



## Question Bank - Multiple Choice Questions (MCQs)

### Unit 1: Nature of Management

- 1) Which one of the following statements is not correct?
  - a) Management is a goal-oriented process.
  - b) Management is a continuous process.
  - c) Management is a dynamic process.
  - d) Management is a rigid process.
  
- 2) Which one of the following is not an importance of management?
  - a) Integrating various interest groups
  - b) Developing society
  - c) Disciplining employees
  - d) Inculcating creativity
  
- 3) Management is not
  - a) an applied science.
  - b) a pure science.
  - c) an art.
  - d) an art and science both.
  
- 4) In which category does management fall?
  - a) Well-established profession
  - b) Semi-profession
  - c) Emerging profession
  - d) Marginal profession
  
- 5) Top management is concerned with formulation of
  - a) guidelines for supervisors.
  - b) long-term plans.
  - c) short-term plans.
  - d) None of these.
  
- 6) Coordination is
  - a) a management function.
  - b) the essence of management.
  - c) an objective of management.
  - d) a social objective.



- 7) The element that aims at integrating group efforts to achieve group objectives is called \_\_\_\_.
- Cooperation
  - Coordination
  - Management
  - Directing
- 8) Managing Director is the position of \_\_\_\_ level of management in a large company.
- Top
  - Middle
  - Lower
  - Middle and Lower
- 9) Management is multidimensional because it has \_\_\_\_ dimension(s).
- One
  - Two
  - Three
  - Four
- 10) Management is a \_\_\_\_ directed process as it aims at achieving specified goals.
- Continuously
  - Future
  - Goal
  - Deliberately
- 11) \_\_\_\_ is a systematised body of knowledge that explains certain general truths or operation of general laws.
- Science
  - Art
  - Profession
  - Art and Profession both
- 12) Identify the feature of co-ordination being highlighted in the given statement: “Coordination is not a one time function, it begins at the planning stage and continue till controlling.”
- Coordination ensures unity of action
  - Coordination is an all pervasive function
  - Coordination is a continuous process
  - Coordination is a deliberate function
- 13) Co-ordination is considered to be the essence of management because
- It is a common thread that runs through all the activities within the organisation
  - It is implicit and inherent in all functions of the organisation
  - It is a force that binds all the functions of management
  - All of the above



- 14) This function of Management related to placing the right person at the right job is
- Organising
  - Staffing
  - Planning
  - Controlling
- 15) This function of management relating to laying down the foundation for carrying out the other functions of management successfully is
- Organising
  - Staffing
  - Planning
  - Controlling
- 16) Organising as a function of management involves deciding
- What activities and resources are required
  - Who will do a particular task
  - Where will it be done
  - All of the above
- 17) The main task of this level of management is to determine the overall organisational objectives and strategies for their realisation.
- Operational management
  - Middle level management
  - First line managers
  - Top level management
- 18) Which of the following statements is not true for lower level management?
- Analyse the business environment and its implications for the survival of the business.
  - Ensure the quality of the output
  - They strive to reduce the wastage of resources
  - They ensure that the safety standards are maintained within the organisation.
- 19) Which of the following is a function of top level management?
- Ensuring quality of output
  - Assigning necessary duties and responsibilities to their departments
  - Taking responsibility for all the activities of the business and its impact on the society
  - Ensuring that the safety standards are maintained within the organisation.
- 20) Which of the following is not a designation related to middle level management?
- Operations Head
  - Sales Manager
  - Chief Operating Officer
  - Divisional Manager



- 21) “Management principles can be applied to all types of activities.”
- True
  - False
- 22) “Coordination is required at all levels of management in all management functions.”
- True
  - False
- 23) “Management involves the decisions by a manager and it is not a group activity.”
- True
  - False
- 24) Top management level is responsible for implementing plans and strategies of the organisation.
- True
  - False
- 25) Successful organisations do not achieve goals by chance but by following a deliberate process known as
- Planning
  - Co-ordination
  - Controlling
  - Management
- 26) Management is essential for the organisations which are
- Non-profit organisations
  - Service organisations
  - Social organisations
  - All of the above
- 27) People in the organisations carry out diverse tasks with the aim to achieve.
- Different objectives
  - Common objectives
  - Both of the above
  - None of the above
- 28) Successful management ensures that
- Goals are achieved with least cost
  - Timely achievement of goals
  - Both of the above
  - None of the above
- 29) Efficiency is concerned with
- Doing the right thing
  - Doing things right



- c) Achieving end results  
d) None of the above
- 30) Effectiveness relates to  
a) Doing the right task  
b) Completing activities  
c) Achieving goals  
d) All of the above
- 31) Management is said to be poor if it is  
a) Efficient but ineffective  
b) Effective but inefficient  
c) Both inefficient and ineffective  
d) All of the above
- 32) Which of the following is not a function of management?  
a) Management is all pervasive  
b) Management is multi-dimensional  
c) Identification of threats & warnings  
d) Location of business
- 33) Name two broad categories of business activities:-  
a) Trade & commerce  
b) Trade & Industry  
c) Industry & commerce  
d) None of these
- 34) Which one of the following is not an economic objective of the business:-  
a) Social environment  
b) Survival  
c) Profit  
d) Growth
- 35) Which factor doesn't describe management as science:-  
a) Systematized body of knowledge  
b) Universal validity  
c) Ethical code of conduct  
d) Principles based on experimentation
- 36) Earning of a profit is considered to be subsidiary objective of the business:-  
a) True  
b) False



- 37) Which of the following management functions are closely related?
- planning and organizing
  - staffing and control
  - planning and control
  - planning and staffing
- 38) The last function in the sequence, which culminates in the attainment of organization objectives, is:
- organizing
  - coordinating
  - controlling
  - planning
- 39) In terms of the sequential relationship, the first function requiring managerial attention is:
- planning
  - coordinates
  - directing
  - controlling
- 40) Main functions of administrative management are:
- planning, organizing, staffing, directing and controlling
  - planning, organizing, directing and controlling
  - planning, organizing, staffing and directing
  - planning, organizing, controlling and representation
- 41) Successful coordination of activities results from effectively carrying out the function:
- planning
  - organizing
  - staffing
  - directing
  - all of these
- 42) Control function of management cannot be performed without:
- planning
  - organizing
  - staffing
  - motivation
- 43) Which level of management is responsible for establishing a vision for the organization, developing broad plans and strategies, and directing subordinate managers?
- first level managers
  - middle managers
  - executive managers
  - second level managers



- 44) Which level of management is responsible for implementing programs that are intended to carry out the broader objectives of an organization set by executives?
- supervisory managers
  - middle managers
  - first level managers
  - chief financial managers
- 45) Which type of managers are responsible for reporting to middle managers?
- employees
  - managers
  - executive managers
  - second level managers
- 46) Which of the following characterize a manager as being efficient?
- They use a minimum amount of resources for the amount of outputs produced.
  - They devote a large amount of time to planning
  - They achieve their goals.
  - They interview, select, and train people who are most suitable to fill open jobs.
- 47) Which of the following characterize a manager as being effective?
- They use a minimum amount of resources for the amount of outputs produced.
  - They devote a large amount of time to planning.
  - They achieve their goals.
  - They interview, select, and train people who are most suitable to fill open jobs.
- 48) Which term best describes the process of obtaining, deploying, and utilizing a variety of essential resources to contribute to an organization's success?
- planning
  - organizing
  - staffing
  - management
- 49) Find the odd one out
- board of directors
  - chief executive
  - foremen
  - shareholders
- 50) Management is a -----Activity.
- single
  - group
  - both group and single
  - None



DACC

**Answer Key:**

|        |        |        |        |        |        |        |        |        |        |
|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| 1 - d  | 2 - c  | 3 - b  | 4 - c  | 5 - b  | 6 - b  | 7 - b  | 8 - a  | 9 - c  | 10 - c |
| 11 - a | 12 - c | 13 - d | 14 - b | 15 - c | 16 - d | 17 - d | 18 - a | 19 - d | 20 - c |
| 21 - a | 22 - a | 23 - b | 24 - b | 25 - d | 26 - d | 27 - b | 28 - c | 29 - b | 30 - d |
| 31 - c | 32 - c | 33 - c | 34 - a | 35 - c | 36 - b | 37 - c | 38 - c | 39 - a | 40 - b |
| 41 - e | 42 - a | 43 - c | 44 - b | 45 - b | 46 - d | 47 - c | 48 - d | 49 - c | 50 - b |





**Unit 2: Evolution of Management Thoughts**

- 1) Under mechanism of scientific management, scientific task setting includes:
  - a) Time study
  - b) Motion study
  - c) Method study
  - d) All of the above
  
- 2) Fredrick Winslow Taylor's Mechanism of Scientific Management includes
  - a) Scientific task setting
  - b) Planning the task
  - c) Standardization of tools and equipments
  - d) All of the above
  
- 3) Frederick Winslow Taylor is best known for the introduction of which approach to job design?
  - a) Behavioural approach
  - b) Ergonomics
  - c) Scientific management
  - d) Division of labour
  
- 4) Scientific management is comprised of which of the following two elements?
  - a) Technology assessment and environmental design
  - b) Method study and work measurement
  - c) Method study and job design
  - d) Work measurement and job design
  
- 5) The 'father' of Scientific Management is:
  - a) Henri Gantt
  - b) W. Edwards Deming
  - c) Tom Peters
  - d) Henry Ford
  - e) Frederick W. Taylor
  
- 6) Who was the first to formalise the concept of the division of labour?
  - a) Edward Demming, 1950
  - b) Adam Smith, 1776
  - c) Fredrick Taylor, 1911
  - d) Jay Forester, 1963
  
- 7) Henry Fayol was a
  - a) Social scientists
  - b) Mining engineer
  - c) Accountant



- d) Production engineer
- 8) Which of the following statement best described the principle of 'Division of work'?
- a) work should be divided into small tasks
  - b) labour should be divided
  - c) resource should be divided among jobs
  - d) it leads to specialisation
- 9) Which of the following is Not a principle of management given by Taylor?
- a) Science, not rule of Thumb
  - b) Functional foremanship
  - c) Maximum ,not restricted output
  - d) Harmony not discord
- 10) Management should find ' One best way ' to perform a task. Which technique of scientific management is defined in this sentence?
- a) Time study
  - b) Motion study
  - c) Fatigue study
  - d) Method study
- 11) Who is known as 'the Father of Modern Theory of Management'?
- a) Harold Koontz.
  - b) Henry Fayol
  - c) F.W. Taylor
  - d) Max Weber
- 12) The main aim of Taylor was to.....
- a) improve labour relations
  - b) improve productivity
  - c) To attempt a general theory of management
  - d) None of these
- 13) Method study is .....
- a) preliminary survey of production Process
  - b) study of the movement of a work
  - c) study of operational efficiency
  - d) All of the above



- 14) Henry fayol is well known.....
- a) As the father of modern management
  - b) for formulating general principles of management
  - c) for promoting trade unionism
  - d) None of these
- 15) Unity of command implies
- a) A subordinate should receive orders from all the superiors
  - b) individuals must sacrifice in the larger interest
  - c) be accountable to one and only one superior
  - d) None of these
- 16) Purpose of time study is .....
- a) to remove wastage of time
  - b) to give timely assistance
  - c) to determine fair days work
  - d) watching time
- 17) The scientific technique of task setting is known as .....
- a) work study
  - b) motion study
  - c) time study
  - d) method study
- 18) What is the full form of MBO?
- a) Management By Opportunity
  - b) Method By opportunity
  - c) Management By Objectives
  - d) Method By Objective
- 19) Management by Objectives concept was developed by -----.
- a) Peter.F.Drucker
  - b) Fayol
  - c) Chester Bernard
  - d) None



- 20) MBO offers the basis for assessing the -----.
- Techniques
  - Performance
  - Authority
  - Subject
- 21) The process of MBO starts with -----.
- setting up of obligation
  - Fetron plan
  - Review
  - All
- 22) Principles of management are not
- behavioural.
  - absolute.
  - universal.
  - flexible.
- 23) Principles of management provide
- readymade solutions to problems.
  - general guidelines.
  - methods and procedures.
  - rules and regulations.
- 24) Management principles differ from pure science principles because management principles are
- vague.
  - situation-bound.
  - rigid.
  - easy to learn.
- 25) Principles of management are significant because these result in\_\_\_\_\_.
- taking initiative.
  - adapting to new technology.
  - employee satisfaction.
  - optimum utilisation of resources.
- 26) Which one of the following is not a principle of scientific management?
- Functional foremanship
  - Development of personnel
  - Harmony, not discord



- d) Maximum, not restricted output
- 27) Management should find 'one best way' to perform a task. Which technique of scientific management is defined in this sentence?
- a) Time Study
  - b) Method Study
  - c) Fatigue Study
  - d) Motion Study
- 28) Unity of command is related to
- a) superiors and subordinates.
  - b) management and workers.
  - c) planned actions.
  - d) cooperation among employees.
- 29) Gang plank is related to
- a) communication.
  - b) motivation.
  - c) supervision of workers.
  - d) incentives to workers.
- 30) Management principles are flexible whereas \_\_\_\_\_ principles are rigid.
- a) Pure Science
  - b) Employment
  - c) Scientific Management
  - d) Art
- 31) \_\_\_\_\_ denotes concentration of authority at the top level.
- a) Decentralisation
  - b) Centralisation
  - c) Coordination
  - d) Delegation
- 32) \_\_\_\_\_ is the technique in which each worker is supervised by eight supervisors.
- a) Functional foremanship
  - b) Unity of action
  - c) Centralisation
  - d) Simplification of work
- 33) \_\_\_\_\_ principle of management puts emphasis on judicious application of penalties by the management.
- a) Esprit de corps
  - b) Order



- c) Division of work  
d) Discipline
- 34) \_\_\_\_\_ principle of management states that there should be a place for everything and everything should be in its place.  
a) Equity  
b) Discipline  
c) Order  
d) Esprit de corps
- 35) \_\_\_\_\_ means one plan, one boss.  
a) Unity of direction  
b) Unity of command  
c) Centralisation  
d) Gang Plank
- 36) \_\_\_\_\_ involves harmony and team spirit among employees.  
a) Discipline  
b) Esprit de corps  
c) Order  
d) Standardisation
- 37) “Unity of command means one employee getting orders and instructions from one supervisor”.  
a) True  
b) False
- 38) Time study involves analysing movements involved in performing an activity.  
a) True  
b) False
- 39) Scalar chain involves direct communication between two employees at horizontal level.  
a) True  
b) False
- 40) Discipline principle of management leads to development of team spirit.  
a) True  
b) False
- 41) The principals of management are significant because of  
a) increase in efficiency  
b) Initiative  
c) optimum utilisation of resources  
d) Adaptation of changing technology



- 42) Observe the following management principles and pick the odd one out. Justify your answer.
- a) unity of command
  - b) unity of direction
  - c) maximum output
  - d) equity
- 43) Which scholar's definition on management is " Management is the art of getting things done through and with people in formally organised groups"?
- a) Harold Koontz
  - b) J.N. Schulze
  - c) S. George
  - d) Henry Fayol
- 44) Which of the following is not a Management Principle ?
- a) Order
  - b) Discipline
  - c) Equity
  - d) Cooperation
- 45) The term hierarchy implies.....
- a) departmentalisation
  - b) a definite ranking order
  - c) specialisation
  - d) None of these
- 46) Scientific analysis of work under scientific management requires.....
- a) time study
  - b) motion study
  - c) Both a & b
  - d) work study
- 47) Management by objective is
- a) goal oriented
  - b) work oriented
  - c) none of the above
- 48) Which scholar introduced the functional type of organisation?
- a) F.W. Taylor
  - b) Chester Bernard
  - c) Allen



d) Max Weber

49) \_\_\_\_\_ is known as the founder of Human Relation School.

- a) Henry Fayol
- b) Elton Mayo
- c) Peter Drucker
- d) F.W. Taylor

50) \_\_\_\_\_ Principle of Management is concerned with promoting team spirit.

- a) Equity
- b) Scaler
- c) Unity of Command
- d) Espirit de Crops

**Answer Key:**

|        |        |        |        |        |        |        |        |        |        |
|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
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| 11 - b | 12 - b | 13 - a | 14 - a | 15 - c | 16 - c | 17 - c | 18 - c | 19 - a | 20 - b |
| 21 - a | 22 - b | 23 - b | 24 - b | 25 - d | 26 - a | 27 - b | 28 - a | 29 - a | 30 - a |
| 31 - b | 32 - a | 33 - d | 34 - c | 35 - a | 36 - b | 37 - a | 38 - b | 39 - b | 40 - b |
| 41 - d | 42 - c | 43 - a | 44 - d | 45 - b | 46 - c | 47 - a | 48 - a | 49 - b | 50 - d |



**Unit 3: Major Managerial Functions**

- 1) Pervasiveness of planning indicates that planning
  - a) is a top management function.
  - b) extends throughout the organisation.
  - c) is a future-oriented activity.
  - d) is the first element of management process.
  
- 2) Which one of the following is an importance of planning?
  - a) Reducing uncertainty
  - b) Identifying alternatives critically
  - c) Developing leadership
  - d) Selecting the most appropriate plan
  
- 3) Which one of the following is not a limitation of planning?
  - a) Dynamic environment
  - b) Costly process
  - c) Rigidity
  - d) Top management approach
  
- 4) Which one of the following is a step of planning?
  - a) Analysis of organisation structure
  - b) Analysis of environment
  - c) Analysis of employee behaviour
  - d) Analysis of employee morale
  
- 5) The basic role of strategy is to provide
  - a) setting procedures.
  - b) direction for action.
  - c) direction for motivation.
  - d) direction for control.
  
- 6) Which one of the following plans prescribes chronological steps for performing activities?
  - a) Procedure
  - b) Rule
  - c) Policy
  - d) Method
  
- 7) Which one of the following is a single-use plan?
  - a) Strategy
  - b) Rule
  - c) Budget
  - d) Method



- 8) Organising process includes one of the following:
- Grouping of activities
  - Prescribing disciplinary action
  - Determining objectives
  - Prescribing work schedule
- 9) One of the following is not an importance of organising:
- Role clarity
  - Performance appraisal
  - Adaptation to change
  - Growth and expansion
- 10) Organisation structure establishes relationships between
- organisation and environment.
  - people, work and resources.
  - organisation and society.
  - suppliers and customers.
- 11) One of the following is an advantage of functional structure:
- Responsibility for end results
  - Flexibility
  - Personalised attention
  - Easier employee learning
- 12) Divisional structure leads to conflict in
- resource allocation.
  - marketing management.
  - motivation.
  - planning process.
- 13) In which respect does formal organisation differ from informal organisation?
- Production process
  - Structuring
  - Financial procedure
  - Purchasing
- 14) Which one of the following does not follow scalar chain?
- Informal organisation
  - Functional structure
  - Formal organisation
  - Divisional structure



- 15) Degree of decentralisation indicates
- degree of authority delegation.
  - degree of responsibility.
  - degree of power delegation.
  - degree of accountability.
- 16) In staffing function, which one of the following groups of managers is involved?
- Only top managers
  - Only human resource managers
  - Only middle managers
  - All managers
- 17) Which one of the following is not an importance of staffing?
- Suitable division of work among employees
  - Developing skills in employees
  - Employee satisfaction
  - Efficient use of human resources
- 18) In staffing function, which combination of activities in sequential order is correct?
- Recruitment, selection, training, placement
  - Selection, training, recruitment, placement
  - Recruitment, selection, placement, training
  - Recruitment, training, selection, placement
- 19) Which one of the following sources is most relevant to recruiting managerial personnel?
- Direct recruitment
  - Employment exchange
  - Advertisement
  - Casual callers
- 20) Which one of the following is an internal source of recruitment?
- Transfer
  - Employee recommendations
  - Campus recruitment
  - Personal contacts
- 21) Which type of learning is management development concerned with?
- Specific job skill development
  - Multi-skill development
  - Manual skill development
  - Inventory development



22) For which group of persons is vestibule training relevant?

- a) Operatives
- b) Top management
- c) Middle management
- d) Supervisory management

23) Which one of the following is an element of directing?

- a) Delegating authority
- b) Designing organisation structure
- c) Communication
- d) Designing control system

24) Motivation is not

- a) a complex process.
- b) related to satisfaction.
- c) an easy process.
- d) a goal-directed behaviour.

25) Need hierarchy theory of motivation has been given by

- a) Maslow.
- b) Fayol.
- c) Taylor.
- d) Koontz.

26) Which one of the following is not a financial incentive?

- a) Bonus
- b) Provident Fund
- c) Co-partnership
- d) Challenging job

27) Which one of the following is a non-financial incentive?

- a) Recognition
- b) Perquisite
- c) Retirement benefit
- d) Stock option

28) Leadership is based on a superior's

- a) authority.
- b) responsibility.
- c) accountability.
- d) persuasive communication.



- 29) Encoding is related to
- converting message into symbols.
  - converting symbols into message.
  - transmitting message.
  - receiving symbols.
- 30) Grapevine is a form of
- formal communication.
  - channel of communication.
  - informal communication.
  - barrier to communication.
- 31) Which one of the following is a semantic barrier?
- Organisational policy
  - Lack of attention
  - Technical jargon
  - Status
- 32) Which one of the following is not a feature of controlling?
- Continuous process
  - Action-oriented
  - Keeping employees busy
  - Pervasive function
- 33) Which one of the following is not an importance of controlling?
- Better coordination
  - Better use of resources
  - Better planning
  - Better grievance handling
- 34) Which one of the following is a step of controlling?
- Assessing personnel required
  - Taking corrective action
  - Assessing environment
  - Taking disciplinary action
- 35) \_\_\_\_\_ is the process of ensuring that actual results are in accordance with planned results.
- Controlling
  - Coordinating
  - Planning
  - Directing



- 36) \_\_\_\_\_ is the focus point for a manager while controlling, as controlling at every step is not possible.
- Controlling
  - Coordinating
  - Critical point control
  - Both a and b
- 37) Controlling is \_\_\_\_\_.
- Forward looking
  - Backward looking
  - Continous process
  - All of these
- 38) Decision-making is the case of \_\_\_\_\_.
- Planning
  - Organising
  - Staffing
  - Directing
- 39) \_\_\_\_\_ is a statement of expected results in numerical terms.
- Forecast
  - Budget
  - Plan
  - Estimate
- 40) \_\_\_\_\_ is a feature of planning also referred to as primacy of planning.
- Pervasive
  - Primary function of management
  - Continuous
  - Integrating
- 41) \_\_\_\_\_ is a comprehensive plan for achieving its objectives.
- Strategy
  - Method
  - Rule
  - Policy
- 42) \_\_\_\_\_ are relevant to recurring activities.
- Single-use plans
  - Standing plans
  - Objectives
  - Programmes



- 43) \_\_\_\_\_ involves giving authority and responsibility to subordinates.
- Division of work
  - Decentralisation
  - Delegation
  - Centralisation
- 44) \_\_\_\_\_ is the process of grouping similar activities together and creating departments.
- Division of work
  - Departmentalisation
  - Delegation
  - Centralisation
- 45) \_\_\_\_\_ is the right to command.
- Authority
  - Responsibility
  - Accountability
  - Both a and b
- 46) \_\_\_\_\_ is a process of learning and growth.
- Training
  - Development
  - Recruitment
  - Both a and b
- 47) \_\_\_\_\_ leads to optimum use of resources.
- Recruitment
  - Staffing
  - Development
  - Training
- 48) \_\_\_\_\_ is the "On the Job Training" method used to train electricians.
- Web publishing
  - Job rotation
  - Coaching
  - Apprenticeship
- 49) Directing flows in \_\_\_\_\_ direction.
- Upward
  - Downward
  - Diagonal
  - Both a and b



50) \_\_\_\_\_ is the process of exchanging information and understanding between two or more persons.

- a) Directing
- b) Leadership
- c) Communication
- d) Motivation



**Answer Key:**

|        |        |        |        |        |        |        |        |        |        |
|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
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| 31 - c | 32 - c | 33 - d | 34 - b | 35 - a | 36 - c | 37 - d | 38 - a | 39 - b | 40 - b |
| 41 - a | 42 - b | 43 - c | 44 - b | 45 - a | 46 - b | 47 - b | 48 - d | 49 - b | 50 - c |



**Unit 4: Recent Trends in Management**

- 1) What is the full form of TQM?
  - a) Total quality measurement
  - b) Total quantity management
  - c) Typical quality management
  - d) Total quality management
  
- 2) Which among the following is not a technique of TQM?
  - a) Re-engineering
  - b) Quality measurement
  - c) Bench marking
  - d) Empowerment
  
- 3) According to Kurt Lewin, which of the following is not a stage in the change process?
  - a) Unfreezing
  - b) Changing
  - c) Refreezing
  - d) Restraining
  
- 4) A company that decides to decentralize its sales procedures is managing what change category?
  - a) Technology
  - b) People
  - c) Competitors
  - d) Structure
  
- 5) Which of the following statements is true?
  - a) In small quantities, stress is good
  - b) Too much stress is harmful
  - c) All stress is bad
  - d) Only a & b are right
  
- 6) Outsourcing is
  - a) Exporting
  - b) Importing
  - c) A firm having someone else do part of what it previously did itself.
  - d) Building a factory in another country to produce for that country's market.
  
- 7) Offshoring is
  - a) Substituting foreign for domestic labor.
  - b) Subcontracting a part of production to another firm.
  - c) Exporting



- d) Importing  
e) Building a factory in another country to produce for that country's market.
- 8) Here, parties involved in the electronic transactions are from within a given business firm, hence, the name is \_\_\_\_\_.
- a) Intra-C Commerce  
b) Intra-D Commerce  
c) Intra-B Commerce  
d) Intra-A Commerce
- 9) Both Sellers and buyers are business firms, under \_\_\_\_ type of e-commerce transaction.
- a) B2B Commerce  
b) C2B Commerce  
c) B2C Commerce  
d) C2C Commerce
- 10) Which method is very popular for making online transactions?
- a) Credit Card  
b) All of these  
c) Net banking  
d) Debit Card
- 11) \_\_\_\_\_ refers to contracting out some of its activities to a third party which were earlier performed by the organisation.
- a) BPO  
b) E-Commerce  
c) Outsourcing  
d) E-Banking
- 12) Under what method payment is made at the time of physical delivery of goods.
- a) Cash on delivery  
b) Debit card payment  
c) Credit card payment  
d) Prepaid amount
- 13) It is not an application of e-business.
- a) Contract R&D  
b) Online trading  
c) Online procurement  
d) Online bidding



- 14) The payment mechanism typical to e-business
- Credit and Debit Cards
  - Cash on Delivery (CoD)
  - Cheques
  - e-Cash
- 15) e-commerce does not include
- A business's interactions with its customers
  - Interactions among the various departments within the business
  - A business's interactions with its suppliers
  - Interactions among the geographically dispersed units of the business
- 16) \_\_\_ transactions have business firms at one end and its customers on the other end.
- C2B Commerce
  - B2C Commerce
  - B2B Commerce
  - C2C Commerce
- 17) India is the preferred destination for BPO because of \_\_\_\_\_.
- Tax Free Zone for BPOs
  - Cheap People
  - Cheap Manpower
  - Poor conditions
- 18) Out of e-commerce and e-business, which is a broader term?
- None of these
  - both e-business and e-commerce are same thing
  - e-commerce
  - e-business
- 19) A Call Centre handles
- Both customer facing and back-end business
  - Both voice based and non-voice based business
  - Only out-bound voice based business
  - Only in bound voice based business
- 20) Outsourcing
- Includes off shoring
  - Restricts only to the contracting out of Information Technology Enabled Services (ITES)
  - Restricts only to the contracting out of non-core business processes
  - Includes contracting out of manufacturing and R&D as well as service processes both core and non-core but restricts only to domestic territory



- 21) \_\_\_\_\_ is not a process tools for TQM systems.
- Process flow analysis
  - Histograms
  - Plier
  - Control charts
- 22) The process mapping is a \_\_\_\_\_ diagram.
- Data flow
  - Work flow
  - Circular
  - Audit
- 23) Total Quality Management (TQM) focuses on
- Employee
  - Customer
  - Both a and b
  - None of the above
- 24) Which of the following is responsible for quality objective?
- Top level Management
  - Middle level Management
  - Frontline Management
  - All of the above
- 25) The following is (are) the machine down time.
- Waste
  - No material
  - Breakdown
  - All of the above
- 26) TQM & ISO both focuses on
- Customer
  - Employee
  - Supplier
  - All of the above
- 27) While setting Quality objective, \_\_\_\_\_ to be considered.
- Material Quality
  - Customer need
  - Market demand
  - All of the above



- 28) \_\_\_\_\_ helps organization reduce employee turnover and absenteeism.
- Job design
  - Training & development
  - Wage revision
  - All of the above
- 29) While setting Quality objective, \_\_\_\_\_ to be considered.
- Customer need
  - Organizational need
  - Supplier need
  - Worker need
- 30) Customers are primarily concerned with \_\_\_\_\_.
- Communication, courtesy, and credibility of the sales person
  - Competence, courtesy, and security of the sales person
  - Competence, responsiveness, and reliability of the sales person
  - Communication, responsiveness, and cleverness of the sales person
- 31) "Quality is defined by the customer" is
- An unrealistic definition of quality
  - A user-based definition of quality
  - A manufacturing-based definition of quality
  - A product-based definition of quality
- 32) What is quality assurance?
- Quality assurance deals with activities which prove that products and services meet the required quality standard
  - Quality assurance deals with activities which aim at customers satisfaction
  - Quality assurance deals with controlling the quality of products by inspection
  - All of the above
- 33) Which quality management program is related to the maintenance of plants and equipments?
- Environmental management systems
  - Fault tree analysis
  - Failure mode effect analysis
  - Total productive maintenance



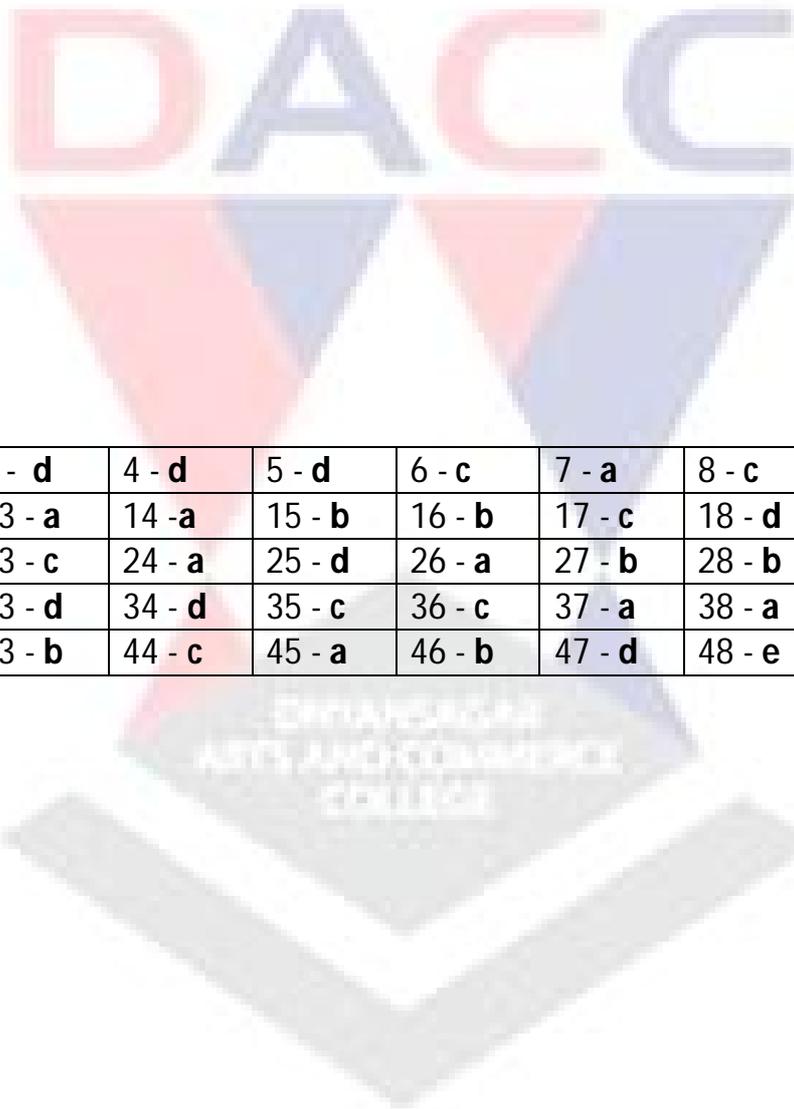
- 34) The aim of Just-In-Time manufacturing principle is to eliminate
- time wastage
  - labour wastage
  - cost of excessive inventory
  - All of the above
- 35) All of the following costs are likely to decrease as a result of better quality except \_\_\_\_\_.
- customer dissatisfaction costs
  - Inspection costs
  - Maintenance costs
  - Warranty and service costs
- 36) Which of the following ratio is to “estimate the value added by given knowledge assets regardless of where they are located”?
- Return-on-equity
  - Return on investment
  - Return-on-knowledge
  - None of the given options
- 37) Knowledge stored in the form of manuals and formalized policies of the company indicates which of the following characteristics of the knowledge?
- Expandable
  - Compressible
  - Diffusible
  - Shareable
- 38) What is the average life expectancy of most of the firms?
- Twenty years
  - Fifteen years
  - Thirty years
  - None of the given
- 39) People knowledge includes which of the following?
- Insights
  - Intuitions
  - Relational information
  - All of the above



- 40) Grouping ideas or details that are stored and recalled together as a unit is an example of which of the following?
- a) Inferencing
  - b) Compilation
  - c) Chunking
  - d) Expertise
- 41) Which of the following knowledge can be articulated, codified, and stored in certain media?
- a) Explicit knowledge
  - b) Tacit knowledge
  - c) Procedural knowledge
  - d) Declarative knowledge
- 42) The normative intervention specifies a particular way to manage an organization is known as \_\_\_\_\_.
- a) Inter-group relations
  - b) Large group
  - c) Small group
  - d) Grid organization development
- 43) Which of the following year James Watt invented the steam engine in industrial age?
- a) 1762
  - b) 1763
  - c) 1764
  - d) 1765
- 44) Economy driven by information and communication technologies and knowledge workers prevails during \_\_\_\_\_.
- a) First economic wave
  - b) Second economic wave
  - c) Third economic wave
  - d) None of the given options
- 45) What is the average life expectancy of most of the firms?
- a) Twenty years
  - b) Fifteen years



- c) Thirty years  
d) None of the given
- 46) Stress management is about learning
- How to avoid the pressures of life
  - How to develop skills that would enhance our body's adjustment when we are subjected to the pressures of life
  - Both 'a' & 'b' are true
  - None of the above
- 47) Which of the following statements is true about stress management?
- Stress management is learning about the connection between mind and body
  - Stress management helps us control our health in a positive sense
  - Stress management teaches us to avoid all kinds of stress
  - Only 'a' & 'b' are right
- 48) Which of the following are the basic sources of stress?
- The Environment
  - Social Stressors
  - Physiological
  - Thoughts
  - All of the above
- 49) \_\_\_\_\_ creates a feeling of fear and threat amongst individuals and employees.
- Crisis
  - Stress
  - Disaster
  - None of these
- 50) \_\_\_\_\_ is an inevitable factor for achieving economic growth.
- Stress
  - TQM
  - Change
  - None of these



**Answer Key:**

|        |        |        |        |        |        |        |        |        |        |
|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| 1 - d  | 2 - b  | 3 - d  | 4 - d  | 5 - d  | 6 - c  | 7 - a  | 8 - c  | 9 - a  | 10 - b |
| 11 - c | 12 - a | 13 - a | 14 - a | 15 - b | 16 - b | 17 - c | 18 - d | 19 - a | 20 - a |
| 21 - c | 22 - b | 23 - c | 24 - a | 25 - d | 26 - a | 27 - b | 28 - b | 29 - a | 30 - a |
| 31 - b | 32 - a | 33 - d | 34 - d | 35 - c | 36 - c | 37 - a | 38 - a | 39 - d | 40 - c |
| 41 - a | 42 - d | 43 - b | 44 - c | 45 - a | 46 - b | 47 - d | 48 - e | 49 - a | 50 - c |