C

138. Programmed decision is also known as _____.

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

ANSWER: D

139. 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

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

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

ANSWER: D

141. 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

142. 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

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

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

ANSWER: A

144. Crisis decision is also known as _____.

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

ANSWER: D

145. 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

146. The purchase of land and building is an example of _____.

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

ANSWER: B

147. 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

148. Departmentation is a part of the _____.

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

ANSWER: A

149. 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: D

150. 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

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