

**VPM's**  
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1. Decision making is defined as:

- (a) Selecting the best alternatives
- (b) Identifying the alternatives
- (c) Analysing the alternatives
- (d) Gathering information

2. Which one of the following structures represents Matrix Organisation?

- (a) Line and Staff Organisation
- (b) Functional Organisation
- (c) Virtual Organisation
- (d) Project and Functional Organisation

3. Which of the following has the greatest impact in your presentation?

- (a) Body language
- (b) Vocal impact
- (c) Verbal impact
- (d) Eye contact

4. Leadership may be defined as

- (a) the ability to motivate people to work towards a common goal
- (b) the ability to command people to work towards a common goal
- (c) the ability to discipline people
- (d) None of these

5. In a juice making company sales manager has the set the goal of increasing the sales by 10% in summer season. At the end of summer Manager will check either goal has archived or not. This function is known as

- (a) Planning
- (b) Organizing
- (c) Leading
- (d) Controlling

6. All levels of management between the supervisory level and the top level of the organization are termed as:

- (a) First-line managers
- (b) Middle managers
- (c) Supervisors
- (d) Foremen

7. A budget is an example of which of the following plan?

- (a) Strategic plan
- (b) Informal plan
- (c) Single use plan
- (d) Standing plan

8. Which of the following study is aimed to determine and eliminate unnecessary and wasteful movements

- (a) Work study
- (b) Time study
- (c) Motion study
- (d) All of these

9. In organisational change, why employees resist for the change?

- (a) Problem of adjustment in the organisation
- (b) Economic reasons ( may affect their remuneration)
- (c) Obsolescence of skill
- (d) All of the above

10. Which of the following will not be considered as a formal organization?

- (a) A Hospital
- (b) A University
- (c) A Group of Friends
- (d) A Service Industry

11. Which of the following statements concerning grapevine is **not** correct?

- (a) Grapevine is generally used irregularly in organizations
- (b) Grapevine can and often does generate harmful rumours
- (c) Grapevine is used largely to serve the self-interests of people within it
- (d) In time, and with proper pressure, grapevine can be eliminated.

12 Two factor theory of motivation provides useful insights into the relationship between individual and situational or hygiene factors. Which of the following is a hygiene factor?

- (a) Achievement
- (b) Interpersonal relations
- (c) Recognition
- (d) Challenging work

13. Identify the sequence of different steps in controlling.

- I. Measurement of performance.
- II. Comparison of actual and standard.
- III. Analysis of causes of deviation.
- IV. Actual performance.
- V. Corrective action plan.

- (a) (III), (IV), (V), (I), (II)
- (b) (II), (III), (IV), (V), (I)
- (c) (IV), (I), (II), (III), (V)
- (d) (I), (II), (IV), (III), (V)

14. Who listed 14 principles of management based on his experience?

- (a) Henry Fayol
- (b) Henry L Gantt
- (c) Max Weber
- (d) Elton Mayo

15. The Hawthorne experiment was conducted by

- (a) Elton Mayo
- (b) Chester Barnard
- (c) Henry Fayol
- (d) Max Weber

16. According to Maslow, one must first fill \_\_\_\_\_ needs before one is concerned with \_\_\_\_\_ needs.

- (a) social, safety
- (b) physiological, safety
- (c) self-actualization, belongingness
- (d) esteem, belongingness

17. Douglas McGregor identified two opposing perspectives (Theory X and Theory Y) that he believed typified managerial views of employees and suggested that management must start with the basic question of how managers see themselves in relation to others. Which of the following is **not correct** about his theory?

- (a) Theory X managers view people as having an inherent dislike of work
- (b) Theory X managers assume that people are self-motivated and do not want to be directed
- (c) Theory Y managers assume that the average person will accept, even seek, responsibility
- (d) Theory Y managers view people as responsible and conscientious

18. Managers at all three levels of management require different kinds of skills to perform the functions associated with their jobs. A major difference in skill requirements between middle level and top-level managers is that

- (a) Top managers must generally be more skilled than middle managers in every respect
- (b) Top managers require better interpersonal skills but less conceptual skills than middle managers
- (c) Top managers generally require better technical and interpersonal skills than middle managers
- (d) Top managers generally require higher level conceptual skills but less technical skills than middle managers

19. Communication is the transfer of information from a sender to a receiver, with the information being understood by the receiver. In this process what is the term associated with the selection of appropriate symbols, such as words, numbers or digits by the sender?

- (a) Modelling
- (b) Channel
- (c) Encoding
- (d) Decoding

20. Which of the following is not a type of organisation structure?

- (a) Line organisation
- (b) Functional organisation
- (c) Line and staff organisation
- (d) Flexible organisation

21 Which organisation structure is generally followed by big steel plants?

- (a) Line organisation
- (b) Functional organisation
- (c) Line and staff organisation
- (d) All of the above

22. Which of the following outlines the number of subordinates who report to a manager as well as the number of managers available?

- (a) Span of control
- (b) Unity of command
- (c) Departmentalization
- (d) Vision statement

23. Vesting decision-making authority in lower-level managers or other employees is called:

- (a) Decentralization.
- (b) Centralization.
- (c) Localization.
- (d) Distributed authority.

24. Mr. Jake, CEO of Star, Inc. draws a picture of the reporting relationships that will occur under the new management reorganization. This is an example of:

- (a) Planning

- (b) Leading
- (c) Organizing
- (d) Controlling

25. The ability of a worker in the accounting department to prepare the organization's balance sheet is an example of:

- (a) Conceptual skill.
- (b) Technical skill.
- (c) Human skill.
- (d) First-line skill

26. The \_\_\_\_\_ effect refers to the tendency for people to behave differently when they are being studied:

- (a) Maslow
- (b) Herzberg
- (c) Hawthorne
- (d) none of the above

27. The offering of employee health insurance addresses which of Maslow's needs?

- (a) Safety
- (b) Social
- (c) Self-actualization
- (d) All of the above

28. Which of the following is an assumption of Theory X management?

- (a) The average person dislikes work.
- (b) The average worker prefers to be directed.
- (c) The average person likes work.
- (d) (a) & (b)

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

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

30. Mr. X is a branch manager for Microsoft. He is:

- (a) Top management.
- (b) Middle management.
- (c) Supervisory management.
- (d) None of the above.

31. First step in planning process is to

- (a) Evaluate alternatives

- (b) Set an objective
- (c) Determine strength & weaknesses
- (d) None of above

32. "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

33. The following is (are) non-verbal communication

- (a) Facial expression
- (b) Appearance
- (c) Posture
- (d) All of the above

34. By definition, noise \_\_\_\_\_.

- (a) does not exist if communications are completed
- (b) disrupts to the point that it makes communicating improbable
- (c) is disturbances that interfere with the transmission, receipt, or feedback of a message
- (d) has to be noisy

35. When the accounting manager communicates to the purchasing manager the money available for purchases in the current month, this is an example of:

- (a) Upward communication
- (b) Horizontal communication
- (c) Downward communication
- (d) The grapevine

36. \_\_\_\_\_ is known as the "father of scientific management"

- (a) Fredrick W. Taylor
- (b) Henry Fayol
- (c) Elton Mayo
- (d) None of these

37. Which of the following is not a planning premise?

- (a) Internal
- (b) Controllable
- (c) Tangible

(d) Remedial

38. In developing planning premises, a factor which has the high probability of impact and high degree of impact is known as:

- (a) High priority
- (b) Critical
- (c) To be watched
- (d) Low priority

39. What does "E", "R" and "G" stand for in the ERG theory?

- (a) Export, Risk and Guarantee
- (b) Exponential, Reliability and Growth
- (c) Existence, Relatedness and Growth
- (d) None of the above

40. Which of the following is a need that motivates human behaviour as per the achievement motivation theory?

- (a) Power
- (b) Affiliation
- (c) Achievement
- (d) All of the above

41. Which is NOT a dimension in Maslow's Hierarchy of Needs?

- (a) Ego
- (b) Physiological
- (c) Safety
- (d) Esteem

42. \_\_\_\_ theory makes the assumption that people will compare their job, inputs and outcomes with those of others and then respond to eliminate perceived inequities.

- (a) Reinforcement
- (b) Equity
- (c) Goal-setting
- (d) Expectancy

43. Many victims of hurricane Katrina were left without their homes, food, and water--basic necessities for living. Based on Maslow's hierarchy of needs, which motives were activated for these individuals?

- (a) Security
- (b) Self-actualization
- (c) Physiological
- (d) Belongingness

44. "Each group of activities with the same objective must have one head of one plan (to achieve the objective)". What was Fayol defining?

- (a) Unity of Direction
- (b) Das Kapital
- (c) Unity of Megalomaniacs
- (d) Authority and Responsibility



45. A leader who tends to centralize authority, dictate work methods, and make unilateral decisions is a(n) \_\_\_\_\_ leader.

- (a) Democratic
- (b) Laissez-faire
- (c) Autocratic
- (d) Democratic-consultative

46. Jake always consults with his employees and uses their suggestions before making a decision. He is demonstrating which type of leadership style?

- (a) Directive
- (b) Participative
- (c) cooperative
- (d) supportive

47. Standing plans include(s)

- (a) Objectives and policies
- (b) Procedures and methods
- (c) Rules
- (d) All of the above

48. Fiedler's term \_\_\_\_\_ refers to the degree of influence a leader has over power-based activities.

- (a) leader-member relations
- (b) position power
- (c) responsibility
- (d) task structure

49. The Blake and Mouton Leadership (or Managerial) Grid uses two key dimensions in relation to management style; concern for \_\_\_\_\_ and concern for \_\_\_\_\_.

- (a) People, production
- (b) Production, teamwork
- (c) People, targets
- (d) Production, co-operation

50. In the Blake and Mouton Leadership grid, which management style has a low concern for people but a high concern for production?

- (a) Middle-of-the-road
- (b) Country club
- (c) Authority-obedience
- (d) Impoverished

51. A \_\_\_\_\_ organizational structure is the simplest form and has clear lines of authority and ease of decision making.

- (a) Horizontal
- (b) Line
- (c) Vertical
- (d) Staff

52. Management is

- (a) an art
- (b) a science
- (c) both art and science
- (d) neither

53. Communication begins with

- (a) encoding
- (b) decoding
- (c) channel selection
- (d) idea origination

54. While trying to discover a problem, one manager utilizes analysis of basic work tasks that are performed in the organization, it is most likely that this manager has studied the work of \_\_\_\_\_.

- (a) Fredrick Taylor
- (b) Edward Deming
- (c) Max Weber
- (d) Henry Fayol

55. \_\_\_\_\_ refers to the rights inherent to a position that allows a manager to tell subordinate what to do and expect them to do it

- (a) Responsibility
- (b) Unity of command
- (c) Chain of command
- (d) Authority

56. The degree to which decision making is confined at a single point in an organization is described as \_\_\_\_\_

- (a) Unity of command
- (b) Centralization
- (c) Span of management
- (d) Chain of command

57. Democratic leadership is also called as.

- (a) Free-Rein
- (b) Authoritarian
- (c) Participation
- (d) Paternalist ion

58. Which of the following statements is not an assumption of a manager who might adopt a Theory X style of management?

- (a) The intellectual potential of the average person is only partially utilized
- (b) The average person is lazy and has an inherent dislike of work
- (c) People must be threatened with punishment if the organization is to meet its objectives

(d) The average person avoids responsibility

59. Scientific management is concerned with knowing exactly what you want men to do and

(a) Get it done as quickly as possible

(b) Then see that they do in the best and cheapest way

(c) See to it that it is done with minimum possible effort

(d) See to it that the task is accomplished

60. Who included Esprit De Corps as a management principle?

(a) Abraham Maslow

(b) Henry Fayol

(c) Peter Drucker

(d) F.W. Taylor

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Question No.	Solution
1	(a)
2	(d)
3	(a)
4	(a)
5	(d)
6	(b)
7	(c)
8	(c)
9	(d)
10	(c)
11	(d)
12	(b)
13	(c)
14	(a)
15	(a)
16	(b)
17	(b)
18	(d)
19	(c)
20	(d)
21	(c)
22	(a)
23	(a)
24	(c)
25	(b)
26	(c)
27	(a)
28	(d)
29	(a)
30	(c)
31	(b)
32	(a)
33	(d)
34	(c)
35	(b)
36	(a)
37	(d)
38	(b)
39	(c)
40	(d)
41	(a)
42	(b)
43	(c)
44	(a)
45	(c)
46	(b)
47	(d)
48	(b)
49	(a)
50	(c)
51	(b)
52	(c)
53	(d)
54	(a)
55	(d)
56	(b)
57	(c)
58	(a)
59	(b)
60	(b)

Answers