



BA5102 PRINCIPLES OF MANAGEMENT

Multiple Choice Questions

UNIT I INTRODUCTION TO MANAGEMENT

Organization- Management- Role of managers- Evolution of management thought- Organization and the environmental factors- Managing globally- Strategies for International business.

1. Business firm Produce and supply wide varieties of goods and _____ required by the society

- a) Money
- b) Services**
- c) Entities
- d) Social Service

2. The primary sector includes all of the following except.

- a) Forestry
- b) Manufacturing**
- c) Mining
- d) Agriculture

3. _____ Skill is needed at the top level management.

- a) Technical
- b) Conceptual and technical
- c) Conceptual
- d) Conceptual, Technical and human**

4. Scientific management works on

a) Research and experimentation

b) Trial and error

c) More attention on production only

d) Tradition management theory

5. Henry Fayol, F.W.Taylor belongs to which of the following school of management?

a) Neoclassical School

b) Modern School

c) Classical School

d) Early Perspective

6. Who of the following is the industrial philanthropist?

a) Frederick Taylor

b) Seebom Rowntree

c) Henry Ford

d) Max Weber

7. Which one of the following is not one of Drucker's five guiding principles of management?

a) Making people's strengths effective and their weaknesses irrelevant.

b) Enhancing the ability of people to contribute.

c) To operate the organisation's status system.

d) Integrating people in a common venture by thinking through, setting and exemplifying the organisational objectives, values and goals.

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

9. At what level of an organisation does a corporate manager operate?

a) Functional

b) Operational

c) Middle level

d) Top level

10. What is the guiding principle behind New Public Management?

a) Profit maximisation

b) Introducing private sector business principles into the public sector

c) Replacing public management with private sector management

d) Restructuring public organisations

11. Which one is not a recognised key skill of management?

a) Conceptual skills

b) Human skills

c) Technical skills

d) Writing skills

12. Which of these is not part of the recognised challenges for modern managers?

a) Micro-managing the workforce

b) Managing communications

c) Managing change

d) Managing the learning organisation

15. What is a social enterprise concerned with?

- a) Profit maximisation
- b) Maximising market share
- c) Providing public service
- d) Running a business to create social benefits**

16. Which 18th century writer produced a famous book called 'The Wealth of Nations'?

- a) Frederick Taylor
- b) Henry Mintzberg
- c) Adam Smith**
- d) Dr Samuel Johnson

17. What characteristic is not a key feature of the 'open systems' model of management?

- a) Morale**
- b) Innovation
- c) Growth resource
- d) Adaptation

18. Which one of these characteristics is most commonly associated with the 'rational goal' model of management?

- a) Worker welfare
- b) Health and safety
- c) Interpersonal relationships
- d) Productivity**

19. What is the guiding principle of scientific management?

- a) Experimentation
- b) Fluid working relationships
- c) Freedom of association
- d) One best way to do a job**

20. What is Frank Gilbreth's work most noted for?

- a) Working conditions
- b) Time and motion studies**
- c) Work psychology
- d) Work as a social setting

21. Which one of the following is not a characteristic of a bureaucratic organisation?

- a) Authority
- b) Regulations
- c) Command structure
- d) Change**

22. Which writer was concerned with the reaction of workers to key characteristics of bureaucracies?

- a) Merton
- b) Weber
- c) Gouldner**
- d) Mayo

23. Which feature does not form one of Fayol's 14 principles of management?

- a) Esprit de corps
- b) Initiative
- c) Order
- d) Individualism**

24. The Hawthorn Studies are most associated with which writer?

- a) Mary Parker Follett
- b) Elton Mayo**
- c) Lillian Gilbreth
- d) Frederick Taylor

25. As what are key factors that reflect the situation of an organisation referred to?

- a) Administrations

- b) Processes
- c) Activities

d) Contingencies

26. Management exists at the ____ level of the organization.

- a) Lower
- b) Middle
- c) Top
- d) **All of the above**

27. Management is

- a) an art
- b) a science
- c) **both an art and a science**
- d) none of the above

28. In what order do managers typically perform the managerial functions?

- a) organizing, planning, controlling, leading
- b) planning, organizing, leading, controlling
- c) **planning, organizing, controlling, leading**
- d) organizing, leading, planning, controlling

29. Coordinating people and human resources to accomplish organizational goals is the process of

- a) directing
- b) planning
- c) **leadership**
- d) management

30. Which of the following is not a principle by Henry Fayol?

- a) **Harmony not discord**
- b) Division of work
- c) Unity of command

d) Discipline

31. Which one of the following is not one of Drucker's five guiding principles of management?

- a) Making people's strengths effective and their weaknesses irrelevant.
- b) Integrating people in a common venture by thinking through, setting and exemplifying the organizational objectives, values and goals.
- c) To operate the organization's status system.**
- d) Enhancing the ability of people to contribute.

32. Planning, organizing, directing and controlling are the:

- a) Goals of management.
- b) Functions of management.**
- c) Results of management.
- d) All of the above.

33. Which one is not a recognized key skill of management?

- a) Conceptual skills
- b) Human skills
- c) Technical skills
- d) Writing skills**

34. Which of the following would be included in the "controlling function" ?

- a) Explaining routines
- b) Measuring results against corporate objectives.**
- c) Giving assignments.
- d) Setting standards.

35. Supervisory management spends most of his/her time on

- a) Planning and organizing
- b) Planning and controlling
- c) Organizing and controlling
- d) Directing and controlling**

36. Main functions of administrative management are

- a) **Planning ,organizing, directing and controlling**
- b) Planning, organizing, controlling and representation
- c) Planning, organizing ,staffing, directing and controlling
- d) Planning ,organizing, staffing and directing

37. Management is said to be the combination of

- a) Arts, commerce and science
- b) Arts, science and engineering
- c) Arts, commerce and engineering
- d) **Arts, science and profession**

38. Which of the following management functions are closely related?

- a) Planning and organizing
- b) Staffing and control
- c) Planning and staffing
- d) **Planning and control**

39. Positive motivation makes people willing to do their work in the best way they can and improve their _____.

- a) Personality
- b) Productivity
- c) **Performance**
- d) All of the above

40. Which of the following is not an element of administration?

- a) coordinating
- b) planning
- c) organizing
- d) **initiative**

41. Which of the followings are the aims of material management ?

a) Continuity of supply

b) Low payroll cost

c) Higher inventory turn over

d) All of the above

42. Father of scientific management is

a) Fedrick W. Tailor

b) Arthur Dunkel

c) Henry Fayol

d) Robert owen

43. When a manger made a decision and he is uncertain about the outcomes His decision is likely to be:

a) Of Poor Quality

b) Unacceptable

c) Successful

d) Risky

44. The organization which has no interaction with its external environment is called:

a) Open system

b) Closed system

c) Non-interactive system

d) Moderated system

45. Which famous management thinker was related with the development of "Theory X"?

a) Douglas McGregor

- b) Abraham Maslow
- c) Frederick Herzberg
- d) Chester Barnard

46. Supervisor is another name for whom?

- a) team leaders
- b) middle managers
- c) first-line managers**
- d) top managers

47. Which of the following views of managerial impact is useful in explaining the high turnover among college and professional sports coaches who can be considered the “managers” of their teams?

- a) Symbolic
- b) Omnipotent**
- c) Generalist
- d) Autocratic

48. Managers operate within the constraints imposed by _____.

- a) Government at the federal and state level
- b) The employees of the organization
- c) The organization’s culture and environment**
- d) The organization’s board of directors

49. Hawthorne studies were a series of early experiments that focused on:

- a) Behavior in the workplace**
- b) Ethics in the workplace

- c) Group norms
- d) Interpersonal dynamics

50. Which factor has been the most rapidly changing component in an organization's general environment in the past quarter-century?

- a) Global
- b) Economic
- c) Social
- d) Technological**

51. Which of the following is part of the principles of management identified by Henri Fayol?

- a) Scalar chain**
- b) Innovation
- c) Efficiency
- d) Motivation

52. Which of the following is known as the process of getting activities completed efficiently and effectively with and through other people?

- a) Leading
- b) Management**
- c) Supervision
- d) Controlling

53. Which of the following management thinker created a role classification system based on how managers spend their time at work to describe a manager's role?

- a) Peter Brabeck-Letmathe
- b) Abraham Maslow

c) Andrea Jung

d) Henry Mintzberg

54. Which expectancy theory linkage explains the degree to which a student desires a good job?

a) Expectancy

b) Effort to performance

c) Input to outcome

d) Valence

55. Which of the following is not a principle by Henry Fayol?

a) Division of work

b) Harmony not discord

c) Discipline

d) Unity of Command

56. Management should find the one best way to perform a task. Which technique of management states that:

a) Time study

b) Motion study

c) Fatigue study

d) Method study