

UNIT I

1. In management process, the most misinterpreted word is
(A) **Organizing**
(B) Delegating
(C) Controlling
(D) Planning
2. Management is a creative and _____ process.
(A) Systematic
(B) **Continuous**
(C) Long
(D) None of the above
3. Who said, “Management is a multiple purpose organ that manages a business, manages a manager and manages workers and work”?
(A) **Harold Koontz**
(B) **Peter Drucker**
(C) Kenneth O ‘Donell
(D) Anonymous
4. Management as a discipline is the function of _____.
(A) Science
(B) Art
(C) **Creativity**
(D) All of the above
5. The factors coming under philosophy of scientific management are:
(A) Co-operation
(B) Maximum output
(C) Harmony
(D) **All of the above**
6. MBO was invented by _____.
(A) Peter Drucker
(B) Koontz & O ‘Donell
(C) Henry Fayol

(D) None of the above

7. Management is said to be the combination of three factors, arts, science and the third is

(A) Profession

(B) Authority

(C) Communication

(D) None of the above

8. What does a successful manager do?

(a) Planning

(b) Decision making

(c) Co-ordination

(d) All of the above

9. Scientific Management approach is developed by

(a) Elton Mayo

(b) Henry Fayol

(c) F.W. Taylor

(d) A.H. Maslow

10. When we classify managers according to their level in the organization they are described as _____.

a) Functional, staff and line managers

b) Top managers, middle managers and supervisors

c) High level and lower level managers

d) General managers and administrative managers

11. Authority, discipline, unity of command, and unity of direction are:

a) Taylor's four principles of management.

b) Principles of the human relations movement

c) Four of Fayal's fourteen principles of management.

d) Weber's theory

12. ----- is the use of scientific method to define the “one best way” for a job to be done.

a) Scientific management

b) Bureaucratic management

c) Administrative management

d) Management.

13. Which management concept suggests that low-importance decisions be handled by subordinates, so that managers can focus on high-importance decisions?

a) Management by objective

b) Management by exception

c) Participatory management

d) Inclusionary management

14. Managers having the least authority and are at the lowest level in the hierarchy of the organization are called _____

a) Middle level managers

b) Top level managers

c) First-line managers

d) None of the given options

15. Which is not one of Fayal’s principles:

(a) Authority and responsibility (b) Line of authority

(c) **Globalization** (d) Unity of command

16. Which is not a management science theory:

(a) Operations Management (b) TQM (c) MIS (d) **None of these**

17. Which of these was not an integral part of scientific management?

(a) Differential pay rates. (b) **Worker control of production.**

(c) Systematic selection of workers. (d) Work specialization

18. Which of the following is not a valid criticism of scientific management theory?

- (a) Increases in pay for workers were not proportional to increases in productivity.
- (b) Worker discretion over the execution of the task was reduced
- (c) Jobs became too complex for workers to handle. **(d) Fear of redundancy was increased.**

19. Which of the following was the key aim of scientific management?

- (a) To increase worker control of production. (b) **To increase productivity.**
- (c) To decrease absenteeism. (d) To develop time-and-motion studies.

20. According to Fayol's 14 principles of management, 'esprit de corps' refers to which of the following?

- (a) Being treated fairly and kindly. (b) Spirit of the corporation.
- (c) Team work and harmony. (d) Spirit of work

UNIT II

21. _____ Plans have clearly defined objectives.

- a) Directional
- b) Flexible
- c) **Specific**
- d) Standing

22. _____ 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

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

- a) Customer/Market Departmentalization
- b) **Function Departmentalization**
- c) Geography Departmentalization
- d) Process Departmentalization

24. 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

25. 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

26. _____ is the process of getting results accomplished through others.

- a) Ordering
- b) Mandating
- c) **Delegating**
- d) Working

27. What is the term used to define the number of subordinates directly controlled by a manager?

- a) Division management
- b) Departmentation
- c) Investment span
- d) **Span of management**

28. The planning process can be used to promote _____ in organization

- a) Advancement
- b) Technologies
- c) **Innovation**

d) Discoveries

29. _____ reduces uncertainty

a) Negotiating

b) **Planning**

c) Organizing

d) Leading

30. Decision makers face _____ types of problems.

a) 2

b) **3**

c) 4

d) 5

31. _____ are those plans that are extended beyond three years.

a) Short Term Plans

b) **Long Term Plans**

c) Specific Plans

d) Strategic Plans

32. Planning is based on:

(a) Decision-making, (b) **forecasting**, (c) staffing, (d) organizing

33. Planning do not consider:

(a) Choice, (b) communication, (c) **machine**, (d) coordination.

34. Strategic plans are:

(a) Single use plans, (b) **long range plans**,

(c) For lower management levels. (d) Standing plans

35. Short-term plans guides:

(a) **Lower level management**, (b) bridges gap between past and present

- (c) Forecasting (d) environmental factors
36. . Participating in the planning process makes
- (a) **Effective planning** (b) cost reduction, (c) increase output. (d) Perception of opportunities
37. Negative attitude and Commitment are not the basis for:
- (a) **Effective planning**, (b) environment, (c) resistance. (d) Technology
38. Planning is:
- (a) **looking ahead**, (b) guiding people, (c) delegation of authority, (d) fundamentals of staffing
39. . Single use plans are:
- (a) **Applicable in non-recurring situation**, (b) deals with recurring situations, (c) budgets, (d) strategic
40. What are the three levels of planning?
- (a) **Operational, intermediate and strategic** (b) Headquarters, divisional and local (c) Top, middle and bottom (d) None of the above

UNIT III

41. Advantage of delegation of authority results in prompt _____.
- a) **Understanding**
- b) Decision making
- c) Both (A) and (B)
- d) None of the above
42. **The relationship(s) for selecting the span of control would be:**
- a) One to one
- b) Cross relationship
- c) Direct group
- d) **All of the above**

43. Costliness of the _____ is the overriding factor determining the extent of decentralization.
- a) Decision
 - b) Staffing
 - c) **Controlling**
 - d) Managing
44. _____ is the result of human limitation to the span of management.
- a) **Delegation**
 - b) Satisfaction
 - c) Motivation
 - d) Development
45. Organizing refers to:
- (a) Planning, (b) **delegation of authority**, (c) training, (d) selection
46. Organizing aims to serve:
- (a) Common purpose, (b) corruption, (c) **authority structure**, (d) All of the above.
47. Organizing destroys:
- (a) Individual relationships, (b) plans, (c) **simplicity in the organization**, (d) environment.
48. The principle of objective states:
- (a) Delegation of authority, (b) **existence for a purpose**, (c) formal organization, (d) none of the above.
49. For effective organizing, an organization required:
- (a) Principle of balance, (b) **span of management**, (c) organization process, (d) planning and forecasting.
50. The structure of organization includes:
- (a) **identification and classification of required activities**, (b) informal organization, (c) establishing enterprise objectives, (d) Authority relationships.
51. The degree to which an organization relies on rules and procedures to direct the behaviour of employees is:
- (a) Complexity, (b) **formalization**, (c) centralization, (d) motivation.
52. In a formal organization, “power” is associated with:

- (a) An individual, (b) **position**, (c) relationship, (d) control
53. Delegation is:
- (a) A continuous process, (b) unfolding talents, (c) **granting the right to command**
54. Unity of command means:
- (a) parity of authority and responsibility, (b) **flow of command from subordinate to superior**, (c) flow of command from superior to subordinate, (d) parity in controlling.
55. Defective delegation:
- (a) **Hampers coordination** (b) size of the organization, (c) establish proper controls, (d) establish sources of powers.
56. Indicate which of the following is NOT among the six main types of organization structure– (a) Line organization (b) Functional structure (c) Committees (d) **Department**
57. Organization structure is primarily concerned with _____ and _____ of tasks and authority.
- (a) **Allocation and Delegation** (b) Allocation and apportionment (c) Reporting and delegating (d) Setting standards and delegation
58. Line organization is also known as _____ organization.
- (a) **Scalar** (b) Chain (c) Matrix (d) Project
59. An advantage of the matrix structure is said to be –
- (a) Because product lines can be identified as cost centers, it facilitates financial control (b) Top management has more time to devote to long term strategic issues (c) It is easily understood by the people involved (d) **Improved lateral communications**.
60. Organizational structure is made up of key elements. Which of the following is not one of these elements?
- (a) Centralization (b) **Coordination** (c) Decentralization (d) Span of control

UNIT IV

61. The poor quality of selection will mean extra cost on _____ and supervision.
- a. **Training** b. Recruitment c. Work quality d. None of the above
62. Which of these are the most important external factor governing recruitments?
- a. Sons of soil b. Labour market c. Unemployment rate d. **Supply and demand**
63. Which of the following act deals with recruitment and selection?
- a. Child labour act b. The apprentices act c. Mines act d. **All of the above**

64. A major internal factor that can determine the success of the recruiting programme is whether or not the company engages in _____.
a. HRP b. Selection c. Induction d. None of the above
65. Which motivation is available only after the completion of job
 a) Negative motivation b) Positive motivation
 c) Intrinsic motivation **d) Extrinsic motivation**
66. What is the natural perception of people on the process of recruitment and selection?
a. Positive b. Negative c. Both positive and negative d. None of the above
67. What is the main objective of the recruitment and selection process?
 a. Recruit the right candidates **b. Meet the high labour turnover**
 c. To reduce the costs of recruiting d. forecast
68. Which mode of recruitment is through advertisements, newspapers and want ads?
 a. Direct **b. Indirect** c. On payroll d. both a and b
69. What motivation is directly or indirectly associated with money
a. Financial motivation b. Positive motivation
 c. Intrinsic motivation d. Extrinsic motivation
70. Which of these is an alternative to recruitments?
a. Employee leasing b. Contractors c. Trade associations d. all the above
71. **The Recruitment and Selection process aimed at right kind of people**
 a. At right place b. At right time c. To do right things **d. all of the above**
72. Who propounded the Need's Theory
 a. Frederick Herzberg b. Alderfer **c. Abraham Harold Maslow** d. Pearson
73. The two factor theory is based on which factors?
a. Hygiene and behavioural b. Safety and self - esteem
 c. Self - actualisation and status quotient d. None of the above
74. Motivation based on force of fear is called
a. Negative motivation b. Positive motivation
 c. Intrinsic motivation d. Extrinsic motivation
75. Wages, salaries, bonus, vacation pay are example of
a. Financial motivation b. Non financial motivation
 c. Intrinsic motivation d. Extrinsic motivation
76. According to maslow, self actualization needs is a _____
a. High level needs b. lower level needs
 c. Medium level needs d. psychological needs

77. Motivational process and not the motivators as such is associated with the
a. Need hierarchy theory b. Two-factor theory c. ERG Theory d. Expectancy theory
78. What motivation is based on rewards
 a. Negative motivation **b. Positive motivation**
 c. Intrinsic motivation d. Extrinsic motivation
79. Which is not associated in Non financial motivation?
a. Monetary b. Job rotation c. recognition d. participation
80. What motivation is available at the time of performance of work?
 a. Financial motivation b. non financial motivation
c. Intrinsic motivation d. Extrinsic motivation

UNIT V

81. An efficient control system helps to
 a. accomplished organisational objectives b. boosts employees morale
 c. judges accuracy of standards **d. all of the above**
82. Which among the following statement relating to leadership is false?
 a. leadership is a process of influence b. Leadership is goal oriented
c. leadership is bossism d. A leader must have followers
83. Which type of leader allows complete delegation of authority?
 a. Creative leaders' b. Persuasive leaders
c. Laissez faire leaders' d. Intellectual leaders
84. Under which style of leadership the leader completely delegate the authority to the subordinates?
 a. Free rein leadership b. Paternalistic leadership
 c. Participative leadership **d. Authoritarian leadership**
85. Which among the following is not a quality for a leader?
 a. Charming personality b. Ability to take decision
 c. Communication skill **d. Lazy attitude**
86. Which leadership Theory suggests that "leaders are born not made"?
 a. Trait theory b. Situational theory **c. Great man theory** d. Behavioral theory
87. Leadership style which takes decisions with subordinate is
 a. Democratic leadership b. autocratic leadership
c. Laissez -faire leadership d. paternalistic leadership
88. Controlling function of management is

- a. Forward looking b. backward looking
c. **forward as well as backward looking** d. none of these
89. Control is the function of -----
a. Top level management b. Lower level management
c. **All managers** d. middle management
90. Effective control depends on -----
a.Organisation structure b. proper direction c) Flow of communication **d) All the above**
91. The requirement of Effective control system is -----
a. Flexible b. Objective c. Suitable **d. controllable**
92. Leadership behavior is influenced by certain qualities of a person is _____
a.followers theory **b.trait theory** c. situational theory d. managerial grid
93. Leadership is a function of all the following factors except
a. Work group **b. Product or service** c. Leader d. Situation
94. What are the key characteristics of transactional leaders?
a. Guiding, mentoring and motivating b. Guiding, commanding and motivating
c. Guiding, demonstrating and motivating d. Guiding, mentoring and demonstrating
95. Democratic leadership style has which of the following characteristics?
a. Split power b. A dictatorial leader c. Genuine d. Answers a & b.
96. Participative leadership has which of the following characteristics?
a. Employs a clear chain of command
b. Seeks to involve staff in the decision making process
c. Seeks to pick up the mood of the audience.
d. Believe success arises from leaders and staff working together
97. When a group gives some of its leadership position to the members of other group, it is
a. Contracting **b.Co-operation** c. Coalition d.Competition
98. leadership is a function of all the following factors except
a. Work group **b. Product or Services**c.Leaderd. situation
99. control system of an organization has no influence over the_____
a. Internal environment **b. external environment** c.Customers d. Government
100. a leader motivates his followers to work hard by offering them reward is____
a. Positive style b.negative style **c.autocratic style** d.democratic style

UNIT I

1. Define management.
Management is an art of getting things done through others
2. State the features of Management.
Management is a continuous process and it is a factor of production
3. List out the functions of Management
i) Planning ii) organizing
4. In PODSCORP “O” stands for what?
Organizing
5. Write the importance of Management.
Meet the challenge of change and stability are the importance of management.
6. MBO stands for?
Management by objectives
7. MBE stands for?
Management by Exception
8. Who set forth the principles of management.
Henry Fayal
9. What are the levels of management?
Top medium and low are the levels of management.
10. What is MBO?
It is a system in which each member effectively participates and involves himself.

UNIT II

11. Define Planning.
Planning is the ability to visualize the future process and its results.
12. List out the characteristics of Planning.
Planning is looking in to future.
Planning. Involves predetermined line of action
13. What are the objectives of Planning?
Planning reduces uncertainty and competition
14. State the nature of Planning.
Planning contributes to objectives and an intellectual activity.
15. Find the importance of Planning.
Ordering procedure is possible through planning.
16. List any two merits of Planning.
Better utilization of resources and economy in operation are the merits
17. List any two demerits of Planning
Unsuitability and inflexibility are the demerits
18. Define decision making.
It is the selection based on some criteria from two or more possible alternatives.
19. Show the types of decision.
Programmed decision and non-Programmed decision are the types.

20. Find the modern techniques of decision making.
PERT and CPM.

UNIT III

21. Define organization.
Harmonious adjustment of specialized parts for the accomplishment of some common purpose.
22. List out the classification of Organization.
Formal and informal Organization.
23. Define Delegation.
It enables a person to assign a work to others and delegate them with adequate authority to do it.
24. State the meaning for departmentation.
Process of dividing the large organization into small and flexible administrative units.
25. What do you mean by departmentation by function?
The activities are grouped on the basis of functions which are to be performed.
26. State the meaning of span of control.
No. of people managed efficiently by a single person in an organization.
27. What is the another name of Line Organization?
Military organization.
28. What is the need for departmentation?
Increases the operating efficiency of the employees.
29. State the types of delegation.
A) General b) Specific c) formal d) informal
30. What is decentralization?
It means each section has its own workers to perform activities within the department.

UNIT IV

1. Define staffing.
The process involved in identifying, assessing placing.
2. What are all the functions included by staffing?
Recruitment, selection, training, development, transfer,.
3. State the process of staffing.
Planning, recruitment and selection,
4. What are the advantages of proper staffing?
Recruitment of efficient staff members, proper placement, proper selection.

5. What is mean by recruitment?

The discovery of the staff members for the present and future jobs in an organization.

6. Define recruitment.

The term recruitment applies to the process of attracting potential employees of the company.

7. Write down the internal sources of recruitment.

Transfer and promotion

8. Define motivation

Motivation as a willingness to expend energy to achieve a goal or a reward.

9. What do you mean by negative motivation?

It is based on force of fear.

10. What is mean by financial motivation?

It is directly or indirectly associated with money

UNIT V

1. Define Leadership.

Leader is one who guides and directs other people. He must give effective direction and purpose.

2. State the need of Leadership.

Perfect organization structure, directing group activities, avoiding imbalances.

3. Write down the functions of Leader.

Taking initiative, guide, encouraging others planner, communication.

4. State the qualities of a good leadership.

Physical appearance and strength, goodwill, motivation, guiding ability.

5. What is mean by Autocratic Leader?

A leader is one who wants to run the organization by himself.

6. Define Control.

Control is that function of that system which provides direction in performance to the plans.

7. .List out the steps in control process.

Establishing standards, measuring performance, comparisons.

8. State the important techniques of control.

Break-even analysis, special control results, cost accounting and cost control.

9. Write down the advantages of control.

Adjustments in operation, co-ordination, maintaining morality.

10. What are the needs of control?

Judging the accuracy of standards, minimize dishonest behavior, better performance.

UNIT-1

1. Sketch the characteristics of management.
2. Discover the various functions of management.
3. Examine the importance of management.
4. Find the advantages of MBO.
5. Discuss about PODSCORP.

UNIT-2

6. Find the objectives of Planning.
7. Sketch the importance of Planning.
8. Find the advantages of planning.
9. Find the characteristics of Decision making.
10. Discover the types of Decision making.

UNIT-3

11. Find the Kinds of Departmentation.
12. Discover the importance of Departmentation.
13. Examine the factors affecting span of control.
14. Sketch the merits of Line organization.
15. Find the character of functional organization

UNIT 4

1. Assess the process of staffing.
2. Examine the nature of motivation.
3. Organise the importance of motivation.
4. Sketch the assumptions of X theory.
5. Show the advantages of internal sources.

UNIT 5

1. Briefly explain the needs of leadership.
2. Examine the function of a leader.
3. Assess the qualities of leadership.
4. Show the need of control.
5. Examine the advantages of control.

UNIT -1

1. Analyze the nature of management.
2. Categories the principles of management.
3. Summarize the steps involved in MBO.
4. Analyze the Fayal's Principles of management,
5. Summarize the Scope of management.

UNIT-2

6. Analyze the characteristics of Planning.
7. Investigate the nature of planning.
8. Summarize the process of decision making.
9. Investigate the steps involved in Decision making.
10. Distinguish programmed and non-programmed decision making.

UNIT-3

11. Investigate about line and staff organization.
12. Distinguish between delegation and decentralization.
13. Summarize the merits and demerits of delegation.
14. Explain about formal and informal organization.
15. Investigate about Delegation and decentralization.

UNIT 4

16. Identify the functions of staffing.
17. Determine the sources of recruitment.
18. Arrange the types of motivation.
19. Compare the X theory and Y theory.
20. Explain the qualities of good leader.

UNIT 5

21. Explain the types of leaders.
22. Identify the characterstics of leadership.
23. Explain the steps in control process.
24. Analyse the techniques of control.
25. Discuss the need and significance of control.