

- c) establishing policies, guidelines and strategic objectives, as well as for providing leadership and direction within the organization
- d) None of these
- (10) Management is
- a) Tangible
b) Intangible
c) Fictitious
d) All of these
- (11) Top management consists of
- a) Financial managers
b) Sales manager
c) Personnel manager
d) Board of directors and chief executives
- (12) Which of the following is not true?
- a) Management is a social process
b) Management is universal
c) Management is an art
d) Management is always bureaucratic
- (13) Top management works on _____.
- a) Budgeting
b) Corporate plan
c) Strategic plan
d) Both b & c
- (14) Plan which is firstly discussed in business plan is mostly
- a) Production plan
b) Financial plan
c) Personnel plan
d) Marketing plan
- (15) _____ is a rule of thumb that managers use to simplify decision making.
- a) Heuristics
b) Framing
c) Sunk - costs
d) None of these
- (16) What is the planning horizon?
- a) The distance ahead for the forecasts on which plans are made
b) The time period within which uncertainty is very low
c) The time ahead for which there is no information
d) The maximum time for which managers can make plans
- (17) Group brainstorming encourages all of the following except _____
- a) Team building
b) Analysis of alternatives
c) Convergent thinking
d) Uninhibited verbalization
- (18) In which organizational form are there dual or multiple lines of authority?
- a) Matrix
b) Modular
c) Multidivisional
d) Decentralized
- (19) Management by Objective (MBO) is also known as
- a) Management by results
b) Management by goals
c) Management by planning
d) Management by evaluation
- (20) In Management by Objective (MBO), the manager and subordinate jointly
- a) Identify Common goals
b) Defines each individual's major areas of responsibility
c) Assess the contribution of each of its members
d) All of these
- (21) Long term objectives are aimed to be achieved
- a) Within one years
b) Within 2 years
c) In more than 3 years
d) In more than 5 years
- (22) In MBO, objectives should provide direction to
- a) Managerial activities
b) Marketing
c) Financing
d) All of these
- (23) The following factor(s) to be considered for establishing the company's objectives.
- a) Personnel available
b) Total expected demand
c) Market area to be covered
d) All of these

- (24) Which of the followings is (are) the disadvantage(s) of Management by Objective (MBO)?
- a) Inflexibility
b) Lack of relevant skill
c) Lack of individual motivation
d) All of these
- (25) _____ is a time table of work.
- a) Budget
b) Project
c) Schedules
d) Programmes
- (26) Find the odd one out.
- a) Goals
b) Motivation
c) Policies
d) Objective
- (27) Which are the prescribe guidelines for conducting an action?
- a) Rules
b) Method
c) Budget
d) policy
- (28) Planning process begins with _____.
- a) Identity alternatives
b) Setting objectives
c) Developing planning premise
d) Selecting alternatives
- (29) Which of the following is not said to be a feature of coordination?
- a) Managerial responsibility
b) Provides different functions
c) Relevant of group efforts
d) Not a separate function
- (30) Operational planning is undertaken at _____.
- a) Top level
b) Lower level
c) Middle level
d) All of these
- (31) _____ co-ordination refers to the description of the behaviour and relationships of the organization.
- a) Vertical
b) Horizontal
c) Procedural
d) Substantive
- (32) Which among the following is not a feature of accountability?
- a) can be delegated
b) always upward
c) unitary
d) should be specific standards
- (33) Which among the following is a factor determining centralization?
- a) Integration
b) Desire for independence
c) Availability of managers
d) Control techniques
- (34) Organizing deals with _____.
- a) Division of work
b) Decentralizing activities
c) Centralization activities
d) None of these
- (35) Span of management refers to
- a) Number of managers
b) Length of term for which a manager is appointed
c) Number of subordinate under a superior
d) Number of members in top management
- (36) Which of the following does not follow the scalar chain?
- a) Functional structure
b) Divisional structure
c) Formal organization
d) Informal organization
- (37) The right to give orders and power to exact obedience is _____.
- a) Responsibility
b) Accountability
c) Authority
d) Delegation
- (38) Which of the following is the element of staffing?
- a) Recruitment
b) Selection
c) Training
d) All of the above
- (39) While selecting manpower, _____ to be kept in mind.

- a) education
c) honesty
- b) experience
d) All of these
- (40) Which of the following option is not the factor that hinders with the human resource planning process?
- a) Type and quality of forecasting information
c) Environmental uncertainties
- b) Time horizons
d) Unite the perspectives of line and staff managers
- (41) Which of these is the purpose of recruitment?
- a) Make sure that there is match between cost and benefit
c) Help the firm create more culturally diverse work force
- b) Help increase the success rate of the selection process by reducing the number of visibly underqualified or over qualified job applicants.
d) None of these
- (42) Which of these is the most important external factor governing recruitments?
- a) Size of the firm
c) Supply and demand
- b) Image of the job
d) Image of the organization
- (43) Which of the following act deals with recruitment and selection?
- a) Child labour act
c) Mines act
- b) The apprentices act
d) All of these
- (44) What expresses the relationship of applicant inputs to outputs at various decision points?
- a) Number of contacts
c) Type of contacts
- b) Yield Ratios
d) Technological sophistication
- (45) What is the natural perception of people on the process of recruitment and selection?
- a) Positive
c) Both positive and negative
- b) Negative
d) None of these
- (46) _____ is an objective assessment of an individual's performance against well-defined benchmarks.
- a) Performance Appraisal
c) Information for goal identification
- b) HR Planning
d) None of these
- (47) Which of the following is an alternate term used for performance appraisal?
- a) Quality and quantity of output
c) Employee assessment
- b) Job knowledge
d) None of these
- (48) How performance appraisal can contribute to a firm's competitive advantage?
- a) Ensures legal compliances
c) Improves performance
- b) Minimizing job dissatisfaction and turnover
d) All of these
- (49) What do successful analysers tend to examine?
- a) Division and corporate performance evaluation
c) Ideal appraisal process
- b) Current performance with past performance
d) None of these
- (50) Which of the following is not a Performance Appraisal Biases
- a) Halo effect
c) Personal Biases
- b) Central Tendency
d) Wrong survey
- (51) Teaching on TV is superior to class room instruction because
- a) Very large classes are made possible and thus, it is economically advantageous
c) Teaching materials can be filmed for reuse
- b) Experts for teaching a difficult topic can be arranged and others can be benefited from them
d) All of these
- (52) What affects listening badly?
- a) Message overload-excess of listened material
c) A sizable hearing loss-physiological problem
- b) High speed of speaking
d) All of these
- (53) All are the examples of the media of two way communication except _____.

- a) Public meeting
b) Padyatra
- c) Street plays
d) Procession and rallies
- (54) The most important aspect of communication- listening, can be improved by _____.
- a) Making the attention fully paid
b) Making the communicated material novel-interest ing and need based.
- c) Making voice effective and impressive
d) All of these
- (55) "Unity of Command " principle of effective direction means:
- a) Subordinates should be responsible to one superior
b) There should be unity amongst subordinates
- c) There should be unity amongst superiors
d) A superior can supervise a limited number of subordinates
- (56) The _____ is the person who transmits the message.
- a) Receiver
b) Driver
- c) Sender
d) Cleaner
- (57) What does "E", "R" and "G" stand for in the ERG theory?
- a) Export, Risk and Guarantee
b) Existence, Relatedness and Growth
- c) Exponential, Reliability and Growth
d) None of these
- (58) What are the alternate names used for the expectancy model?
- a) Instrumentality theory
b) Path - goal theory
- c) Valence - instrumentality - expectancy theory
d) All of these
- (59) Sahel was in the habit of reprimanding employees when they arrived late for work. The second time an employee was late, he or she would have pay cut. Sahel is using which type of reinforcement?
- a) Positive
b) Punishment
- c) Critical incident
d) Extinction
- (60) Employee motivation is considered a very important element in achieving over all goal of organization. In order to keep employees motivated, an employer needs to understand that
- a) Every employee is satisfied by increase in salary
b) Every employee is different, motivate them according to their needs.
- c) Each employee will work hard if they get paid on time
d) Rewards are the key to keep the employees motivated and self satisfied
- (61) A manager is held responsible for a smooth running of organizational working setup. According to Mintzberg, a manager performs
- a) An interpersonal role
b) A decisional role
- c) An informational role
d) All of these
- (62) Which of the following is the elements of directing?
- a) Supervision
b) Motivation
- c) Leadership
d) All of the above
- (63) The supervisor motivate the subordinates in _____.
- a) Authoritative
b) Autocratic direction
- c) Free rein direction
d) None of these
- (64) A group of workers who do the same or similar work, who meet regularly to identify, analyze and solve work-related problems is called
- a) quality circle
b) co-ordination
- c) cooperation
d) None of these
- (65) Management applies to _____.
- a) Business unit
b) Family
- c) government
d) All of these
- (66) Which type of leader allow complete delegation of authority?

- a) Creative leaders
 - b) Persuasive leaders
 - c) Laissez faire leaders
 - d) Intellectual leaders
- (67) What are the three interpersonal roles of managers?
- a) Figurehead, leader and liaison
 - b) Spokesperson, leader, coordinator
 - c) Director, coordinator, disseminator
 - d) Communicator, organiser, spokesperson
- (68) Which of the following is not a process of controlling?
- a) Analyzing deviations
 - b) Integrates employees efforts
 - c) Taking corrective measures
 - d) Setting performance standards
- (69) A manager should have a firm grip and control over his employees. What does control in organization mean?
- a) Closely supervising
 - b) Being in command of
 - c) Monitoring
 - d) Having power over
- (70) When a manager decides who will get funds, plans out agendas, make budgets etc., he falls in which following MintzBerg's roles of manager?
- a) Informational Role of Manager
 - b) Interpersonal Role of manager
 - c) Decisional Role of manager
 - d) Resource Allocator