

BUSINESS MANAGEMENT -18 UCO102

K1 LEVEL QUESTIONS

UNIT-I

1. The practice of management written by____
a. **Peter f Drucker** b. Terry c. Louis Allan d. Hendry Fayol
2. Management is what a manager does- said by
a. Peter f Drucker b. Terry c. **Louis Allan** d. Hendry Fayol
3. Management and administration are
a. Same b. different
c. **partly same and partly different** d. same and different
4. Hendry fayol laid down
a. 12 principles b. **14 principles** c. 14 techniques d. 15 principles
5. Which of the following functions is known as the essence of management?
a. Planning b. organising c. **co-ordinating** d. control
6. Which of the following is not an advantage of MBO?
a. **Success without planning** b. Employee commitment
c. Better appraisal d. Self control
7. The era of scientific management
a. **1880-1930** b. 1880-1931 c. 1880-1932 d. 1880-1933
8. F W Taylor is associated with
a. **Scientific management** b. future management c. modern management
d. principles of management
9. Control system of an organization has no influence over the _____
a. internal environment b. **external environment** c. customer
d. government
10. The principle seek to ensure unity of action is
a. unity of action b. unity of command c. **centralization** d. decentralization

UNIT-II

1. Bottom line of any business plan is
 - a. Marketing plan
 - b. **financial plan**
 - c. personnel plan
 - d. production plan
2. Top management works on
 - a. **strategic plan**
 - b. corporate plan
 - c. budgeting
 - d. both A & B
3. A "Strategic plan" is also called
 - a. **long term plan**
 - b. short term plan
 - c. both A and B
 - d. none of above
4. Plan which is firstly discussed in business plan is mostly
 - a. **marketing plan**
 - b. financial plan
 - c. personnel plan
 - d. production plan
5. First step in planning process is to
 - a. **set an objective**
 - b. evaluate alternatives
 - c. determine strength and weaknesses
 - d. none of above
6. Overall and strategic planning is done by the
 - a. **top management**
 - b. middle level management
 - c. supervisory level management
 - d. all of the above
7. Planning function is mainly performed at
 - a. **Top management level**
 - b. Middle management level
 - c. Lower management level
 - d. None of the above
8. Long term planning is
 - a. 1 month
 - b. 1 year
 - c. 2 to 5 years
 - d. **5 to 15 years**
9. The first and foremost function of management is
 - a. **Planning**
 - b. organizing
 - c. controlling
 - d. co-ordinating
10. Short term planning is
 - a. 6 months
 - b. **1 year**
 - c. 2 to 5 years
 - d. 5 to 15 years

UNIT-III

1. Organization is a process of
 - a. Identifying and grouping of work to be performed
 - b. Defining and delegating the responsibility and authority
 - c. **Both 'a' and 'b'**

- d. d. None of the above
2. Responsibility always flows from
- a. Superior to subordinate
 - b. **Subordinate to superior**
 - c. Both 'A' and 'B'
 - d. None of the above
3. Authority always flows from
- a. **Superior to subordinate**
 - b. Subordinate to superior
 - c. Both 'A' and 'B'
 - d. None of the above
4. 'No one on the organization should have more than one boss' is a statement of
- a. Principle of specialization
 - b. Principle of authority
 - c. **Principle of unity of command**
 - d. Principle of span of control
5. The following is not a principle of organization
- a. Principle of exception
 - b. Principle of balance
 - c. **Principle of complexity**
 - d. Principle of co-ordination
6. The following is not a type of organization structure
- a. Line organization
 - b. Functional organization
 - c. Line and staff organization
 - d. **Flexible organization**
7. The main advantage of functional organization is
- a. **Specialization**
 - b. simplicity
 - c. expert advice
 - d. experience
8. Which one of the following is the oldest form of organization?
- a. Functional
 - b. **staff**
 - c. line and staff
 - d. departmentation
9. Span of controls means that
- a. An organization consists of various departments
 - b. Each person's authority is clearly defined.
 - c. Every subordinate has one superior
 - d. **A manager can supervise only a limited number of subordinates**
10. Delegation of authority is linked to
- a. Managerial planning
 - b. Management coordination
 - c. **Management control**
 - d. Scientific management

UNIT-IV

1. 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

2. Recruitment or manpower selection process is the first step in the employment of _____.

a. Labour b. Management c. Both (a) and (b) d. **None of the above**

3. Sources for recruiting should be periodically _____.

a. Changed b. Checked c. **Evaluated** d. Inspired

4. The following is a source of recruitment

a. Advertisement b. Reference c. Employment agency d. **All of the above**

5. _____ is mostly promoted from within organization.

a. Supervisors b. Executives' c. **Both (a) and (b)** d. None of the above

6. Communication is a _____

a. One-way process b. **Two-way process** c. Three-way process d. Four-way process

7. The flow of information from a superior to a subordinate is _____ communication.

a. **Downward** b. Upward c. Horizontal d. Informal

8. _____ is the internal sources of recruitment

a. Advertisement b. recommendation c. Gate-hiring d. **promotion**

9. _____ is the external sources of recruitment

a. Advertisement b. recommendation c. Gate-hiring d. **All the above**

10. _____ test is to measure a candidate's interest in a particular kind of work.

a. intelligence b. proficiency c. **interest** d. personality

UNIT-V

1. Leadership is a function of all the following factors except
a. Work group b. **Product or service** c. Leader d. Situation
2. The leader makes decisions in consultation with his follower is ____
a. autocratic style b. liberal leader c. **democratic leader** d. institutional leader
3. The decision taken by high level of management is
a. programmed b. **non-programmed** c. individual d. non-economic
4. The leader forces his follower to work hard and penalizes them is
a. positive style b. **negative style** c. autocratic style d. democratic style
5. A leader motivates his follower to work hard by offering them rewards is
a. positive style b. negative style c. **autocratic style** d. democratic style
6. A leader exercise his power over his followers because of his position held in the organization hierarchy is
a. autocratic style b. liberal leader c. democratic leader d. **institutional leader**
7. The leader who excels as a leader because of his superior knowledge is
a. autocratic style b. liberal leader c. **intellectual leader** d. institutional leader
8. ____ is the process of selection from amongst alternative courses of action
a. forecasting b. **decision making** c. planning d. none of this
9. Which type of decision making cover a short term period and affect only a small segment of the organization?
a. personal b. **routine** c. programmed d. non-programmed
10. Select the tangible factor that involved in the decision making
a. intelligence b. courage c. **profit** d. experience

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K2 LEVEL QUESTIONS

UNIT I

1. Define management

"Management is the art of getting things done through and with people in formally organized groups."

2. Why is management?

Management in all business and organizational activities is the act of getting people together to accomplish desired goals and objectives using available resources efficiently and effectively

3. What is administration?

The interpretation and implementation of the policy set by an organization's board of directors.

4. Why is scientific management?

Scientific management is a theory of management that analyzes and synthesizes workflows. Its main objective is improving economic efficiency, especially labor productivity. It was one of the earliest attempts to apply science to the engineering of processes and to management.

5. Expand MBO, MBE.

Management By Objective and Management By Exception.

6. State the different level of management.

- a. Top level management
- b. Medium level management
- c. Low level management

7. What is controlling?

Control, or controlling, is one of the managerial functions like planning, organizing, staffing and directing. Control in management means setting standards, measuring actual performance and taking corrective action.

8. What you mean by directing?

Directing is said to be a process in which the managers instruct, guide and oversee the performance of the workers to achieve predetermined goals.

9. List out the functions of management.

They include: planning, organizing, leading, and controlling.

10. Comment: Management is both –A science and an art.

It is called an art because managing requires certain skills which are personal possessions of managers. Science provides the knowledge & art deals with the application of knowledge and skills. A manager to be successful in his profession must acquire the knowledge of science & the art of applying it.

UNIT II

1. Write the meaning of Planning.

Planning is the fundamental management function, which involves deciding beforehand, what is to be done, when is it to be done, how it is to be done and who is going to do it.

2. What is the main objective of planning?

- a. A large expansion of employment opportunities for the removal of unemployment and for creating jobs and incomes;
- b. A reduction in all types of social, economic and regional inequalities;
- c. An efficient utilization of the country's resources for faster growth;

3. What is mean by strategy?

A method or plan chosen to bring about a desired future, such as achievement of a goal or solution to a problem.

4. What is strategic planning?

Strategic planning is an organizational management activity that is used to set priorities, focus energy and resources, strengthen operations, ensure that employees and other stakeholders are working toward common goals, establish agreement around intended outcomes/results, and assess and adjust the organizations.

5. State the reason for long term planning.

It examines major capital expenditures such as purchasing equipment and facilities, and implements policies and procedures that shape the company's profile to match top management's ideas.

6. State the reason for short term planning.

Short-term objectives help businesses meet long-term objectives, making them an important element of any business decision.

7. State the usage of medium term planning.

Work to improve medium-term planning by requiring departments to include information about medium-term planning matters, such as about capital and asset management intentions, for all Votes and appropriations the departments administer.

8. Define mission.

A mission is different from a vision in that the former is the cause and the latter is the effect; a mission is something to be accomplished whereas a vision is something to be pursued for that accomplishment.

9. Define objectives.

A specific result that a person or system aims to achieve within a time frame and with available resources.

10. What are the major kinds of planning?

Strategic, Tactical, Operational & Contingency Planning

UNIT III

1. What is Organization?

An organized group of people with a particular purpose, such as a business or government department.

2. Write the meaning of formal organization.

The formal organization is basically goal-oriented entity that exist to accure the efforts of individuals and it refers to the structure of jobs and positions with clearly defined functions, responsibilities and authorities.

3. Write the meaning of informal organization.

An informal organization is the social structure of the organization, as opposed to the formal structure of an organization. It establishes how an organization functions from a practical standpoint. The informal organization can work in concurrence with the formal organizational structure, parallel with it, or against it.

4. What is span of control?

The number of subordinates that a manager or supervisor can directly control. This number varies with the type of work: complex, variable work reduces it to six, whereas routine, fixed work increases it to twenty or more.

5. Write the meaning of unity of command.

Unity of command provides that an employee is responsible to only one supervisor, who in turn is responsible to only one supervisor, and so on up the organizational hierarchy.

6. Write your own definition of delegation of authority.

Delegation of Authority means division of authority and powers downwards to the subordinate.

7. State the meaning of decentralization and centralization.

Centralization of authority means the power of planning and decision making are exclusively in the hands of top management.

On the other hand, Decentralization refers to the dissemination of powers by the top management to the middle or low-level management.

8. Define departmentation.

Departmentation is the foundation of organization structure, that is, organization structure depends upon departmentation. Departmentation means division of work into smaller units and their re-grouping into bigger units (departments) on the basis of similarity of features.

9. What is authority?

The power or right to give orders, make decisions, and enforce obedience.

10. What is responsibility?

A duty or obligation to satisfactorily perform or complete a task (assigned by someone, or created by one's own promise or circumstances) that one must fulfill, and which has a consequent penalty for failure.

UNIT IV

1. Define staffing.

Staffing can be defined as one of the most important functions of management. It involves the process of filling the vacant position of the right personnel at the right job, at right time. Hence, everything will occur in the right manner.

2. What is the purpose of staffing?

An objective of staffing is to ensure effective business operations. Employees should be provided with professional enrichment opportunities. Job mentoring and job shadowing can encourage employees to learn more about the industry and increase their ability to contribute to the health of the organization.

3. What are the sources of recruitment?

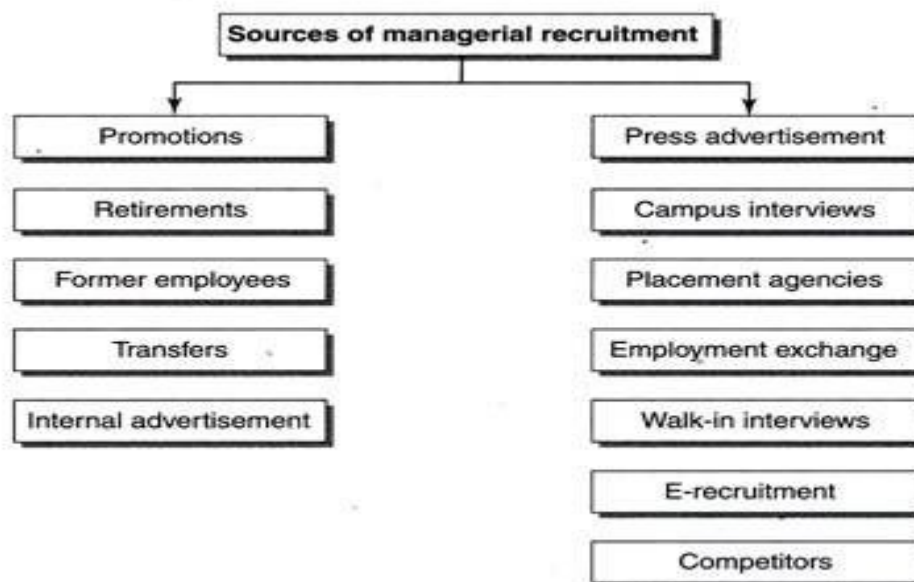


Fig. 5.5 Sources of Recruitment

4. State the meaning of recruitment.

Recruitment is a positive process of searching for prospective employees and stimulating them to apply for the jobs in the organization. When more persons apply for jobs then there will be a scope for recruiting better persons.

5. Define communication.

Communication is the process of passing information from one person to another. The purpose of communication understands of information. Whatever one wants to say to someone should be clearly understood by him else the very purpose of the communication would be defeated.

6. What is selection?

Selection is the process of choosing the most suitable candidate for the vacant position in the organization. In other words, selection means weeding out unsuitable applicants and selecting those individuals with prerequisite qualifications and capabilities to fill the jobs in the organization.

7. What is formal communication?

The Formal Communication is the exchange of official information that flows along the different levels of the organizational hierarchy and conforms to the prescribed professional rules, policy, standards, processes and regulations of the organization.

8. What is informal communication?

The Informal Communication is the casual and unofficial form of communication wherein the information is exchanged spontaneously between two or more persons without conforming the prescribed official rules, processes, system, formalities and chain of command.

9. What is upward communication?

Upward communication is the flow of information from front line employees to managers, supervisors, and directors.

10. What is downward communication?

The flow of information from higher levels of management to subordinate individuals working within an organization. Business managers often need to be very skilled at downward communication in order to properly motivate the staff working under them at their company.

UNIT V

1. **Define leadership.**

The activity of leading a group of people or an organization or the ability to do this.

2. **What is autocratic leadership?**

In the Autocratic Leadership Style, the leader centralizes the decision-making power in himself and give directions to his subordinates as to what they are supposed to do and how they are required to perform the given task. Thus, a leader enjoys the full authority and imposes his will on others.

3. **State the meaning of democratic leadership.**

Democratic leadership in an organization involves the redistribution of power and authority between employees and managers to provide employee involvement in decision making.

4. **Define decision making.**

“A decision is an act of choice where in an executive forms a conclusion about what must do in a given situation. A decision represents behavior ‘chosen from a number of possible alternatives.”

5. **Why is decision making?**

Decision making is the process of making choices by identifying a decision, gathering information, and assessing alternative resolutions. Using a step-by-step decision-making process can help you make more deliberate, thoughtful decisions by organizing relevant information and defining alternatives.

6. **Define intellectual leader.**

The intellectual leader helps the followers to understand they are an important part of society, and they should not be satisfied with the status quo. ... In addition to intellectual leaders, transformational leadership styles include reform leaders, revolutionary leaders, and charismatic leaders.

7. **State the basic characteristics of leader.**

- Honesty.
- Ability to delegate.
- Communication.

- Sense of humor.
- Confidence.
- Commitment.
- Positive attitude.
- Creativity.

8. State the main functions of leadership.

- Setting Goals
- Organizing
- Initiating Action
- Co-Ordination
- Direction and Motivation

9. What is forecasting?

Forecasting is determining what is going to happen in the future by analyzing what happened in the past and what is going on now.

10. What is the importance of forecasting?

Forecasting is essential to making marketing plans, but so are concerns with budget, overhead and cash flow. Of all of those concerns, forecasting may be the most important because it tells you the future environment in which you may operate. That future environment can alter budget, overhead and cash flow.

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K3 LEVEL QUESTIONS

UNIT – I

1. Explain the nature of Management.
2. What is the importance of management in industry?
3. Explain the functions of management.
4. Discuss the principles of scientific management.
5. Enumerates the pros and cons of MBE.
6. What are the advantages and disadvantages of MBO?
7. Explain the scope of management.
8. Write a note on scientific management.
9. What are the objectives of MBO?
10. Discuss about management as a profession.

UNIT – II

1. What are the purposes of planning?
2. Explain the nature of planning.
3. What are the steps involved to make planning effective?
4. Bring out the importance of planning.
5. List out the objectives of planning. Briefly explain.
6. What are the features of a good plan?
7. How external factors affect planning?
8. Write a note on planning premises.
9. Briefly explain about strategic planning.
10. What are the limitations of planning?

UNIT –III

1. Distinguish formal and informal organization.
2. How to make delegation effective?

3. What are the importance of organization?
4. State the merits of delegation.
5. What are the demerits of delegation?
6. What is decentralization? State the merits of decentralization.
7. Discuss the demerits of decentralization.
8. Explain the nature of organization.
9. What are the features of a good organization?
10. Distinguish delegation and decentralization.

UNIT -IV

1. What are the merits of internal sources of recruitment?
2. What are the demerits of internal sources of recruitment?
3. Discuss the good characteristics of good control system.
4. What are the importances of communication?
5. Explain the nature of communication.
6. Distinguish between formal and informal communication.
7. Distinguish between recruitment and selection.
8. Differentiate oral and written communication.
9. What are the merits of grapevine communication?
10. What are the demerits of grapevine communication?

UNIT – V

1. What are the qualities of a good leader?
2. State the importance of decision making.
3. State the functions of leadership.
4. What are the natures of leadership?
5. What are the characteristics of good decision?
6. What are the characteristics of leadership?
7. Write a note on autocratic leadership.
8. What are the advantages and disadvantages of leadership?
9. Explain the relationship between planning and decision making.
10. What are the factors involved in decision making?

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K4/K5 LEVEL QUESTIONS

UNIT – I

1. Discuss the 14 principles of management given by Henry Foyal.
2. Explain the steps involved in the process of MBO.
3. What is the management? Differentiate management and administration.
4. How will you classify the levels of management? Describe the functions of the different levels.
5. Is management as an art, science and profession Discuss?

UNIT – II

1. What is planning? Explain the advantages and disadvantages of planning.
2. Describe the types of planning.
3. Planning involves a choice among alternatives, do you agree? How?
4. What are the steps involved in the process of planning?
5. State the limitation of unplanned activity.

UNIT - III

1. Explain the principles of sound organization.
2. Discuss the types of delegation?
3. Describe the key elements of organization process.
4. Discuss the types of organization structure.
5. What are the bases of departmentation?

UNIT –IV

1. Describe the various steps involved in control system.
2. What are the sources of recruitment? Explain in detail.
3. What are the nature and purpose of control?
4. Discuss the channels of types of communication.
5. Explain in detail about communication barriers.

UNIT – V

1. Discuss in detail about the various leadership style in an organization.
2. Explain the various stages in the process of decision making.
3. Explain in details about the theories of leadership.

4. State the traditional and modern techniques of decision making.
5. Enumerate the merits and demerits of various leadership styles.