

EpMBA Semester I
Principles of Management

- 1) Soldering problem came across by Taylor, is related to
 - a. Organization Structure
 - b. Electronic production
 - c. **Slow working of worker under fear**
 - d. Major technical problem

- 2) Which is considered as 1st and primary function of manager
 - a. Controlling
 - b. **Planning**
 - c. Organizing
 - d. Decision making

- 3) Admin management & scientific management is addressed & developed in _____ approach
 - a. Behavioural Approach
 - b. Quantitative approach
 - c. **Classic Approach**
 - d. None of the above

- 4) Analysing people performance is a typical task or responsibility of _____ level
 - a. Top
 - b. **Middle**
 - c. Lower
 - d. All the above

- 5) Starting point of strategy plan is
 - a. Environmental factors
 - b. Past performance
 - c. **Mission and Goal definition**
 - d. Target

- 6) As per the definition of management, which is not part of 5 functions of management
 - a. Planning
 - b. **Marketing**
 - c. Staffing
 - d. Organizing

- 7) Which is not the characteristics of open system
 - a. Cycle of event
 - b. Feedback mechanism
 - c. Equifinality
 - d. **None of the above**

- 8) Day shift, Evening shift and night shift are the examples of departmentation by
 - a. Process
 - b. **Time**
 - c. Equipment
 - d. Simple number of people

- 9) In a decision-making process, manager puts in least possible efforts to reduce problem to tolerable levels. This method is called as _____
 - a. Satisficing Model
 - b. Garbage Can Model
 - c. **Incremental Model**
 - d. None of the above

- 10) Conceptual and Design skill demand which level of management
- Top Level**
 - Middle Level
 - Lower level
 - Design Department
- 11) As a process of strategic plan, first step of strategic plans is
- Check for alternatives
 - Establishing Objectives**
 - Analysing opportunities
 - Mission
- 12) If planning gives answer to “What to do”, question “how to do “is normally answered by following function of management
- Staffing
 - Execution
 - Organizing**
 - Controlling
- 13) “Set of interacting elements operating without any exchange with the environment in which they exist” is normally called as
- Interacting System
 - Open system
 - Closed System**
 - None of the above
- 14) Team formed in large organization for any CSR activity like Bharat Swachha Abhiyan is an example of
- Formal Organization
 - Informal Organization**
 - Task Organization
 - Team working
- 15) High relative market share and high growth rate is normally characteristics of
- Cash Cow
 - Question Mark
 - Star**
 - Dogs
- 16) Large organizations create _____, which assume the role of a separate company and create their own strategies and plans to achieve their corporate goals and contribution to the overall organization.
- marketing objectives
 - strategic business units**
 - marketing activities
 - business development units
- 17) In SWOT analysis, situations where organizations are able to convert weaknesses into strengths and threats into opportunities, these are called:
- strategic windows.
 - strategic levers.
 - conversion strategies.**
 - vulnerability.
- 18) _____ are about organizations seeking gaps in broad market segments or finding gaps in competitors' product ranges.
- Market niche strategies
 - Differentiation**
 - Cost leadership

- d. Focus strategies
- 19) When call center, managers spend much of their time monitoring customer calls and giving employees feedback about how to improve their dialogue with customers in the future, these managers are using _____ skills.
- a. **Technical**
 - b. Conceptual
 - c. Situational
 - d. Ethical
- 20) The strategic planning process begins with:
- a. feedback from employees.
 - b. performing a SWOT analysis.
 - c. **defining the mission, vision, and values of the organization.**
 - d. drafting an action plan.
- 21) Which of the following actions does Wal-Mart take to lower its prices?
- a. Wal-Mart uses distribution centers.
 - b. Wal-Mart invests in state-of-the-art information systems.
 - c. Sam Walton's stores are self-service.
 - d. **Wal-Mart does all of the above to lower its prices.**
- 22) Cost advantages derived from a large sales volume are called economies of:
- a. **scale.**
 - b. scope.
 - c. location.
 - d. density.
- 23) Intense rivalry between incumbents is a threat that:
- a. increases sales of established enterprises.
 - b. **reduces profits of established enterprises.**
 - c. increases profits of established enterprises.
 - d. has no effect on profits of established enterprises.
- 24) The observation of people at work that would reveal the one best way to do a task is known as
- a. **Scientific management**
 - b. Classical management
 - c. Human relations management
 - d. Creative management
- 25) The founder of Scientific management is
- a. **Frederick Taylor**
 - b. Henri Fayol
 - c. Elton Mayo
 - d. Chester Barnard
- 26) "Division of Work, authority and responsibility, Unity of Command" were proposed as a part of the fourteen principles of management by
- a. Weber
 - b. **Fayol**
 - c. Taylor
 - d. Woodward
- 27) Bureaucracy Theory proposed by
- a. **Weber**
 - b. Fayol
 - c. Taylor
 - d. Handy
- 28) "Human Motivation as ultimate study of human goals and need" is defined by

- a. Weber
 - b. **Maslow**
 - c. Taylor
 - d. Fayol
- 29) Mintzberg suggests that the job of a manager can be broken into roles each within one of three clusters. These clusters are:
- a. Interpersonal Roles, Informational Roles, Management Roles.
 - b. Informational Roles, Technology Roles, Law of Effect Roles
 - c. Managerial Authority Roles, Technology Roles, Informational Roles.
 - d. **Interpersonal Roles, Informational Roles, Decisional Roles.**
- 30) Input resources refer to:
- a. Organisation, people, managers.
 - b. Tasks, technology, culture.
 - c. Productivity, satisfaction, revitalisation.
 - d. **Materials, services, people, money.**
- 31) According to Mintzberg's theory of managerial functions, _____ roles include acting as an entrepreneur, a disturbance handler, a resource allocator, and a negotiator.
- a. Interpersonal
 - b. Decisional
 - c. Informational
 - d. None of the above
- 32) The leader of an organization performs _____, as per Mintzberg.
- a. An Interpersonal role
 - b. An Informational role
 - c. A Decisional role
 - d. **All of the given options**
- 33) The process of monitoring performance, comparing it with goals and correcting any significant deviations is known as:
- a. Planning
 - b. Organizing
 - c. Leading
 - d. **Controlling**
- 34) The process of collaborative goal setting by a manager and subordinate; the extent to which goals are accomplished is a major factor in evaluating and rewarding the subordinate's performance. It is called:
- a. **Management by objective**
 - b. Management by resources
 - c. Management by authority
 - d. Management by system
- 35) A situation in which an organization is not implementing valuable strategies that are being implemented by competing organization is called:
- a. **Competitive disadvantage**
 - b. Distinctive competencies
 - c. Competitive edge
 - d. Competitive parity
- 36) Which one of the following is not an example on an organization:
- a. Iowa State University
 - b. **Municipal Employees**
 - c. New York City
 - d. Royal Dutch/Shell Group
- 37) Decision making is a process where an individual in organization.....

- a. Make choices based on his free thought
 - b. **Make choices from among two or more alternatives to solve a problem**
 - c. Make choices base on recommendation from his superior
 - d. Make choices from his own preferences.
 - e. Do not have to make choices.
- 38) The process of management DOES NOT include
- a. Planning
 - b. Leading
 - c. Organizing
 - d. **Commitment.**
 - e. Controlling
- 39) Nestle and ICI have taken steps to address human rights issues in their overseas factories. This represent that these companies have
- a. Social obligation
 - b. Social Screening
 - c. **Socially responsibility**
 - d. Social responsiveness
- 40) Plant managers come under which of following management levels?
- a. First-line managers
 - b. Non-managerial employees
 - c. **Middle managers**
 - d. Top managers
- 41) When Shumaila is comparing actual sales figures with goals established earlier to see if her department met the target, she is performing which of the following functions?
- a. Planning
 - b. Organizing
 - c. Leading
 - d. **Controlling**
- 42) Australian Federal government has passed disabilities act of 2005 to protect rights of disable persons and to give them flexibility in job. This comes under which of the following environmental sub context
- a. Economic
 - b. Socio cultural
 - c. **Political/legal**
 - d. Technological
- 43) Mr. A is a Manager on XYZ company; he has a reputation for being an open and honest person and understands how to motivate employees and customers, he said to have good_____ skills.
- a. Sales
 - b. Political
 - c. **Interpersonal**
 - d. Technical
- 44) Each subordinate should report to one and only one superior is called:
- a. Authority
 - b. **Unity of command**
 - c. Unity of direction
 - d. Order
- 45) Forecasting techniques fall into which of the following two categories?
- a. Fixed asset and human capital
 - b. Predictive and confirmatory
 - c. **Quantitative and qualitative**

- d. Empirical and conceptual
- 46) A budget is an example of which of the following plan?
- a. Strategic plan
 - b. **Single use plan**
 - c. Informal plan
 - d. Standing plan
- 47) Which of the following is a function of how much decision-making authority is pushed down to lower levels in the organization?
- a. **Departmentalization**
 - b. Centralization
 - c. Span of control
 - d. Power
- 48) Functional departmentalization groups jobs by which of the following?
- a. **Tasks they perform**
 - b. Territories they serve
 - c. Products or services they manufacture or produce
 - d. Type of customer they serve
- 49) Who is credited for the theory of motivation based on the hierarchy of needs?
- a. **Abraham Maslow**
 - b. Douglas McGregor
 - c. Henri Fayol
 - d. Mary Parker Follett
- 50) A skill or capability that enables an organization to conceive of and implement its strategies is its:
- a. **Strength**
 - b. Weakness
 - c. Opportunity
 - d. Threat
- 51) Maslow's need hierarchy, a healthy work environment is an example of what type of need?
- a. Physiological
 - b. Esteem
 - c. **Safety**
 - d. Social
- 52) As per Mintzberg's roles, which are the manager's role
- a. Leader
 - b. Disturbance Handler
 - c. Recipient
 - d. **All the above**
- 53) The tendency of a system to break down and become disorganize or to disintegrate is known as
- a. Canopy
 - b. Inertia
 - c. **Entropy**
 - d. Flaw
- 54) Decision making involving opinion from experts and developing consensus is called _____
- a. Brainstorming method
 - b. **Delphy Method**
 - c. Non programmed method
 - d. Nominal Group Method
- 55) Linear programming, Queuing or waiting time method are examples of following decision making techniques

- a. Rational Decision making
 - b. Irrational Decision making
 - c. **Operations Research Techniques**
 - d. Group Decision method
- 56) Plans that address unique events that do not reoccur are called:
- a. **single-use plans.**
 - b. standing plans.
 - c. Strategic plans.
 - d. operating plans.
- 57) Kodak's mission statement is to provide "customers with the solutions they need to capture, store, process, output, and communicate images—anywhere, anytime." It is an example of a good mission statement because:
- a. it focuses on the product Kodak produces.
 - b. a functional component is included.
 - c. it focuses on Kodak's customers.
 - d. **all of the above apply.**
- 58) Ensuring that everything is being carried out according to plan is part of the process of
- a. **Organizing**
 - b. Controlling
 - c. Planning
 - d. Co-ordinating
- 59) An open system is influenced by:
- a. **External pressures and inputs.**
 - b. Internal pressures only.
 - c. Not influenced by anything.
 - d. Products the organisation produces
- 60) Informational roles involve...
- a. **Monitor, disseminator, spokesperson.**
 - b. Entrepreneur, disturbance handler, negotiator.
 - c. Figurehead, leader, liaison.
 - d. Communicator, resource allocator, leader.

Extra Questions

- 61) Which of the principle indicates that workers should be encouraged to develop and carry out plans for improvement
- a. Initiative
 - b. Discipline
 - c. **Unity of direction**
 - d. Coordination
- 62) The objectives in corporate governance are
- a. Growth
 - b. Stability
 - c. Shareholders' value maximisation
 - d. **All of the above**
- 63) The concept of SBU includes
- a. Unrelated products and businesses that are separated
 - b. The fact that each SBU has its own CEO
 - c. A scientific method of grouping the business

- d. **All of the above**
- 64) Advantage of delegation of authority results in faster
- a. Understanding
 - b. **Decision making**
 - c. Completion of task
 - d. None of the above
- 65) _____ is the result of human limitation to the span of management.
- a. **Delegation**
 - b. Satisfaction
 - c. Motivation
 - d. Development
- 66) What does a mission statement specify that the organization will achieve?
- a. Goals
 - b. Profit
 - c. Both (A) and (B)
 - d. None of the above
- 67) Limitation(s) of business planning is (are)
- a. Time Consuming
 - b. Expensive device
 - c. Heavy cost of planning
 - d. **All of the above**