

1. The Practice of Management written by _____.

A. Peter F. Drucker.

B. Terry.

C. Louis Allan.

D. Henry Fayol.

ANSWER: A

2. Management is an organ, organs can be described and defined only through their functions.
This definition

was given by _____.

A. Peter F. Drucker.

B. Terry.

C. Louis Allan.

D. Henry Fayol.

ANSWER: A

3. Management is what a manger does_____.

A. Peter F. Drucker.

B. Terry.

C. Louis Allan.

D. Henry Fayol.

ANSWER: C

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

was given by_____.

A. Peter F. Drucker.

B. Henry Fayol.

C. Louis Allan.

D. Terry.

ANSWER: B

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

A. Harold Koontz.

B. Terry.

C. Louis Allan.

D. Henry Fayol.

ANSWER: A

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

A. Harold Koontz.

B. Donald J. Clough.

C. Louis Allan.

D. Terry.

ANSWER: B

7. Luther Gullik classifies the function of management as _____.

A. POSDCORB.

B. POSTCARD.

C. POSDCORB.

D. POSDORBC.

ANSWER: C

8. Father of Administrative management_____.

A. Mary Parkett.

B. Lillian Gilbert.

C. Henry Fayol.

D. Elton Mayo.

ANSWER: C

9. Pioneer of Human Relations is _____.

A. Mary Parkett.

B. Lillian Gilbert.

C. Henry Fayol.

D. Elton Mayo.

ANSWER: D

10. Henry Fayol laid down_____.

A. 12 principles.

B. 13 principles.

C. 14 principles.

D. 15 principles.

ANSWER: C

11. Espirit de corps means_____.

A. union is strength.

- B. service is our motto.
- C. buyer beware.
- D. product is our strength.

ANSWER: A

12. F.W. Taylor is associated with_____.

- A. Scientific Management.
- B. Future management.
- C. Modern management.
- D. Principles of management.

ANSWER: A

13. Management is_____.

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

ANSWER: C

14. Henry Fayol was a French_____.

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

ANSWER: A

15. General and Industrial Management was written by_____.

A. Harold Koontz.

B. Terry.

C. Louis Allan.

D. Hendry Fayol.

ANSWER: D

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

A. Unity of direction.

B. Unity of command.

C. Centralization.

D. Scalar chain.

ANSWER: B

17. Control system of an organisation has no influence over the _____.

A. internal environment.

B. external environment.

C. customers.

D. government.

ANSWER: B

18. The chain of command from the highest authority to the lowest level in the organization is _____.

A. Unity of direction.

B. Unity of command.

C. Centralization.

D. Scalar chain.

ANSWER: D

19. Allotment of work to each worker on the basis of the capacity of an average worker functioning in the

normal working condition is _____.

A. social task planning.

B. scientific task planning.

C. not a planning.

D. scientific organizing.

ANSWER: B

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

_____.

A. fatigue study.

B. time study.

C. motion study.

D. work-study.

ANSWER: C

21. A study relating to the fixing of the working hours with rest periods to recoup the energy while performing

in a job is called _____.

A. fatigue study.

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

ANSWER: A

22. The first and foremost function of management is _____.

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

ANSWER: A

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

- A. corporate planning.
- B. divisions planning.
- C. unit planning.
- D. department planning.

ANSWER: A

24. Strategic planning is _____.

- A. long term planning.
- B. medium term planning.
- C. short term planning.
- D. annual planning.

ANSWER: A

25. The assumptions about future derived from forecasting and used in planning are known as

_____.

- A. planning premises.
- B. freehold premises.
- C. business premises.
- D. corporate premises.

ANSWER: A

26. Goals, aims, purposes, missions and target is also known as _____.

- A. objective.
- B. strategies.
- C. policies.
- D. rules.

ANSWER: A

27. Contingent plan to meet environmental pressures is _____.

- A. objective.
- B. strategies.
- C. policies.
- D. rules.

ANSWER: B

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

as _____.

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

ANSWER: C

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

known as _____.

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

ANSWER: D

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

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

ANSWER: B

31. A rigid plan, no scope for discretion _____.

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

D. budgets.

ANSWER: A

32. Specifying the manner of executing policy is known as _____.

A. objective.

B. schedules.

C. procedures.

D. budgets.

ANSWER: C

33. _____ is the harmonising or synchronising of individual efforts with the purpose of achieving

group goals.

A. coordination.

B. control.

C. decision making.

D. delegation.

ANSWER: A

34. _____ is an obligation to perform certain functions and achieve certain results.

A. responsibility.

B. decentralisation.

C. centralisation.

D. delegation.

ANSWER: A

35. Plan that establishes a required method of handling future activities is called _____.

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

ANSWER: B

36. Set of clear instruction in a clear and logical sequence to perform a particular task_____.

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

ANSWER: B

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

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

ANSWER: C

38. Steps to be taken for selecting salespersons is an example of _____.

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

D. methods.

ANSWER: B

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

_____.

A. organization.

B. business.

C. management.

D. department.

ANSWER: A

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

A. department.

B. co-ordination.

C. organization.

D. control.

ANSWER: C

41. Supply of human and material resources and helps to achieve the objective of business is_____.

A. planning.

B. organisaiton.

C. management.

D. control.

ANSWER: B

42. Formal authority flows from upwards to downwards in_____.

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

ANSWER: A

43. Informal authority flows upwards to downwards or horizontally in _____.

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

ANSWER: B

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

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

ANSWER: A

45. Which is created for technological purpose?

- A. formal organization.
- B. informal organization.

C. business or organisation.

D. strategic organization.

ANSWER: A

46. Which arises from mans quest for social satisfaction?

A. formal organization.

B. informal organization.

C. business or organisation.

D. strategic organization.

ANSWER: B

47. Which type of organization is permanent and stable?

A. formal organization.

B. informal organization.

C. business or organisation.

D. strategic organization.

ANSWER: A

48. 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

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

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

ANSWER: B

50. Which organisational relationship gives a greater job satisfaction and results in maximum production?

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

ANSWER: B

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

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

ANSWER: B

52. 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

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

A. selection.

B. decision-making.

C. organizing.

D. budgeting.

ANSWER: B

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

A. programmed decision.

B. non-programmed decision.

C. major decision.

D. minor decision.

ANSWER: A

55. Placing a purchase order is an example of _____.

A. programmed decision.

B. non-programmed decision.

C. major decision.

D. decision.

ANSWER: A

56. 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

57. The decision taken by lower-level management is a _____.

A. programmed decision.

B. non-programmed decision.

C. major decision.

D. minor decision.

ANSWER: A

58. The decision deal with novel and non-repetitive problems is_____.

A. programmed decision.

B. non-programmed decision.

C. individual decision.

D. non-economic decision.

ANSWER: A

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

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

ANSWER: B

60. The decision taken by high level of management is _____.

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

ANSWER: B

61. Non-programmed decision is also called _____.

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

ANSWER: C

62. Programmed decision is also known as _____.

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

ANSWER: D

63. 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

64. 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

65. 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

66. 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

67. Decision taken by a committee formed by the top management for specific purpose is ____.

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

ANSWER: A

68. Crisis decision is also known as ____.

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

ANSWER: D

69. 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

70. The authority flows from top to bottom through the structure of an organization is ____.

- A. The acceptance of authority theory.
- B. The formal authority theory.
- C. The competence theory.
- D. The organisation theory.

ANSWER: B

71. Which theory is also called traditional authority theory?

- A. The acceptance of authority theory.
- B. The formal authority theory.
- C. The competence theory.
- D. The organisation theory.

ANSWER: B

72. If the subordinates do not accept the command of their superior, then the superior cannot be said to have

any authority over them is given in.

- A. The acceptance of authority theory.
- B. The formal authority theory.
- C. The competence theory.
- D. The organisation theory.

ANSWER: A

73. The type of authority is invested with the persons by virtue of the office held by them is ____.

- A. The acceptance of authority theory.

- B. The formal authority theory.
- C. The competence theory.
- D. The organisation theory.

ANSWER: C

74. The process whereby a manager shares his work and authority with his subordinates is_____.

- A. Decentralisation
- B. Responsibility.
- C. Delegation.
- D. decision making.

ANSWER: C

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

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

ANSWER: A

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

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

ANSWER: C

77. When authority is delegated as per the organisation structure it is called ____.

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

ANSWER: A

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

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

ANSWER: B

79. Delegation made by written orders and instruction is known as ____.

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

ANSWER: B

80. 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

81. 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

82. Departmentation is a part of the ____.

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

ANSWER: A

83. Banks, insurance companies and distribution agencies are examples of ____.

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

ANSWER: C

84. Departmentation on the basis of the production process is called ____.

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

ANSWER: A

85. The term span of management is also known as ____.

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

ANSWER: B

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

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

ANSWER: A

87. Few subordinates report directly to a manager is ____.

- A. wide span of management.

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

ANSWER: D

88. Large number of subordinates report to a manager is ____.

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

ANSWER: A

89. Making assignments, issuing orders and instructions, providing guidance and inspiration to subordinates

for the achievement of organizational objective is called ____.

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

ANSWER: C

90. Motivation based on force of fear is called ____.

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

ANSWER: A

91. Wages, salaries, bonus, vacation pay, insurance are examples of ____.

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

ANSWER: A

92. Participation, recognition and power are some of the examples of ____.

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

ANSWER: B

93. ____ means that each section has its own workers to perform activities within the department.

- A. centralisation.
- B. departmentation.
- C. decentralisation.
- D. delegation.

ANSWER: C

94. According to Maslow, self-actualization needs is a ____.

- A. high level needs.

- B. medium level needs.
- C. lower level needs.
- D. psychological needs.

ANSWER: A

95. Expectancy motivation theory is given by ____.

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

ANSWER: A

96. Management By Objectives was introduced by ____.

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

ANSWER: C

97. Leadership behaviour is influenced by certain qualities of a person is ____.

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

ANSWER: B

98. The leadership theory study leaders behaviour is ____.

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

ANSWER: C

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

- A. autocratic style.
- B. liberal leader.
- C. democratic leader.
- D. institutional leader.

ANSWER: A

100. The leader makes decisions in consultation with his followers is ____.

- A. autocratic style.
- B. liberal leader.
- C. democratic leader.
- D. institutional leader.

ANSWER: C

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

- A. autocratic style.
- B. democratic style.

C. free-rein style.

D. creative style.

ANSWER: C

102. A leader exercises his power over his followers because of his position held in the organizational

hierarchy is ____.

A. autocratic leader.

B. intellectual leader.

C. liberal leader.

D. institutional leader.

ANSWER: D

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

A. autocratic leader.

B. intellectual leader.

C. liberal leader.

D. institutional leader.

ANSWER: B

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

A. paternalistic leader.

B. intellectual leader.

C. liberal leader.

D. institutional leader.

ANSWER: A

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

A. positive style.

B. negative style.

C. autocratic style.

D. democratic style.

ANSWER: C

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

A. positive style.

B. negative style.

C. autocratic style.

D. democratic style.

ANSWER: B

107. Leader acts more as bosses then leadership style is ____.

A. positive style.

B. negative style.

C. autocratic style.

D. democratic style.

ANSWER: B

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

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

ANSWER: B

109. The last function of management is_____.

- A. Planning.
- B. Organizing.
- C. Controlling.
- D. Staffing.

ANSWER: C

110. Fixation of standards, measurement of performance, comparison, and correction of deviation are the steps in_____.

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

ANSWER: D

111. Planning is looking ahead and control is_____.

- A. looking back.
- B. looking front.
- C. looking sideward.
- D. looking down.

ANSWER: A

112. Control exercised while the activity is in progress is_____.

- A. concurrent control.
- B. feedforward control.
- C. feedback control.
- D. preserving control.

ANSWER: A

113. Exchange of ideas, opinions, information etc. between two or more persons is_____.

- A. Planning.
- B. organizing.
- C. Communication.
- D. Staffing.

ANSWER: C

114. Communication is a _____.

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

ANSWER: B

115. The person who sends a message is known as_____.

- A. Sender.

- B. Receiver.
- C. Messenger.
- D. Communicator.

ANSWER: A

116. The act of making ones ideas and opinions known to others is said by_____.

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

ANSWER: A

117. The act of translating the message into words, pictures, symbols, signs or some other form is known as _____.

- A. Sender.
- B. Receiver.
- C. Encoding.
- D. decoding.

ANSWER: C

118. The person who receives the message is called _____.

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

ANSWER: B

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

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

ANSWER: D

120. communication that flow from superior to subordinates is_____.

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

ANSWER: A

121. Informal communication is commonly known as _____.

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

ANSWER: D

122. Communication of policies, procedures and programmes is example of_____.

- A. downward communication.
- B. upward communication.

C. horizontal communication.

D. informal communication.

ANSWER: A

123. Reports, suggestions, appeals, grievances, etc is example of_____.

A. downward communication.

B. upward communication.

C. horizontal communication.

D. informal communication.

ANSWER: B

124. Inter-departmental committee meeting is an example of_____.

A. downward communication.

B. upward communication.

C. horizontal communication.

D. informal communication.

ANSWER: C

125. Rumours and gossips are_____.

A. downward communication.

B. upward communication.

C. horizontal communication.

D. informal communication.

ANSWER: D

126. Exchange of messages through spoken words is_____.

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

ANSWER: A

127. Lectures, group discussions, interviews, social gathering are example of _____.

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

ANSWER: A

128. Letters, circulars, memos, bulletin, manuals, reports are example of_____.

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

ANSWER: B

129. The problems in communication channels is known as_____.

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

D. semantic barriers.

ANSWER: B

130. The integration of objectives and activities of an organization is_____.

A. control.

B. co-ordination.

C. Planning.

D. organizing.

ANSWER: B

131. Co-ordination between the activities of various departments and individuals working within the organization is known as _____.

A. vertical co-ordination.

B. external co-ordination.

C. internal co-ordination.

D. horizontal co-ordination.

ANSWER: C

132. Scalar chain means _____.

A. hierarchy levels.

B. chain of command.

C. delegation of authority.

D. span of control.

ANSWER: A

133. The oldest type of organization_____.

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

ANSWER: B

134. The organization which was devised by FW Taylor was _____.

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

ANSWER: A

135. Devices which shows the organizational relationships_____.

- A. organizational charts.
- B. scalar chain.
- C. overall plan.
- D. Budgets.

ANSWER: A

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

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

ANSWER: B

137. Praise, recognition and power are_____.

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

ANSWER: A

138. X and Y theory was introduced by_____.

- A. Mc gregor.
- B. Peter drucker.
- C. Henry fayol.
- D. FW taylor.

ANSWER: A

139. Time-event network is _____.

- A. PERT.
- B. CPM.
- C. MIS.
- D. statistical reports.

ANSWER: A

140. Management is _____.

- A. art.

- B. science.
- C. art and science.
- D. humanities.

ANSWER: C

141. Decision making helps in the smooth function of the_____.

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

ANSWER: A

142. The transmission of thoughts from person to another is_____.

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

ANSWER: A

143. The study relating to the movement of a machine operator and his machine while performing the job is

called_____.

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

ANSWER: C

144. Selecting a best course of action among the alternatives is called as_____.

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

ANSWER: A

145. The decisions which are frequent and repetitive in nature are called as_____.

- A. non programmed decisions.
- B. programmed decisions.
- C. major decisions.
- D. operative decisions.

ANSWER: B

146. A decision which is taken to meet unexpected situation_____.

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

ANSWER: C

147. The right of a person to give instructions to his subordinates is known as_____.

- A. responsibility.

- B. authority.
- C. accountability.
- D. line authority.

ANSWER: B

148. Elements of delegation_____.

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

ANSWER: A

149. The extent to which power and authority are retained at the top is called as_____.

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

ANSWER: A

150. ____ deals with appointing people and placing them at the appropriate jobs.

- A. Human resources.
- B. Recruitment.
- C. Staffing.
- D. Placement.

ANSWER: C

