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MCQs/Practice Questions(Unit 1)

Practice Exercise

1. According to Fayol, elements of administration are:

- A. 4
- B. 5
- C. 14
- D. 2

2. Which of the following concepts are not associated with scientific management? (Dec 2009)

- (I) Mental Revolution
- (II) Unity of Command
- (III) Rule of Thumb
- (IV) Time and Motion Study
- (V) Differentiate Piece Rate Plan

Select the correct answering the codes given below

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

3.The main difference between delegation and decentralisation are (Dec 2009)

- (1) Delegation involves transfer of authority and not responsibility; where as decentralisation involves transfer of authority and responsibility.
- (2) Decentralisation is by the will of the superior; while delegation is done legally.
- (3) Distributing authority can take place at will while in decentralisation it requires a legal action.

Select the correct answer using the codes given below

- (a) 1 and 2 (b) 1 and 3
- (c) 2 and 3 (d) All of these

4.What does 'Hierarchy of Authority' means? (Dec 2009)

- (1) The lower levels have to pursue the goals laid down by higher levels.
- (2) The upper levels of hierarchy set the goals to be pursued.
- (3) The upper level can not take disciplinary action against subordinates
- (4) The lower levels have freedom to carry out the operations.

Select the correct answer using the codes given below

- (a) 1 and 2 (b) 2 and 3
- (c) 3 and 4 (d) 1 and 4

5. The managers did not like the scientific management theory because (Dec 2009)

- (a) They felt that the workers were given undue importance in the theory
- (b) It reduced managerial remuneration
- (c) They felt that it had the effect of giving away more wages to the workers
- (d) They felt that the rigid scientific methods will take away their managerial freedom in decision-making

6.An informal organization is (Dec 2009)

- (1) not written
- (2) not portrayed on organisational charts
- (3) a set of work relationship that grow out of the mutual interactions of persons working together over

a period of the time

(4) customary, not enacted

Select the correct answer using the codes given below

(a) Only 1 (b) 1 and 2

(c) 1,2 and 3 (d) All of these

7. The main schools of management thought are:

(a) Comprehensive, human resources, continuous, systems.

(b) Scientific, technical, social, human relations.

(c) Classical, human relations, systems, contingency.

(d) Classical, human resources, systems, contingency.

8. Arrange the following ingredients of communication process in the proper order (Dec 2009)

(1) Message (2) Receiver

(3) Encoder (4) Channel

(5) Decoder

Select the correct answer using the codes given below

(a) 1,3,2,5,4 (b) 1,3,4,2,5

(c) 3, 1, 4, 5, 2 (d) 3, 1, 2, 4, 5

9. Taylor whose thoughts go under the name of scientific management made two assumptions (Dec 2009)

(1) The application of the methods of science to organizational problems leads to higher industrial efficiency

(2) The incentive – of high wage will promote the mutuality of interest between workers and managers which, in its turn, will lead to higher productivity

(3) The staff members are personally free, observing only the impersonal duties of their offices.

(4) There is a clear hierarchy of offices.

Select the correct answer using the codes given below

(a) 1 and 2 (b) 1 and 3

(c) 2 and 3 (d) All of these

10. Scientific management is based on the assumption that:

(a) The scientific observation of people at work would reveal the one best way to do the task.

(b) Observation would reveal the workers need to be multi-skilled

(c) Workers can decide their own methods of performing tasks.

(d) Workers would receive a set wage regardless of performance.

11. Fayol's functions of management include:

(a) Planning, designating, completing, cooperating.

(b) Punishing, commanding, organising, coordinating, controlling.

(c) Preparing, commanding, operating, consulting, controlling.

(d) Planning, commanding, organising, coordinating, controlling.

12. "Hierarchy consists in the universal application of the superior-subordinate relationship through a number of levels of responsibility reaching from the top to the bottom of the structure."

This observation is attributed to (Dec 2008)

(a) L Gulick (b) LD White

(c) TDMoonev (d) Lyndal Urns CR

13. 'Focus on Social Environment' is related to (Dec 2008)

(a) Unity of command (b) human relations

(c) Unity of direction (d) delegation

14. The term 'General System Theory' owes its origin to (Dec 2008)

(a) Max Weber

(b) Taylor

(c) Lundurg Von Bertalanffy

(d) Mary Parker Follett

15.has been defined as the means of "conferring authority from one executive or organisation unit to another." (Dec 2008)

(a) Hierarchy (b) Decentralisation

(c) Delegation (d) Staffing

16. The Scientific Management is based upon which of the following assumption? (Dec 2008)

1. Application of the scientific methods to organizational problems leads to efficiency.
2. The good worker is one who accepts orders, but does not initiate actions.
3. Worker is more important than the work.
4. Each worker is interested in maximizing his monetary rewards.

Select the correct answer using the codes given below

- (a) 1,2, and 3 (b) 1, 2 and 4
(c) 2, 3 and 4 (d) All of these

17. Assertion (A) Scientific Management is also called the physiological organizational theory.

Reason (R) Scientific Management is concerned with only that range of human behavior which relates to production. (Dec 2008)

- (a) A and R are true and R is the correct explanation of A
(b) A and R is true but R is not the correct explanation of A
(c) A is true but R is false
(d) A is false but R is true

18. According to Max Weber, one of the principles of bureaucracy is:

- (a) Promotion and tenure based on educational qualifications.

- (b) Promotion and tenure based on competence.

- (c) Promotion and tenure based on length of service.

- (d) Promotion and tenure based on age

19. According to Neo-classical theory, an organisation (Dec 2008)

- (a) a structure with well defined functions
(b) a structure with well defined objectives
(c) a group of people with a common objectives
(d) a structure with order and objective rationality

20.Consideration is synonymous with (Dec 2008)

- (a) task (b) relations
(c) style (d) attitude

21.The central principle which derives from McGregor's Theory Y is (Dec 2008)

- (a) direction and control
(b) coordination
(c) scalar principle
(d) integrations

22. Personnel management is not possible (Dec 2008)

- (a) where the work force is too less
(b) large-sized concern
(c) number of workers so large
(d) None of the above

23.One who does too much work is called (Dec 2008)

- (a) a rate buster (b) a chiseller
(c) a squealer (d) None of these

24. The Human Relation Theory does not lay emphasis on (Dec 2008)

1. principles
2. people
3. human motivations
4. informal group function

Select the correct answer using the codes given below

- (a) Only I (b) 1 and 2
(c) 1,2 and 3 (d) All of these

25. Which one of the following is not the main concern of 'Scientific Management'? (Dec 2008)

- (a) Production
(b) Efficiency
(c) Mechanistic Methods

(d) Rationality

26. Which of the following are the principles of 'Scientific Management'? (Dec 2008)

1. Development of a science of work.
2. Different Piece Rate.
3. Standardization of tools and equipments.
4. Scientific selection of workman.

27. "Focus on social environment" is related to the (Dec 2008)

- (a) human Relations (b) unity of direction
(c) unity of command (d) None of these

28. Which of the following are associated with the Scientific Management Movement? (Dec 2008)

1. Functional Foremanship
2. Centralisation
3. Time and motion study
4. Unity of command

Select the correct answer using the codes given below

- (a) 1 and 3 (b) 2 and 4
(c) 1, 2 and 3 (d) 2, 3 and 4

29. Which one of the following is considered as the first principle of organisation? (Dec 2008)

- (a) Delegation (b) Co-ordination
(c) Unity of command (d) Supervision

30. Systems theory holds that:

- (a) The whole is greater than the sum of the parts.
(b) Decentralised organisations are more productive.
(c) Centralised organisations are more productive.
(d) Fragmentation improves performance.

31. Effective supervision is an activity of (Dec 2008)

- (a) organisation function (b) staffing function
(c) direction function (d) control function

32. The greatest weakness of the informal organisation is (Dec 2007)

- (a) its utter instability
(b) its behaviour can be predicted
(c) it does not change
(d) All of the above

33. Henry Fayol supports the (Dec 2007)

- (a) humanistic approach (b) mechanistic approach
(c) organic approach (d) scientific approach

34. Who authored the book "Policy and Management"? (Dec 2007)

- (a) Gladden (b) Weber
(c) Dimock (d) Appleby

35. The main focus of Human Relations theory is on (Dec 2006)

- (a) formal organisation
(b) informal organisation
(c) individual
(d) participatory decision making

36. Theory is the formulation of universal principles of organisation. (Dec 2006)

- (a) Classical theory (b) Human Relations theory
(c) Bureaucratic theory (d) Scientific management

37. Taylor recommends (Dec 2006)

- (a) line organisation
(b) functional organisation
(c) Military organisation
(d) None of these

38. "Grapevine" is a term used in relation to (Dec 2006)

- (a) formal communication

- (b) informal communication
- (c) both formal and informal communications
- (d) this term is not used in relation to communication

39. Management has become more complex because (Dec 2006)

- (a) there is less time to react to competitive actions
- (b) the equipments used in many of the firm's activities have become more complex
- (c) firms have become larger
- (d) All of the above

40. You are the manager of a firm. Which of the following activities do you initiate first? (June .2006)

- (a) Planning (b) Organizing
- (c) Staffing (d) Directing

41. A "Letter of Credit" is obtained by (June 2006)

- (a) an importer (b) an exporter
- (c) an indent house (d) None of these

42. This type of informal overlay describes the pattern of relationships growing out of the feelings of social attraction or rejection that people have for each other. (June 2006)

- (a) Communication overlay
- (b) Power overlay
- (c) Soci-metric overlay
- (d) Decision overlay

43. This type of informal overlay reveals the actual pattern of pathways which information, such as, correspondence takes in moving through an organisation. (June 2006)

- (a) Functional overlay
- (b) Decision overlay
- (c) Power overlay
- (d) Communication overlay

44. Which of the following is not correct about the essential features of the internal communication process in an organisation? (June 2006)

- (a) Communication involves shared meaning
- (b) Communication involves people
- (c) Communication is symbolic
- (d) Communication requires instruments like radio, telephone or television, etc

45. Communication can be

- (a) upward (b) downward
- (c) horizontal (d) All of these

46. The three main objectives of scientific management are

1. Standardisation of working conditions.
2. Standardisation of work methods.
3. Planning of large daily tasks.
4. Maximisation of employment.

Select the correct answer using the codes given below:

- (a) 1,2 and 4 (b) 1,2 and 3
- (c) 2, 3 and 4 .(d) 1, 3 and 4

47. Taylor's differential piecework plan provides that

- (a) all labourers should be assigned work according to capacity
- (b) all labourers should be put in different shifts
- (c) those who produce above standard should receive higher wages than those producing below standard
- (d) payment should be the same on a fixed standard.

48. Scientific management addressed itself to the problem of

- (a) bottom part of organisation
- (b) top management
- (c) middle tier of management
- (d) All of the above

49. Taylorism

1. viewed man as an adjunct of man.
2. did not emphasize on human motivation. +
3. emphasized only a limited number of physiological variables.
4. ignored the psychological aspects.

Select the correct answer using the codes given below

- (a) 1 and 2 (b) 1, 2 and 3
(c) 1, 3 and 4 (d) All of these

50. The mechanistic theory of organisation is also known as

- (a) Bureaucratic theory
(b) Scientific management
(c) Behaviourist theory
(d) Classical theory

51. Communication in an organisation flows (June 2005)

- (a) from top to bottom (b) from bottom to top
(c) Both ways (d) None of these

52. Upward communication flows (June 2005)

- (a) from top to bottom (b) from bottom to top
(c) Both ways (d) None of these

53. The overall goal of scientific management is (June 2005)

- (a) higher industrial efficiency
(b) maximisation of employment
(c) maximisation of social welfare
(d) All of the above

54. Taylor whose thoughts go under the name of scientific management made two assumptions (June 2005)

1. The application of the methods of science to organisational problems leads to higher industrial efficiency.
2. The incentive of high wage will promote the mutuality of interest between workers and managers which, in its turn, will lead to higher productivity,
3. The staff members are personally free, observing only the impersonal duties of their offices.
4. There is a clear hierarchy of offices.

Select the correct answer using the codes given below

- (a) 1 and 2 (b) 1 and 3
(c) 2 and 3 (d) 3 and 4

55. The three methods of science are (June 2005)

1. Observation and measurement
2. Experiment
3. Analysis and tabulation
4. Representation

– Select the correct answer using the codes given below

- (a) 1 and 2 (b) 2 and 3
(c) 3 and 4 (d) 1 and 4

56. The Behavioural Scientists have been making contribution since the days of (June 2005)

- (a) Hawthorne experiment
(b) Scientific management
(c) Classical theory
(d) Bureaucratic theory

57. The mechanistic theory of organisations is also referred to as the (Dec 2004)

- (a) Classical theory
(b) Bureaucratic theory
(c) Scientific management theory
(d) Behaviouralistic theory

58. In which of the following ways scientific management theory is criticised?

- (a) It ignores social environment
(b) It dehumanizes the workers
(c) It makes wrong assumption that money is the main motivator for workers
(d) All of the above

59. In which of the following way the bureaucratic theory is criticized?
- (a) That it takes too much mechanistic view of human nature
 - (b) That it ignores the effect of human feelings, emotions group loyalties etc on organizations.
 - (c) That it makes wrong assumptions about human motivation
 - (d) All of the above
60. Planning function in any enterprise is
- (a) a short-term (b) a continuous process
 - (c) done in emergencies (d) top management's will
61. Selecting the best possible objects, policies, procedures and programmes out of available alternatives comes under
- (a) coordination (b) organisation
 - (c) planning (d) controlling
62. Which of the following activities is associated with co-ordination of work in the business organisation?
- (a) Planning (b) Organising
 - (c) Staffing (d) Directing
63. Who among the following is not the supporter of classical theory of organisation?
- (a) H Fayol (b) MP Follett
 - (c) E Mayo (d) L Gullick and L Urwick
64. "Papers on the Science of Administration" is written by
- (a) L Urwick
 - (b) L Gullick
 - (c) Both L Gullick and L Urwick
 - (d) MP Follett
65. "Increased output per unit of human effort through the use of right method, right tool and right procedures" refers to which of the following theory/approach
- (a) Human relation approach
 - (b) Scientific management approach
 - (c) Classical theory
 - (d) Bureaucratic theory
66. Who coined the term "POSDCORB"?
- (a) L Urwick (b) L Gullick (c) Both combined (d) H Fayol
67. Find out correct answer regarding classical theory of organisation?
- (i) It throws focus on human beings as such.
 - (ii) It throws focus not on human beings as such but on the role.
 - (iii) It is normally the dominant set of work relationship
 - (iv) All of the above
- Select the correct answer using the codes given below
- (a) i and ii (b) ii and iii
 - (c) i and iii (d) Only iv
68. It is a systematized cyclic pattern of communication.
- The statements refer to
- (a) formal information system
 - (b) informal information system
 - (c) management information system
 - (d) None of the above
69. Which one of the following theory of organisation can be regarded as first coherent theory of organisation?
- (a) Classical theory of organisation
 - (b) Bureaucratic theory of organisation
 - (c) Scientific management theory of organisation
 - (d) Human Relations theory
70. The management of personnel is also called
- (a) staffing (b) controlling
 - (c) co-ordinating (d) communication

71. A management step which is already systematized, predetermined by rules, regulations or procedures is better known as

- (a) a management decision
- (b) an unprogrammed decision
- (c) a programmed decision
- (d) an act of management

72. Managerial decision-making refers to

- (a) programmed decisions ;
- (b) unprogrammed decisions
- (c) information system
- (d) operational research

73. These decisions are original and the product of managerial wisdom. These decisions are known as

- (a) programmed decisions
- (b) unprogrammed decisions
- (c) middle-level system
- (d) top-level decision

74. Choose the correct answer of the following fact

- (i) Classical theory is concerned with broad principles of organisation.
- (ii) Classical theory is concerned with increasing efficiency of actual working of organisation.
- (iii) Classical theory is basically not concerned with increasing efficiency of actual working of organisation.

(iv) Classical theory was developed by practitioners of administration and management.

Select the correct answer using the codes given below

- (a) i and ii (b) ii and iii
- (c) i, ii and iii (d) i, ii and iv

75. The classical theory of organisation manifests following certain features, which are

- (i) Impersonality (ii) Division of work
- (iii) Hierarchy (iv) Efficiency

Select the correct answer using the codes given below

- (a) i and ii (b) iii and iv
- (c) i, iii and iv (d) i, ii, iii and iv

76. The term 'B' of the 'POSDCORB' denotes

- (a) Budgeting (b) Behaviour
- (c) Benefit (d) Bureaucracy

77. In the view of classical theorist an organisation is

- (a) closed system
- (b) open system
- (c) Both (a) and (b)
- (d) completely connected and influenced by its external environment

78. In a precise way, the term organisation may be defined as

- (a) defining the rules of administrative procedure
- (b) the act of designing the administrative structure
- (c) management of crisis situation
- (d) the process of running the government

79. Find out which of the following is not correct?

- (a) organisation refers to a plan of action to ensure fulfillment of purpose
- (b) organisation is not merely a structure; in fact, it embraces structure as well as the human beings
- (c) In simpler situations organisation would be informal and even implicit
- (d) The function of organisation is to enlarge the resources and opportunities of those for whom it has been established.

80. Which type of communication helps to pool lower level delegations, thereby setting the senior levels free from too many routine references?

- (a) Horizontal Communication
- (b) Downward Communication
- (c) Upward communication
- (d) Cross-wise Communication

81. Informal Communication is also known as

- (a) grapevine
- (b) cross-wise communication
- (c) zig-zig communication
- (d) lateral communication

82. Which of the following is not correct about the essential features of the internal communication process in an organisation?

- (a) Communication involves shared meaning
- (b) Communication involves people
- (c) Communication is symbolic
- (d) Communication requires instruments and equipments.

83. Oral communication in an organisation is

- (a) formal communication
- (b) informal communication
- (c) discretionary communication
- (d) All of the above

84. Who of the following holds the responsibility of generating "general system theory"?

- (a) Fayol (b) Max Weber
- (c) Taylor (d) Ludwig V Bertalanffy

85. The theoretical principle of unity of command can be applied best in

- (a) unifunctional organisation
- (b) multi-functional organisation
- (c) in none of the organisation
- (d) all organization

86. Coordination and Communication are

- (a) very closely related (b) contradictory
- (c) synonyms (d) no relation at all

87. The managerial function of guiding, overseeing and leading people is

- (a) planning (b) directing
- (c) motivating (d) coordinating

88. Which of the following is not non-monetary?

- (a) Job security
- (b) Effective communication
- (c) Bonus
- (d) Motivation

89. 'Press the right button but convincingly; to get a desired reaction'. For which function of management this statement is quoted?

- (a) Organisation (b) Motivation
- (c) Control (d) Direction

90. To channelize the activities of the workers and to induce them to work is

- (a) control (b) coordination
- (c) motivation (d) organization

91. The person who guides and oversees his subordinates directly

- (a) is a supervisor (b) a manager
- (c) an administrator (d) a subordinate

92. A manager multiplies himself through

- (a) delegation (b) coordination
- (c) cooperation (d) influence

93. If we make people responsible without any power

- (a) will not show good performance¹
- (b) will show excellent performance,
- (c) it makes no difference
- (d) None of the above

94. Examination of alternative courses of action is an activity which falls under

- (a) planning function (b) organisation function

(c) direction function (d) control function

95. Management by exception means

- (a) only important problems are looked after by the top management
- (b) rewarding the efficient and punishing the inefficient
- (c) Neither of the above
- (d) Either of the above

96. The delegation of authority depends on the sub ordinate's

- (a) training
- (b) educational qualifications
- (c) ability and potential
- (d) personal appearance

97. The main focus of Human Relations Theory is on

- (a) formal organisation
- (b) informal organisation
- (c) individuals
- (d) participatory decision-making

98. Who described the phenomenon that each employee, engaged in a staff function creates work for his colleagues?

- (a) W Wilson (b) Parkinson
- (c) Style (d) Attitude

99. The most important concern of..... is the formulation of certain universal principles of organization

- (a) Classical Theory
- (b) Human Relations Theory
- (c) Bureaucratic Theory
- (d) Scientific Management

100. Accent of human relations theory is

- (a) action-oriented
- (b) hierarchy-oriented
- (c) organisation-oriented
- (d) None of these

101. Fayol propounded principles of organisation

- (a) 12 (b) 13
- (c) 14 (d) 16

102. According to Fayol, activities in an organization may be divided into..... elements.

- (a) 4 (b) 5
- (c) 6 (d) 9

103. Which of the following books provides the most comprehensive enunciation of the Classical Theory?

- (a) General and industrial management
- (b) The Principles of scientific management *
- (c) Papers on the science of administration
- (d) Principles of organization

104. Which of the following theories provides a criticism of the classical theory of organisation and is known to bring a turning point in the field of management?

- (a) Human Relations theory
- (b) Scientific Management theory
- (c) Bureaucratic theory
- (d) Administrative theory

105. Consider the following statements.

- 1. It is atomistic. 2. It is mechanistic.
- 3. it is static. 4. It is voluntaristic.

These statements refer to

- (a) the Scientific Management theory
- (b) the Bureaucratic theory
- (c) the Classical theory

(d) the Behavioural theory

106. Consider the following statements.

1. There is a clear hierarchy of offices.
2. The functions are clearly specified.
3. There is a career structure.
4. There is money as great motivator.

The above are the characteristics of

- (a) the Administration (b) the Government
(c) the Bureaucracy (d) All of these

107. Henry Fayol was

- (a) an English author (b) a French industrialist
(c) an Engineer (d) an operator

108. The work of Taylor and Fayol was essentially

- (a) complementary (b) contradictory
(c) synonymous (d) no relation

109. Who said "Organisation is the form of every human association for the attainment of common purpose".

- (a) L Gullick (b) J M Pfiffner
(c) M Monk (d) J D Mooney

110. The Scientific 'Management theory was formulated during

- (a) Early 18th century
(b) late 19th century
(c) early 20th century
(d) mid 20th century

111. The assumptions behind the scientific management employed by Taylor are that

1. There is application of scientific methods to organisation problem.
2. The incentive of high wages will promote the mutuality of interests between workers and managers which, in its turn, will lead to higher productivity.
3. There is clear hierarchy of officers.
4. The staff members are personally free, observing only the impersonal duties of their offices.

Select the correct answer using the codes given below,

- (a) 1 and 2 (b) 1, 2 and 3
(c) land 4 (d) All of these

112. The overall goal of Scientific Management is

- (a) maximisations of productivity
(b) maximisations of employment
(c) higher industrial efficiency
(b) greater profit to producers

113. Under which of the following plan the workers who produce above standards receive higher wages than those producing below standards?

- (a) Fayol's differential piecework plan
(b) Taylor's differential piecework plan
(c) Follett's differential piecework plan
(d) None of the above

114. In this style, the leader consult his team and drives them to the goal which is well defined and set with common consent. The reference is to

- (a) Low-Low management style
(b) Low-High management style
(c) High-High management style
(d) High-Low management style

115.decisions are non-repetitive in nature.

- (a) Programmed (b) Non-programmed
(c) Operative (d) All of these

116. For planning and decision-making the method that consists in analyzing and stimulating is known as (June 2003)

- (a) the Model (b) the Marginal analysis

(c) the Experiment (d) All of these

117. In which type of decision, the information system plays a critical role?

- (a) Unprogrammed decisions
- (b) Programmed decisions
- (c) Experience decisions
- (d) Top-Level management decisions

118. Communication can be

- (a) oral
- (b) written
- (c) oral as well as written
- (d) Neither oral nor written

119. The flow of communication in an organisation may be

- (a) from top to bottom
- (b) from bottom to top
- (c) horizontal
- (d) All of these

120. Which one of the following is the major function of controlling?

- (a) Punish the defaulter
- (b) Watch the defaulter
- (c) Take remedial action
- (d) Terminate the defaulter

121. The main objective of budgeting is

- (a) planning
- (b) co-ordinating
- (c) controlling
- (d) All of these

122. The main drawback of functional organization developed by Taylor is that it fails to recognise the

- (a) scalar principle
- (b) principle of equity
- (c) principle of unity of command
- (d) principle of Espirit de Corps

123. Which of the following functions of management are more closely related?

- 1. Planning
- 2. Co-ordination
- 3. Motivation
- 4. Control

Select the correct answer using the codes given below

- (a) 1 and 2 (b) 1 and 3
- (c) 2, 3 and 4 (d) 1, 2 and 4

124. Staffing includes

- 1. Training ,
- 2. Appraisal
- 3. Placement
- 4. Directing

Select the correct answer using the codes given below

- (a) 1 and 3 (b) 1, 2 and 3
- (c) 2 and 3 (d) All of these

125. Match the following

Column A Column B

A. Need Hierarchy theory of motivation 1. Taylor

B. MBO 2. Maslow

C. Scientific Management 3. Herzberg

D Hygiene Theory 4. Peter F Drucker

Codes

A B C D

(a) 2 4 1 3

(b) 3 1 4 2

(c) 1 2 3 4

d) 2 3 1 4

126. In the technique of MBO

1. Overall objectives are set at the top of the organisational hierarchy.
2. Individual objectives coincide with the objectives of the organisation.
3. Performance should be evaluated periodically-
4. Objectives are decided at the subordinate level.

Select the correct answer using the codes given below

- (a) 1 and 2 (b) 1, 2 and 3
(c) 1 and 3 (d) All of these

127. When management pays attention to more important areas and when day to day routine problems are looked after by lower level of management, this is known as?

- (a) MBO
(b) Management by exception
(c) Unity of command
(d) Critical path method

128. Who is regarded as the father of scientific management?

- (a) Louis Brandeis (b) FW Taylor
(c) Vincent de Gournay (d) Max Weber

129. The term 'Scientific Management' was used for the first time by

- (a) Louis Brandeis (b) FW Taylor
(c) Vincent de Gournay (d) Max Weber

130. Louis Brandeis used the term Scientific Management for the first time in the year

- (a) 1810 (b) 1890
(c) 1910 (d) 1925

131. The overall goal of scientific management is

- (a) higher industrial efficiency
(b) maximisations of employment
(c) maximisations of social welfare
(d) All of the above

132. The three main objectives of scientific management are

1. Standardisation of working conditions.
2. Planning of large daily tasks.
3. Standardisation of work methods.
4. Maximisations of employment.

Select the correct answer using the codes given below

- (a) 1,2 and 4 (b) 1,2 and 3
(c) 2, 3 and 4 (d) 1, 3 and 4

133. Structural theory of organisation is also known as

- (a) Classical theory
(b) Behaviouristic theory
(c) Bureaucratic theory
(d) Scientific management

134. The most dominant theory in the field of organisation is

- (a) Classical theory
(b) Behaviouristic theory
(c) bureaucratic theory
(d) Scientific management

135. Two important names associated with the classical theory are those of

1. Henry Fayol 2. Max Weber
3. Luther Gulick. 4. FW Taylor

Select the correct answer using the codes given below

- (a) 1 and 2 (b) 4, 3 and 1
(c) 1 and 4 (d) 2 and 3

136. Two other important names associated with the classical theory are

1. LF Urwick 2. M Crazier
3. RK Merton 4. JD Mooney

Select the correct answer using the codes given below

- (a) 1 and 2 (b) 1 and 3
- (c) 1 and 4 (d) 2 and 3

137. Administration, according to Fayol, comprises of....elements.

- (a) 3 (b) 4
- (c) 5 (d) 6

138. The most comprehensive enunciation of the classical theory is contained in 'Paper on the Science of Administration'. This book was published in the year

- (a) 1890 (b) 1917
- (c) 1937 (d) 1967

139. Mooney and Reiley enunciated the following principles of organisation

- 1. The co-coordinative 2. The scalar
- 3. The functional 4. The staff line principle

Select the correct answer using the codes given below

- (a) 1,2 and 3 (b) 1,2 and 4
- (c) Only 1 (d) All of these

140. Which of the following is not a correct statement relating to the classical theory?

- (a) Organisation is a formal structure of plan amenable to creation in accordance with clearly-understood principle
- (b) There is a body of principles in accordance with which organisation plan can be spelled out to fit into requirements of the chosei purpose or activity
- (c) The requisite personnel must meet the requirement! of this pre-conceived plan
- (d) Focus is on the human beings

141. The focus in the classical theory is on

- (a) man
- (b) role of human beings
- (c) capital
- (d) land

142. The classical theory treats an organization as

- (a) an open system (b) a closed system
- (c) a non-existing system (d) an all-pervading system

143. Who among the following writers are included in the classical school?

- 1. Taylor 2. Bernard
- 3. Fayol 4. Luther Gulick

Select the correct answer using the codes given below

- (a) 1,2 and 3 (b) 1,3'and 4
- (c) 2, 3 and 4 (d) 1, 2 and 4

144. Hawthorne Experiments were carried out in

- (a) the USA
- (b) the UK
- (c) Japan
- (d) France

145. Hawthorne Experiments were carried out at

- (a) Honda Motor Co
- (b) General Motors
- (c) Western Electric Co
- (d) Suzuki International

146. Hawthorne Experiments were conducted under leadership of

- (d) KTanaka
- (a) D Bright
- (b) T Ford
- (c) Elton Mayo

147. Hawthorne experiments brought out the fact that

- 1. Individuals crave for self-interest and have no regard for social norms.
- 2. Workers constituted a small, well-knit social group.
- 3. Men are not isolated creatures.

4. An organisation was a social system, a group of people behaving with each other.

Select the correct answer using the codes given below,

(a) 1, 2, 3 and 4 (b) 2, 3 and 4

(c) 3 and 4 (d) Only 4

148. Human Relations theory focuses on

(a) individuals (b) role of individuals

(c) system (d) informal organisation

149. "Too often we try to solve human problem with non-human tools and in terms of non-human data.

It is my simple thesis that a human problem requires a human solution. First we have to learn to recognise a human problem when we see one; and second, upon recognising it, we have to learn to deal with it as such and not as it were something else. A human problem to be brought to a human solution requires human data and human tools". Who said this?

(a) Max Weber (b) FJ Roethlisberger

(c) Taylor (d) LD White

150. Which of the following is rejected in the Human Relations theory?

(a) Formal institutionalisation

(b) Informal functioning

(c) Human motivation

(d) People

151. Find the odd one out

(a) human relations theory

(b) informal functioning

(c) humanistic theory

(d) structural theory

152. An informal organisation is

1. Not written

2. Not portrayed in organisational charts

3. A set of work relationship that grow out of mutual interactions of persons working together over a period of time and not bounded by formal principles

4. Customary, not enacted

Select the correct answer using the codes given below

(a) Only 1 (b) 1 and 2

(c) 1, 2 and 3 (d) All of these

153. Which of the following are essences of Human relations theory?

1. Dominant emphasis on people

2. Complete ignorance of human

3. Rejection of formal institutionalization

Select the correct answer using the codes given below

(a) 1 and 2 (b) 1 and 3

(c) Only 3 (d) All of these

154. According to E Mayo output apart from the physical conditions of work which of the following factor is responsible for the output of the worker?

(a) Objective

(b) Treatment of the worker as a human being

(c) Technique

(d) Attitude of supervisor

155. Which of the following can be a criticism against Human relations theory?

(a) Sentimentality and unrealistic desire to make everyone happy

(b) Most significantly ignoring economic variables'

(c) Tender-mindedness

(d) All of the above

156. Who is the author of 'The Function of the Executive'?

(a) Chester Bernard

(b) Carl Rogers

(c) AH Maslow

(d) E Mayo

157. Who popularized the behavioural approach to organisation?

(a) Chester Bernard

- (b) H Simon
- (c) Cart Roger
- (d) JD Mooney

158. By behavioural sciences we mean the disciplines of anthropology, psychology and sociology-minus and plus. Who made the assertion?

- (a) LV Bertalanffy
- (b) Berelson and Steiner
- (c) Charles Bernard
- (d) H Simon

159. Behavioural approach in the study of organisation meant.

- (a) study of system in organisational context
- (b) study of the behaviour of individual public servants only
- (c) use of behaviour Science in the study of all aspects of organisation behaviour
- (d) study of the organisational structure on the basis of behaviour of the groups only

160. What are the facts regarding system theory approach?

- (a) System theory provides a useful framework for looking at the whole spectrum of factors and considering them in searching for solutions
- (b) Its importance to organisation is that organisations are systems comprising, technical, economic and social sub-system
- (c) The application of system theory to practice is known as contingency administration or management
- (d) All of the above

161. Who said, coordination is much more than collective action and means "synchronisation of efforts"?

- (a) Seckler-Hudson
- (b) Terry
- (c) MP Follett
- (d) Appleby

162. Find out correct answer.

- (a) Heart of co-ordination is unity of actions
- (b) Co-ordination is the basic responsibility of management
- (c) Co-ordination is not a distinct function, but the very essence of management
- (d) All of the above

163. Which of the following are devices to bring about coordination?

1. Cabinet Committees
2. Union Government
3. Zonal Councils
4. National Development Council

Select the correct answer using the codes given below,

- (a) 1 and 2 (b) 3 and 4
- (c) Only 2 (d) All of these

164. Find out correct facts regarding coordination

1. Coordination cannot be voluntarily produced by a number of cooperating persons.
2. Coordination means just working together under one roof.
3. Coordination is a far more inclusive term embracing the idea of cooperation.

Select the correct answer using the codes given below

- (a) 1 and 2
- (b) 1 and 3
- (c) Only 2
- (d) All of these

165. The scientific management movement gave a great fillip to the use of this method in the development of effective techniques of organisation and management and of budgeting and supply?

- (a) False
- (b) It is debatable
- (c) True
- (d) Can't say

166. According to the Taylor's scientific management theory, the main motivator for workers was

- (a) self development
- (b) the power

- (c) the money
- (d) the prestige

167. F W Taylor called "the Military type of foreman" to

- (a) span of control
- (b) unity of command
- (c) department
- (d) delegated legislature

168. Scientific management movement popularized the search for universal generalisation on administrative procedure. (Dec 2002)

- (a) no
- (b) yes
- (c) debatable
- (d) can't say

169. The Human Relations theory focuses on

- (a) informal organisation
- (b) man
- (c) individuals
- (d) system

170. The Human Relations theory can be termed as

- (a) Humanistic theory
- (b) Social economic theory
- (c) Either 'a' or 'b'
- (d) Both 'a' and 'b'

171. The scalar chain serves as a channel of communication

- (a) upwards only
- (b) downwards only
- (c) no communication
- (d) None of these

172. As a manager, you can control few subordinates of the management. Concept related to this, is (June 2001)

- (a) delegation
- (b) decentralisation
- (c) span of control
- (d) organizing

173. According to Fayol the terms 'Management' and 'Administration' are (June 1999)

- (a) same
- (b) different
- (c) he did not consider it all
- (d) could not conclude

174. Which of the following principles do not come under Taylor's concept?

- (a) Standardisation
- (b) Functional organisation
- (c) Worker's participation in Management
- (d) Unity of Command

175. The Father of Modern Management Theory is

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

176. Stability of tenure of personnel is advocated in

- (a) Taylor's concept
- (b) Fayol's concept
- (c) Elton Mayo's concept
- (d) Follett's concept

177. Behavioural Science approach towards management comes from

- (a) Taylor
- (b) Fayol

- (c) Researchers from Harvard University
- (d) Louis Braudies

178. The formula word to indicate the functions of management is

- (a) POSDCORB
- (b) DPCSO
- (c) OPDSCOBRR
- (d) None of these

179. 'Reciprocity' is a feature of

- (a) delegation
- (b) coordination
- (c) direction
- (d) planning

180. The relationship between people in an organisation based on likes and dislikes is called

- (a) Formal organisation
- (b) Informal organisation
- (c) None of these
- (d) Either any of these

181. Departmentation is a process of

- (a) coordination
- (b) organisation
- (c) controlling
- (d) staffing

182. The system where the authority flows from top to the lowest man vertically is called

- (a) Vertical Management
- (b) Functional Management
- (c) Line organisation
- (d) None of the above

183. An organisation principle based upon Division of Labour is called

- (a) Line organisation
- (b) Functional organisation
- (c) Staff organisation
- (d) None of these

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

- (a) Planning and organising
- (b) Staffing and controlling
- (c) Planning and controlling
- (d) Planning and staffing

185. To managers "is to forecast and plan, to organise, to command, to co-ordinate and to control."

These are the words of

- (a) Koontz and O'Donnel
- (b) Henry Fayol
- (c) FW Taylor
- (d) Peter F Drucker

186. FW Taylor is known as the father of

- (a) human relations approach or theory to management
- (b) quantitative approach to management
- (c) scientific management approach
- (d) general and industrial management

187. Henry Fayol is famous for

- (a) scientific management
- (b) rationalization
- (c) industrial psychology
- (d) principles of psychology

188. The famous book "The Philosophy of Management" was written by

- (a) Henry Fayol
- (b) Oliver Sheldon

- (c) FW Taylor
- (d) Urwick

189. The famous book "General and Industrial Management" was written by

- (a) Henry Fayol
- (b) Koontz and O' Donnel
- (c) Oliver Sheldon
- (d) Mary Parker Follett

190. Management is

- (a) an art
- (b) a science
- (c) Both 'a' and 'b'
- (d) Neither 'a' nor 'b'

191. According to American school of thought the difference between administration and management is that

- (a) Administration is largely determinative while management essentially executive
- (b) Management is largely determinative while administration is essentially executive
- (c) Management is performed at higher level of management while administration is performed at lower levels of management
- (d) Administration and management are same

192. Planning function of management is primarily performed by

- (a) top management
- (b) middle management
- (c) lower management
- (d) All of these

193. Management by objectives implies

- (a) first of all setting objectives at the top
- (b) simultaneously setting objectives at all levels
- (c) setting objectives to maximize profits
- (d) None of the above

194. Policy making is an important part of the process of

- (a) planning
- (b) coordinating
- (c) organising
- (d) motivating

195. A special kind of plan formulated in order to meet the challenge of competitors is called

- (a) single use plan
- (b) programme
- (c) strategy
- (d) projects

196. You want to admit a working partner into your business. Which one of the following statements best describes him?

- (a) He takes active part in the management of the business
- (b) He takes very little part in the management of the business
- (c) He contributes capital but not take active part in the management of the business
- (d) None of the above

197. Three necessary and sufficient conditions that must be satisfied if traits should be unique determinants of the Leadership Index

1. The trait quality should follow a descending order as one traverses from the highest to the lowest levels.
2. There must be a high correlation between the level of traits and the level of success.
3. The achievement trait curve should be convex to the trait axis as one travels from the low to the high trait terminals.

The above conditions have been suggested by

- (a) FW Taylor (b) Elton Mayo
- (c) Edwin E Ghiselli (d) Dorwin Cartwright

198. Which one of the following is considered as first principle of management?

- (a) Co-ordination

- (b) Delegation
- (c) Line, staff, auxiliary agencies
- (d) Supervision

199. Simon observes that serious blockades may occur at three levels of communication. Which of the following is not one of them?

- (a) Initiation (b) Transmission
- (c) Reception (d) Noise

200. Which of the following is not an important hindrance to effective communication?

- (a) Language difficulties
- (b) Status distance
- (c) Resistance to change
- (d) Employee's relationship with the management

201. One person gets some information and passes it on to everyone he meets. The reference is to grapevine.

- (a) single-strand (b) gossip
- (c) probability chain (d) cluster chain

202. In Taylor's functional foremanship, the preliminary work relating to arrangement and setting up of machines and tools is performed by

- (a) inspector (b) route clerk
- (c) gang boss (d) shop disciplinarian

203. Below are given some points

1. It is automatic and uniform given identical situations.
2. It can be assigned to clerical or routine managerial levels.
3. The more of an organisation's decision-making areas are programmed, the more it leaves the senior management free to concentrate on larger decision areas.
4. It helps the communication process as everybody seems to know the outcome of a certain set of conditions or situation.
5. It minimizes eroticism or the subjective element in management decision.

These all are the qualities of

- (a) a programmed decision
- (b) an unprogrammed decision
- (c) a top-level management
- (d) a middle-level management

204. Almost all decisions need to be preceded by the same set of logical analyses. This is known as

- (a) decision-making process
- (b) logic of decision-making
- (c) process of logic
- (d) universality of decision-making process

205. Below are given three methods

- (i) Experience
- (ii) Experiment
- (iii) The model

These three models relate to

- (a) planning
- (b) decision-making
- (c) planning and decision-making
- (d) None of the above

206. For planning and decision-making, the method that consists in consulting the past, is known as

- (a) experience (b) experiment
- (c) the model (d) None of these

207. For planning and decision-making, the method that consists in trying out alternatives, is known as

- (a) experience (b) experiment
- (c) the model (d) None of these

208. "The right adjustment between line and staff constitutes one of the most different areas of management". Who said it?

- (a) Fayol and Taylor
- (b) Dimmock and Kocing

- (c) Weber and Mark
- (d) None of these

209. Consider the following statements.

- (i) It is only advisory in character.
- (ii) It has the monopoly of execution.
- (iii) It can issue commands.

Select the correct answer using the codes given below

- (a) i and ii (b) ii and iii
- (c) Only i (d) Only ii

210. Which of the following is not an important factor in decision-making?

- (a) The name of the organisation
- (b) Relevant facts gathered by the staff agencies
- (c) Attitude of superiors and subordinates
- (d) Competence and morale of the decision making

211. The ability to follow a systematical, logical and thorough approach in decision making is called

- (a) Rationality (b) Feasibility
- (c) Self-efficacy (d) Bounded rationality

212. Control that consists of monitoring ongoing activities to ensure they are consistent with standards is called

- (a) Feed forward control (b) Concurrent control
- (c) Feedback control (d) Backward control

213. The characteristic of management are

- (a) all organised work
- (b) pre-determined objectives
- (c) distinct process
- (d) All of the above

214. Which is not a step in planning?

- (a) Determination of objectives for the organisation
- (b) Forecasting
- (c) Decision-making
- (d) Welfare activities

215. Hawthorne studies lead to the development of

- (a) Scientific management
- (b) One best method of doing the work
- (c) Henry Fayol
- (d) Human relations

216. The most important skill for middle level management is

- (a) technical skill (b) human skill
- (c) conceptual skill (d) None of these

217. The necessity of planning arises because of the fact that business organisation have to

- (a) operate
- (b) survive
- (c) progress
- (d) All of these

218. Forecasting helps the management in

- (a) developing a business
- (b) providing adequate information for exercising effective control
- (c) helping the management executives in effective co-ordination
- (d) All of the above

219. Which of the following is not the advantage of delegation?

- (a) Causes lack of trust in subordinates
- (b) It improves managerial effectiveness
- (c) It facilitates organizational growth
- (d) It motivates subordinates

220. Which of the following is not related to staffing?

- (a) Human resource planning

- (b) Managerial appraisal
- (c) Decision-making
- (d) Job definition

221. Gang plank theory of communication advanced by Henry Fayol is an example of (June 2009)

- (a) downward communication
- (b) lateral communication
- (c) upward communication
- (d) network communication

222. Wage survey method is used for getting information regarding

- (a) prevailing wages
- (b) variable wages
- (c) dearness allowance
- (d) All of these

223. Match the following Columns

Column A Column B

A. Scientific (i) Type of technique for management controlling

B. Espirit decorps (ii) Element of control

C. Monitoring (iii) Taylor

D. Activator (iv) Henry Fayol

Codes

A B C D A B C D

(a)(i) (iv) (iii) (ii) (b) (i) (ii) (iii) (iv)

(cm) (ii) (m) (i) (d)(iii) (iv) (i) (ii)

224. Which approach emerged from findings of Hawthorne experiments?

(June 2010)

- (a) System approach
- (b) Human behaviour approach
- (c) Human relation approach
- (d) Process approach

225. Accountability (Dec 2008)

- (a) is the requirement of answerability for now performance
- (b) is right to give orders and power to exact obedience
- (c) one's obligation to perform the functions
- (d) None of the above

226. Informal communication network within the organisation is known as

(Dec 2009)

- (a) grapevine communication
- (b) interpersonal communication
- (c) mass communication
- (d) interpersonal communication

227. Effective supervision is an activity of (Dec 2009)

- (a) organization function (b) staffing function
- (c) direction function (d) control function

228. Hierarchy has been described as the 'scalar process' by (Dec 2008)

- (a) LD White (b) Mooney and Reliey
- (c) PH Appleby (d) Gullick and Urwick

229. Arrange the following experiments conducted by Elton Mayo in the chronological order. (Dec 2008)

1. Bank Wiring Experiment
2. Textile Mill Experiment
3. Illumination Experiment
4. Mass Interviewing Programme

Select the correct answer using the codes given below

- (a) 2, 1, 3 and 4 (b) 2,3,4 and 1
- (c) 1, 2, 3 and 4 (d) 2, 3, 1 and 4 ,

230. Find the odd one out (Dec 2008)

- (a) human relations theory (b) informal functioning
- (c) humanistic theory (d) structural theory

231. Which of the following is the meaning of Human Resource Planning?
(June 2010)
- (a) Evaluation of job
 - (b) Satisfaction of the employees on the job
 - (c) Appraising the performance of employees
 - (d) It is the process by which an organisation ensures that it has the right number and kind of people at the right place, at the right time.
232. According to Gulick and Urwick, elements of administration are:
- A. 7
 - B. 5
 - C. 8
 - D. 9
233. In "POSDCORB" CO stands for
- A. Cooperation
 - B. Collection
 - C. Coordinating
 - D. Correlation
234. To make arrangements is the part of:
- A. Planning
 - B. Organizing
 - C. Commanding
 - D. Coordinating
235. Execution of plans and decisions is the part of:
- A. Planning
 - B. Organizing
 - C. Commanding
 - D. Coordinating
236. Who is the father of operational management theory
- A. Fredrick Tylor
 - B. Henry Fayol
 - C. Terry and Franklin
 - D. Elton Meo
237. Directing must be consistent with
- A. Organizational policies
 - B. Procedures
 - C. Job descriptions
 - D. All of the above
238. The process of directing others, towards the accomplishment of some objectives is
- A. Communication
 - B. Managing
 - C. Leadership
 - D. None
239. Micro planning is done in
- A. Top Management
 - B. Middle Management
 - C. Lower Management
 - D. Middle and Lower Management
240. The degree to which organizational resources contribute to productivity is
- A. Effectiveness
 - B. Efficiency
 - C. Out put
 - D. Production

Q	A	Q	A	Q	A	Q	A	Q	A	Q	A	Q	A	Q	A	Q	A
1	B	26	B	51	C	76	A	101	C	126	C	151	D	176	B	201	B
2	C	27	A	52	B	77	A	102	B	127	B	152	D	177	C	202	C
3	B	28	A	53	A	78	B	103	C	128	B	153	B	178	A	203	A
4	A	29	B	54	A	79	D	104	C	129	A	154	B	179	B	204	D
5	D	30	A	55	A	80	B	105	C	130	C	155	D	180	B	205	C
6	D	31	C	56	A	81	A	106	C	131	A	156	A	181	B	206	B
7	C	32	A	57	A	82	D	107	B	132	B	157	B	182	C	207	B
8	C	33	B	58	D	83	B	108	A	133	A	158	B	183	B	208	B
9	A	34	D	59	D	84	A	109	D	134	A	159	C	184	C	209	B
10	A	35	C	60	B	85	D	110	C	135	B	160	D	185	B	210	A
11	D	36	A	61	C	86	A	111	A	136	C	161	B	186	C	211	A
12	B	37	B	62	B	87	B	112	A	137	C	162	D	187	D	212	B
13	B	38	B	63	C	88	C	113	B	138	C	163	D	188	B	213	D
14	C	39	B	64	C	89	B	114	B	139	D	164	C	189	A	214	D
15	C	40	A	65	B	90	B	115	B	140	D	165	C	190	C	215	D
16	B	41	A	66	B	91	A	116	A	141	B	166	C	191	A	216	B
17	A	42	C	67	B	92	A	117	A	142	B	167	B	192	A	217	C
18	B	43	D	68	C	93	A	118	C	143	C	168	B	193	A	218	D
19	C	44	D	69	C	94	A	119	D	144	B	169	A	194	A	219	A
20	B	45	D	70	A	95	A	120	C	145	C	170	C	195	C	220	B
21	D	46	C	71	C	96	C	121	D	146	C	171	B	196	A	221	D
22	B	47	C	72	B	97	C	122	C	147	D	172	C	197	C	222	D
23	A	48	D	73	B	98	B	123	D	148	B	173	A	198	A	223	D
24	A	49	D	74	B	99	A	124	A	149	D	174	C	199	D	224	C
25	C	50	B	75	A	100	A	125	A	150	A	175	A	200	D	225	A

Q	A	Q	A	Q	A	Q	A	Q	A	Q	A	Q	A	Q	A	Q	A
226	A	230	D	234	B	238.	B										
227	C	231	D	235.	C	239.	D										
228	D	232	A	236	B	240.	B										
229	B	234	C	237.	D												

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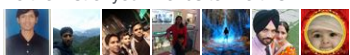
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