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BRAINWARE UNIVERSITY

Term End Examination 2021 - 22
Programme – Diploma in Electrical Engineering
Course Name – Industrial Management
Course Code - DEE603
(Semester VI)

Time : 1 Hr.15 Min.

Full Marks : 60

[The figure in the margin indicates full marks.]

Group-A

(Multiple Choice Type Question)

1 x 60=60

Choose the correct alternative from the following :

- (1) Management is _____
 - a) An art
 - b) A science
 - c) Both art and science
 - d) Group study
- (2) How are principles of management formed?
 - a) In a laboratory
 - b) By experiences of management
 - c) By experiences of customers
 - d) By propagation of social scientists
- (3) 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 specialization
- (4) The principals of management are significant because of _____.
 - a) increase in efficiency
 - b) Adaptation of changing technology
 - c) optimum utilization of resources
 - d) All of these
- (5) 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
- (6) Which of following is not among the levels of management?
 - a) Top level management
 - b) Intermediate Level
 - c) Middle level management
 - d) Lower level management
- (7) Who is known as 'the Father of Modern Theory' of Management'?
 - a) Harold Koontz.
 - b) Henry Fayol
 - c) F.W. Taylor
 - d) Max Weber
- (8) Management is need at _____.

- a) Top level
c) Lower level
- (9) Management is called a process because
a) It is applicable to the manufacturing process
c) It involves a series of action
- (10) Management is
a) Tangible
c) Fictitious
- (11) Top management consists of
a) Financial managers
c) Personnel manager
- (12) Which of the following is not true?
a) Management is a social process
c) Management is an art
- (13) Top management works on _____
a) Budgeting
c) Strategic plan
- (14) "----- are social inventions for accomplishing goals through group efforts"
a) Management
c) Leadership
- (15) A study of human behavior in organizational settings is
a) Individual behavior
c) Organizational behavior
- (16) Who proposed "bureaucratic structure" is suitable for all organization
a) Elton Mayo
c) F.W. Taylor
- (17) Process or administrative theory of organization is being given by
a) Elton Mayo
c) F.W. Taylor
- (18) Today's organizations are
a) Open system
c) Open as well as closed
- (19) Organization Behavior is not a /an
a) An optimistic approach
c) Normative science
- (20) Which of the following methods is/are used to solve intergroup conflicts indirectly
a) Avoidance
c) Bargaining
- (21) Today's managers understand that the success of any effort at improving quality and productivity must include _____.
a) Quality management
c) Employee's participation
- (22) Concept of MBO was introduced by:
- b) Middle level
d) All levels
- b) It is relevant for social organisation
d) All of these
- b) Intangible
d) All of these
- b) Sales manager
d) Board of directors and chief executives
- b) Management is universal
d) Management is always bureaucratic
- b) Corporate plan
d) Both b & c
- b) Organization
d) Behavior
- b) Group behavior
d) None of these
- b) Henry Fayol
d) Max Weber
- b) Henry Fayol
d) Max Weber
- b) Closed system
d) None of these
- b) Applied science
d) Pessimistic approach
- b) Encouragement
d) All of these
- b) Customer service improvements
d) Manufacturing simplification

a) Peter. F.Drucker

c) Henry Fayol

b) Mary Parker

d) Philip Kotler

(23) Which of the following leadership behaviours are identified by the path-goal theory?

a) Supportive, employee-oriented, laissez-faire and participative

c) Participative, achievement-oriented, directive, and supportive

b) Achievement-oriented, supportive, humanistic, and directive

d) Directive, participative, supportive, and laissez-faire

(24) Which of the following is one of the relationships proposed in expectancy theory?

a) Reward-satisfaction relationship

c) Rewards-personal goals relationship

b) Satisfaction-performance relationship

d) Effort-satisfaction relationship

(25) Management by Objective (MBO) is also known as

a) Management by results

c) Management by planning

b) Management by goals

d) Management by evaluation

(26) In Management by Objective (MBO), the manager and subordinate jointly

a) Identify Common goals

c) Assess the contribution of each of its members

b) Defines each individual's major areas of responsibility

d) All of these

(27) Long term objectives are aimed to be achieved

a) Within one year

c) In more than 3 years

b) Within 2 years

d) In more than 5 years

(28) In MBO, objectives should provide direction to

a) Managerial activities

c) Financing

b) Marketing

d) All of these

(29) The following factor(s) to be considered for establishing the company's objectives.

a) Personnel available

c) Market area to be covered

b) Total expected demand

d) All of these

(30) Which of the followings is (are) the disadvantage(s) of Management by Objective (MBO)?

a) Inflexibility

c) Lack of individual motivation

b) Lack of relevant skill

d) All of these

(31) _____ is a time table of work.

a) Budget

c) Schedule

b) Project

d) Programmes

(32) Budget is an instrument of _____.

a) Planning only

c) Both planning and control

b) Control only

d) None of these

(33) The purpose and the aim for which the organization is set up and operate is called

a) Objective

c) Policy

b) Strategy

d) Procedure

(34) It is a function of management which refers to the process of integrating the activities of different units of organisation to achieve the organisation goals. This is called

a) Actuating

c) Co-ordination

b) Controlling

d) Planning

- (35) Planning is _____
- a) Pervasive
b) Futuristic
c) Continuous
d) All of these
- (36) _____ as a special type of plan prepared for meeting the challenges of competitors and other environmental forces.
- a) Policies
b) Objectives
c) Strategy
d) Procedure
- (37) Organizing process involves
- a) Division of work
b) Grouping of identical work
c) Both (a) and (b)
d) None of these
- (38) Principles of specialization requires _____.
- a) Division of labour
b) Centralization of work
c) Decentralization of work
d) None of these
- (39) A network of social relationship that arise spontaneously due to the interaction at work is called
- a) Formal organization
b) Informal organization
c) Decentralization
d) Delegation
- (40) The form of organization known for giving rise to rumours is called _____.
- a) Centralized organization
b) Functional organization
c) Decentralized organization
d) Informal organization
- (41) The process of sharing authority by superior to subordinate _____.
- a) Delegation
b) Accountability
c) Centralization
d) Responsibility
- (42) _____ is the process of estimating the quantity and quality of people required to meet future needs of the organisation.
- a) Demand forecasting
b) Supply forecasting
c) Environmental forecasting
d) None of these
- (43) Which of these is the most important external factor governing recruitments?
- a) Size of the firm
b) Image of the job
c) Supply and demand
d) Image of the organization
- (44) Which of the following act deals with recruitment and selection?
- a) Child labour act
b) The apprentices act
c) Mines act
d) All of these
- (45) Which of the following may be related to forecasting manpower requirements?
- a) Mathematical projections
b) Job vacancy Advertisements
c) Staffing
d) Hiring
- (46) _____ is a written record of the duties, responsibilities and conditions of the job.
- a) HRIS
b) Skills Inventory
c) Job analysis
d) Job Description
- (47) Human resource planning is essential because of frequent _____
- a) Complaints
b) Labour turnover
c) Employee training
d) Competition
- (48) The best medium to reach a 'large audience' for the process of recruitment is:

- a) Casual applicants
c) Employee referrals
- b) Advertising
d) Employment agencies
- (49) Rearrange the steps of Maslow's Need Hierarchy Theory. A. Self - Actualisation Needs
B. Physiological needs C. Belongingness and love needs D. Self - esteem needs E. Safety needs
- a) ABCDE
c) ADCEB
- b) ADCBE
d) DCBEA
- (50) Which of the following statements would most likely be made by a manager who has a Theory X approach to human beings?
- a) "Focus on the organization and people will take care of themselves."
c) "The only way to get people to work hard is to push them hard."
- b) "I treat people differently in different ways based on the situation we are facing."
d) "People work best if left alone."
- (51) Employee motivation is considered a very important element in achieving overall goal of organization. In order to keep employees motivated, an employer needs to understand that
- a) Every employee is satisfied by increase in salary
c) Each employee will work hard if they get paid on time
- b) Every employee is different, motivate them according to their needs.
d) Rewards are the key to keep the employees motivated and self satisfied
- (52) Managers and leaders are somewhat similar in their characteristics. A leader is considered a role model for his followers. Choose best suited qualities of a leader.
- a) Vision, Commitment, devotion, Clear purpose, ability to inspire
c) Lacking humility, Lack of empathy, Defiance
- b) Honesty, Dedication, Ambiguous, Authoritative
d) Authoritative, Clear purpose, Bossy
- (53) The supervisor motivate the subordinates in _____.
- a) Authoritative
c) Free rein direction
- b) Autocratic direction
d) None of these
- (54) What is a voluntary group of persons having a common cause?
- a) Quality circle
c) co-operation
- b) co-ordination
d) None of these
- (55) Management applies to _____.
- a) Business unit
c) Government
- b) Family
d) All of these
- (56) Which types of leader allow complete delegation of authority?
- a) Creative leaders
c) Laissez faire leaders
- b) Persuasive leaders
d) Intellectual leaders
- (57) Marketing plays an important role in increasing sale of a product. What does poor marketing of a product lead?
- a) Cash flow problems
c) Lower growth of the organization
- b) Less sale of the product
d) All of these
- (58) Sales could be on cash basis as well as on credit basis. Cash sales is a major source of
- a) Cash outflows
c) Cash budgeting
- b) Cash inflows
d) Cash reserves
- (59) Companies provide credit system as it is _____.

a) An essential tool for alluring and holding the valuable clients

b) feasible for the managers

c) needed by the suppliers

d) a way to organize the capital of the organization

(60) CFOs, CIOs, COOs all are required to report CEO in any organization. What does here CFO stands for?

a) Chief fraud-detection officer

b) Chief functional officer

c) Chief financial officer

d) Chief funding officer

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