1. Scientific Management were more concerned with the problems at the ................................ levels
   a) Higher levels    b) Middle
   c) Operating       d) None

2. Father of Modern Management theory is .................
   a) Henry Fayol      b) F.W.Taylor
   c) Henry Gantt      d) None

3. .................suggests that each communication going up or coming down must flow through each position in the line of authority
   a) Communication Pattern  b) Horizontal communications
   c) Scalar chain           d) None of these

4. Management can be considered as .................
   a) Exact science        b) Inexact science
   c) Psuedo science       d) B or C

5. ........................is that phase of business enterprise that concerns itself with
the overall determination of institutional objectives and the policies necessary to be followed in achieving those objectives.

a) Management  
b) administration  
c) Both of these  
d) None

6. ……has defined the basic problem of managing as the art of “knowing exactly what you want men to do and then see that they do it in the best and cheapest way”

a) Henry Fayol  
b) F.W. Taylor  
c) Mary parker Follet  
d) None of these

7. According to functional foremanship, the speed boss, Inspector, foreman and gang boss are entrusted with the……………………aspect of work.

a) Planning  
b) Organizing  
c) Doing  
d) None of these

8. …..is undertaken to find out the one best way of doing the thing

a) Job Analysis  
b) Merit rating  
c) Job enrichment  
d) None

9. The principle of Unity of command is contrary to Taylors…………………

a) Rule of thumb  
b) Unity of Direction  
c) Functional foremanship  
d) None of these

10. According to …………..principle, each group of activities with the same objective must have one head and one plan

a) Unity of Direction  
b) Unity of command  
c) Either of these  
d) None

11. Everything which goes to increase the importance of subordinates role is………………

a) Decentralization  
b) Centralization  
c) Either A or B  
d) None

12. The Book “Functions of Executive” was written by …………………

a) P.F. Drucker  
b) Chester Barnard  
c) Herbert Simon  
d) None

13. School of Management recognizes the existence of a centralized body of knowledge for the Management.
14. …………………school of thought has developed on the idea that there is no single best method to find solutions to Managerial problems.
   a) System approach  b) Empirical
   c) Contingency       d) Operational

15. Koontz and O’Donnel are the advocates of …………………approach to management.
   a) System approach  b) Empirical
   c) Contingency       d) Operational

16. According to …………………….approach, management is a logical process and it can be expressed in terms of mathematical symbols and relationships.
   a) Empirical  b) Management science
   c) Contingency       d) Operational

17. …………………….approach of management heavily concentrates on ‘People’ aspect of management.
   a) Human relations  b) System
   c) Empirical         d) Management science

18. …………………….is the art of knowing exactly what you want men to do and then seeing that how they do it in the best and cheapest way.
   a) General management  b) Scientific Management
   c) Administration      d) None

19. …………………….is introduced to secure the benefits of division of labour or specialization at the supervising level under scientific management.
   a) Operating management  b) Functional foremanship
   c) Either a or b         d) None

20. …………………….helps to determine a fair days work and rest period to complete it.
   a) Work study  b) Time study
   c) Motion study    d) All of these

21. The main objective of …………………….study is to determine and eliminate
unnecessary and wasteful movements
a) Work study  b) Time study  
c) Motion study  d) All of these

22. The author of the famous book “General and Industrial Management” is ...................
a) Henry Fayol  b) F.W. Taylor  
c) Henry Gantt  d) None

23. According to Fayol, the principles of Management are .................
a) Rigid  b) Flexible  
c) A or b  d) None

24. ..................is the right of a superior to give orders to subordinates, take decisions etc.
a) Authority  b) Responsibility  
c) Accountability  d) None

25. Authority and responsibility are ................. to each other
a) Supplementary  b) Complementary 
c) Contradictory  d) None

26. ..................principle states that an employee should receive orders form one superior only
a) Unity of direction  b) Unity of command  
c) Esprit de corps  d) None

27. According to .................. principle, there should always exist one head and one plan for a group of activities having the same objective
a) Unity of direction  b) Unity of command  
c) Esprit de corps  d) None

28. ..................is highly suitable for large organizations having large number of managerial personnel at different levels.
a) Centralization  b) Decentralization 
c) Departmentalization  d) All of these

29. is defined as a chain of superiors ranging from the ultimate authority to the lowest ranks
30. The book “Creative Experience” was written by ………………
   a) Henry Fayol  b) F.W. Taylor  
   c) Mary Parker Follet  d) None of these

31. The book “functions of Executive” was written by……………….
   a) Henry Fayol  b) F.W. Taylor  
   c) Mary Parker Follet  d) Chester I Barnard

32. ……………..is the character of communication, in a formal organization by virtue of which it is accepted by a member of the organization as governing the action he contributes
   a) Responsibility  b) Authority  
   c) Accountability  d) Power

33. ……………..developed the “Need Hierarchy Theory” to explain human behaviour within an organization.
   a) A.H. Maslow  b) Douglas Mc. Gregor  
   c) Herzberg  d) Rensis Likert

34. …..has given the concept of administrative man as the model for decision making
   a) A.H. Maslow  b) Douglas Mc. Gregor  
   c) Herzberg  d) Herbert Simon

35. ………developed the concept of Management by Objectives
   a) A.H. Maslow  b) Herbert Simon  
   c) Herzberg  d) Peter F. Drucker

36. Management according to…………..Approach is the study of practical experience of Managers and hence such a study would provide a better understanding to the effective way of Managing an enterprise
   a) Empirical  b) Management science  
   c) Contingency  d) Operational

37. ………….approach is based on the idea that an organization is studied in detail and decisions are taken for each sub system, which in turn is in conformity with the total system.
   a) Empirical  b) Management science
c) Contingency
d) System
38. ……school of thought has developed on the idea that there is no single best method to find solutions to managerial problems
   a) Empirical
   b) Management science
   c) Contingency
   d) Operational

39. Koontz and O’Donnel are advocates of …………… approach to management
   b) Empirical
   b) Management science
   c) Contingency
   d) Operational

40. The introduction of computers in decision making process contributed a lot in popularizing the …………… approach in management
   c) Empirical
   b) Management science
   c) System
   d) Operational

41. …………… approach attempts to understand managerial problems and to provide suitable solutions by the application of scientific methodology
   d) Empirical
   b) Management science
   c) Contingency
   d) Operational

42. The advocates of …………… approach view management as the direction of the activities of a group of people towards the accomplishment of common objectives
   e) Empirical
   b) Management science
   c) Contingency
   d) Human behavior

43. According to ………………. Core competency must be the central subject of Corporate strategy
   a) Henry Fayol
   b) F.W. Taylor
   c) C.K. Prahlad
   d) Peter F. Drucker

44. The book “Practice of Management” was written by …………
   a) Henry Fayol
   b) F.W. Taylor
   c) C.K. Prahlad
   d) Peter F. Drucker

45. …………believed that leaders are not born but also developed through proper training in human behavior.
   a) Mary Parker Follet
   b) F.W. Taylor
   c) C.K. Prahlad
   d) Peter F. Drucker

46. The concept of Job enrichment is a contribution by………
   a) Frederick Herzberg
   b) F.W. Taylor
47. …..is considered as the primary function of management?
   a) Organizing  b) Planning  c) Staffing  d) Controlling

48. MBO stands for?
   a) Management of Business Objectives  b) Management By Objectives  
   c) Managing Business Operations  d) None of these

49. is the process of selecting one best alternatives from different alternatives.
   a) Planning  b) Organizing  c) Decision making  d) Forecasting

50. …..is the process of identifying and grouping of work to be performed
   a) Organizing  b) Staffing  c) Division of labour  d) Planning

51. Operational guides to action is known as
   a) Policies  b) Procedures  c) Plan  d) None of these

52. is a sequence of activities to be undertaken for implementing the
   policies and achieving the objectives of an enterprise.
   a) Procedures  b) Programme  c) Rule  d) Plans

53. is an organizational structure which clearly defines duties, 
   responsibilities, and authority.
   a) Formal  b) Informal  c) Natural  d) None of these

54. organisation arises voluntarily or due to social interaction of people
   a) Formal  b) Informal  c) Line organization  d) All of these
55. Authority is the right to give-------- and the power to exact obedience
   a) Information  b) Orders
   c) Money       d) None of these

56. A superior cannot delegate
   a) Authority  b) Responsibility
   c) Duty       d) None of these

57. If the orders, instructions or directions are delegated to a particular person, then it is known as
   a) General delegation  b) Specific delegation
   c) Written delegation  d) Informal delegation

58. ………are certain assumptions about the future on the basis of which the plan will be formulated
   a) Programmes  b) Planning premises
   c) Planning issues d) Procedures

59. Authority flows from
   a) Top to Bottom  b) Bottom to top
   c) Horizontally  d) All of these

60. ………refers to the maximum number of subordinates a superior can effectively manage?
   a) Scalar chain  b) Unity of direction
   c) Accountability d) Span of control

61. ………is the obligation of a subordinate to perform the duty assigned by his superior
   a) Authority  b) Responsibility
   c) Division of labour  d) Accountability

62. Military type of organization is also called
   a) Informal organization  b) Line organization
   c) Line & Staff  d) Functional

63. Concentration of authority of decision making at top levels of management is known as
   a) Concentration  b) Decentralization
c) Centralization  d) None of these

64. Decentralization is
   a) Compulsory  b) Optional
   c) None of these

65. ……is a detailed and systematic study of jobs to know the nature and characteristics.
   a) Man power planning  b) Job analysis
   c) Staffing  d) All of these

66. ………is a statement showing the minimum acceptable qualities of the persons to be placed on a Job.
   a) Job analysis  b) Job description
   c) Job specifications  d) Staffing

67. The result of job analysis written in a statement is known as
   a) Job description  b) Job specifications
   c) Man power planning  d) None of these

68. ………is the process of searching for prospective employees and stimulating them to apply for the Job.
   a) Selection  b) Training
   c) Recruitment  d) Induction

69. ………is considered as a negative function of management.
   a) Selection  b) Recruitment
   c) Training  d) Placement

70. ………is the process of comparing actual performance with the standard and taking corrective Action.
   a) Controlling  b) Management
   c) Planning  d) Co-ordination

75. ………a process of integrating the interdepartmental activities as unified action towards the Achievement of the common goal of the organization.
   a) Controlling  b) Directing
   c) Co-ordination  d) All of these

76. ………refers to co-ordination between activities of a manager and his subordinates.
a) Vertical co-ordination  b) Horizontal co-ordination
  c) Diagonal co-ordination  d) None

77. ----------- aims at visualizing and identifying deviation before they actually occur.
  a) Predictive control  b) Concurrent control
  c) Operational Control  d) All of these

78. In --------type of organization, workers receive instructions from various specialists.
  a) Line  b) Functional
  c) Informal  d) None

79. If duties and authority are shown in the organizational structure of the enterprise, then it is called
  a) Informal delegation  b) Formal delegation
  c) Written delegation  d) None of these

80. ..........is an example of internal source of recruitment
  a) Advertisement  b) Trade unions
  c) Employment exchange  d) Promotion

81. ......is the process of inducting an employee into the social set up of work.
  a) Placement  b) Induction
  c) Absorption  d) None of these

82. -------- is the act of increasing the knowledge and skills of an employee for doing a job.
  a) Training  b) Induction
  c) Placement  d) Orientation

83. ...........means issuing orders, instructions and commands.
  a) Directing  b) Unity of command
  c) Authority  d) All of these

84. is a statement of expected results expressed in quantitative terms for a period
  a) Plan  b) Budget
  c) Schedule  d) None of these
85. _______ means an individual should receive orders and instructions from only one superior
   a) Unity of command  
   b) Span of control
   c) Scalar chain  
   d) None of these

86. is the activity of influencing people to strive willingly for group of objectives.
   a) Motivation  
   b) Leadership
   c) Communication  
   d) None of these

87. A leader should have __________
   a) Technical Knowledge  
   b) Empathy
   c) Initiative  
   d) All of these

88. Autocratic style of leadership is also known as __________
   a) Authoritarian  
   b) Participative
   c) Free rein  
   d) None of these

89. __________ is the act of recreating a core business process with the goal of improving product output, quality, or reducing costs.
   a) Planning  
   b) CSR
   c) Business process reengineering  
   d) None of these

90. The term “Open-Book Management” (OBM) was coined by __________
   a) Henry Fayol  
   b) Michael Hammer
   c) Jack Stack  
   d) None of these

91. Which are the factors influencing business ethics
   a) Personal code of ethics  
   b) Legislation
   c) Government rules  
   d) All of these

92. __________ is a situation where a moral conflict arises.
   a) Ethical issues  
   b) Conflicts
   c) Demotivation  
   d) None of these

93. __________ is a problem in the decision making process between two possible options, neither of which is absolutely acceptable from an ethical perspective.
94. ... is how companies manage their business processes to produce an overall positive impact on society.
   a) Management  b) BPR  
   c) MBO  d) CSR

95. Leadership is also referred as fatherly leadership
   a) Autocratic  b) Participative  
   c) Free rein  d) Paternalistic

96. ... Means a process of stimulating people to action to accomplish desired goals
   a) Motivation  b) Leadership  
   c) Communication  d) None of these

97. ... Communication is also known as Grape wine
   a) Formal  b) Informal  
   c) Lateral  d) None of these

98. The word MBO stands for ............... 
   a) Management by Organisation  b) Management by Operation  
   c) Management by Objectives  d) None of these

99. developed MBO
   a) Henry Fayol  b) Rensis Likert  
   c) Michael Porter  d) Peter F Drucker

100. MBO gives emphasis on ............... 
     a) Top Management  b) Middle Management  
     c) Objectives  d) Lower Management

101. MBO establishes a ............... 
     a) Community of interest  b) Centralized organization  
     c) Rigid organisation structure  d) All of these
102. KRA in MBO stands for …………
   a) Kerala Rural Academy   b) Key Result Areas
   c) Key Resources Availability   d) None of these

103. The word ‘Ethics’ is derived from Greek word …………
   a) Ethios   b) Ethikos
   c) Ethoes   d) None of these

104. Ethics is a ………
   a) Pure science   b) Normative Science
   c) Inexact Science   d) None of these

105. Ethics means ………
   a) Character   b) Manner
   c) Custom   d) All of these

106. ……..deals with the right actions of individuals
   a) Sincerity   b) Rules
   c) Ethics   d) All of these

107. Ethics is a ………
   a) Social science   b) Science of conduct
   c) Normative Science   d) All of these

108. The word ‘moral’ is derived from the Latin word …………
   a) Moralis   b) Morilitic
   c) Monatic   d) None of these

109. Human nature is …………..
   a) Learned   b) Programmed
   c) Inherited   d) All of these

110. …….. is a process designed to focus on customer expectations, preventing problems, building commitment to quality amongst all managers and staffs, and promoting open and transparent decision making.
   a) Planning
   b) TQM
   c) Marketing
   d) None of the above

111. The word “quality” suggests ……..in every aspect of the organization
   a) Goodness   b) Plan
12. Which is not a pillar of TQM
   a) Product  
   b) Process  
   c) System  
   d) Action  

d) none of this

13. Which is/are the benefits of TQM
   a) Improvement in product design  
   b) Reduction in operating costs  
   c) Reduction in field service costs  
   d) all the above  

114. …..is an approach to creating continuous improvement based on the idea that small, ongoing positive changes  
   a) TQM  
   b) BPR  
   c) Kaizen  
   d) Lean Management  

115. ……..is an approach to managing an organization that supports the concept of continuous improvement, a long-term approach to work that systematically seeks to achieve small, incremental changes in processes in order to improve efficiency and quality.  
   a) TQM  
   b) BPR  
   c) Kaizen  
   d) Lean Management  

116. The term ‘value’ is derived from the French word …………..  
   a) Valoir  
   b) Valas  
   c) Velois  
   d) None of these  

117. ……..represent an individual’s highest priorities and deeply held driving forces.  
   a) Values  
   b) Principles  
   c) Culture  
   d) Ethics  

118. A set of characteristics that sets one group of people apart from another is called as …………..  
   a) Culture  
   b) Values  
   c) Ethics  
   d) None of these  

119. ….. Lean management focuses on  
   a) Defining value from the standpoint of the end customer  
   b) Eliminating all waste in the business processes  
   c) Continuously improving all work processes, purposes and people  
   d) All of the above  

120. Indian ethos is the outcome of ………….. way of life  
   a) Budha  
   b) Hindu
121. IEM stands for …………
   a) Indian Economic Management
   b) Institute for Education in Management
   c) Indian Ethos in Management
   d) International Environmental Management

122. The ‘guna’ of dark force is …………
   a) Raja Guna
   b) Satva Guna
   c) Tams Guna
   c) None of these

123. Holism means …………..
   a) Oneness
   b) Divinity
   c) Materiality
   d) All of these

124. Indian model of management is …………
   a) Value driven holistic
   b) Ratopnal holistic
   c) Hybrid
   d) None of these

125. Fundamental theories of Indian Model include …………
   a) Purushartha Theory
   b) Panchakosas Theory
   c) Theory of Gunas
   d) All of these

126. ………refers to certain norms governing the conduct of workers involved in a work situation
   a) Team Work
   b) Work Ethics
   c) Work Group
   d) Work Management

127. ………seeks to determine norms and values
   a) Culture
   b) Normative science
   c) Value
   d) None of these.

128. ………is primarily concerned with the relationship of business goals and techniques to specifically human ends
   a) Business ethics
   b) Code of conduct
   c) All of these
   d) None

129. ………are the principles, which govern and guide business people to perform business functions
School of Distance Education

130. …is the guiding principle for decision making in an economics based view of management.
   a) Profit maximization  b) Wealth Maximisation  c) Value maximization  d) None

131. ………….is a process that allows people to make decisions based on their deeper values which will be economically, socially and environmentally sound.
   a) Holistic approach  b) Ethics management  c) Code of conduct  d) None of these

132. A ……………..is a written document, inspirational in contents and specify clearly what is acceptable or unacceptable behavior at workplace and beyond, when the employees represent their organizations outside.
   a) Code of conduct  b) Business Ethics  c) Allof these  d) None of these

133. …………..specifies methods for reporting violations, disciplinary action for violations and the structure of the due process to be followed
   a) Business Ethics  b) Code of ethics  c) Allof these  d) None

134. …………..is a set of values, beliefs, goals, norms and ways of solving problems by the members of the organization.
   a) Corporate culture  b) Organizational culture  c) Both of these  d) None of these

135. Which among the following are advantages of managing business ethics in the workplace?
   a) Cultivate strong team work and productivity
   b) Avoid criminal acts
   c) Lower fines
   d) All of these

136. A ……………..is a buzz word to employees to observe ethical norms and forms the basis for rules of conduct.
   a) Code of ethics  b) Business Ethics  c) Allof these  d) None
137. ..........would be charged with implementing and administering an ethical management programme.
   a) Top management  b) Ethics management committee
   c) Middle management  d) None of these

138. When new employees are to be recruited, ............ training should be arranged for them.
   a) Apprenticeship  b) Induction
   c) Vestibule  d) None of these

139 ............... is a new framework for decisions making on all levels that is based on resource management of the whole
   a) Holistic Management  b) Ethics management
   c) Code of conduct  d) None of these

140 ........ term includes employees, customers, suppliers and the wider community
   a) Stock holder  b) Stake holder
   c) Both of these  d) None of these

141. Ethics in workplaces can be managed through the use of
   b) Codes of ethics  b) Codes of conduct,
   c) Roles of ethics  d) All of these

142. The first step in holistic process of management is ............... 
   c) Define the whole under management
   d) Develop a written goal statement
   e) Assess current situation
   f) Brainstorming to achieve goal.
ANSWER KEY

1) c  2) a  3) c  4) d  5) b  6) b  7) c  8) a 
9) c  10) a  11) a  12) b  13) d  14) c  15) d  16) b 
17) a  18) b  19) b  20) a  21) c  22) a  23) b  24) a 
25) b  26) b  27) a  28) b  29) b  30) c  31) d  32) b 
33) a  34) c  35) b  36) d 
37) d  38) c  39) d  40) c  41) b  42) D  43) c  44) d 
45) a  46) a  47) a  48) b  49) c  50) A  51) b  52) b 
53) a  54) b  55) b  56) b  57) b  58) B  59) a  60) d 
61) b  62) b  63) c  64) b  65) b  66) C  67) a  68) c 
69) a  70) a  71) c  72) a  73) a  74) B  75) b  76) d 
77) b  78) a  79) a  80) b  81) a  82) B  83) d  84) a 
85) a  86) b  87) d  88) a  89) c  90)c  91) d 
92) a  93) b  94) d  95) d  96) a  97) b  98) c  99) d 
100) c 
101) a  102) b  103) b  104) b  105) d  106) c  107) d 
108) a  109) c  110) b  111) c  112) d  113) d  114) c  115) d 
116) a  117) a  118) a  119) d  120) b  121) c  122) c  123) a 
124) a  125) d  126) b  127) b  128) a  129) a  130) a  131) a 
132) a  133) b  134) a  135) d  136) a  137) b  138) b  139) a 
140) b  141) d  142) a 

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