

S.Y.B.COM – COMMERCE III
MODULE – I – INTRODUCTION TO MANAGEMENT

1. “Management is the art of getting things done through people” This definition on management is given by----
2. Professional managers place emphasis on
3. Henry Fayol Stated principal of management.
4. principal states that a subordinate should receive orders only from one superior.
5. Authority refers to....
6. The principal of states that the interest of the organization should be primary as far as the managers are concerned.
7. The principal of equality refers to
8. function of management facilities SWOT analysis.
9. Refers to the process of identifying alternatives and selecting a course of action to solve specific problem.
10. of management refers to the different categories of managers.
11. The top -level managers require more of skills.
12. The lower level managers require more of skills.
13. boss was responsible to assemble machines and tools under Taylor’s scientific management.
14. Motion studies were undertaken by under scientific management.
15. is one of the dimensions of management stated by Peter Druker.
16. revolution was advocated by F.W.Taylor
17. clerk under scientific management was concerned with laying down sequence of operations.
18. developed a theory of bureaucratic management.
19. Under differential piece rate system ,F.W.Taylor recommended rates.
20. Dharmain Sanskrit means in life.
21. Ethos is originally a word that signifies character.
22. skills are also called as inter personal skills.
23. Time study is propounded by
24. refer to team spirit.
25. Indian ethos in management means the application of principles of management according to our wisdom

Answer Key

- [1) Mary Parker Follet, 2) Results, 3) 14 , 4) unity of command 5) power to take decision 6) subordination of interest 7) social justice 8) planning 9) Decision making 10) levels 11) Conceptual 12) Technical 13) Gang 14) Frank Gilberth 15) Time 16) Mental 17) Route 18) Max weber 19) 2 20) Purpose 21) Greek 22) Human Relations 23) F.W. Taylor 24) Esprit De Corps 25) ancient]

26) Plans need to be _____
flexible
rigid
complicated

27) Planning helps to _____ risks.
Minimize

eliminate
enhance

28) The SWOT analysis is an important element of
Planning
Organising
Directing

29) _____ is a single use plan.

Budget
mission
rules

30) _____ is a time-table for activities.

Schedule
Budget
Procedure

31. _____ are statements that guide in decision-making.

Policies
rules
budgets

32. Generally, professional managers frame plans.

Alternative
Single
General

33. _____ refers to fixing lower targets.

Under-targeting
Over-targeting
Balanced-Targeting

34. Under _____ technique, decisions are made on the basis of relationship between two variables.

Linear Programming
Simulation
Network

35. Quality circle is _____ group of employees.

Voluntary
Designated
Compelled

36. _____ plans are meant for repeated use as and when the situation demands.

Standing
Single Use
General

37. _____ reflect the purpose and philosophy of the organization.

Mission

Vision
Strategy

38. _____ is the orderly synchronizing of efforts of the subordinates.

Coordination
Controlling
Communication

39. On the basis of _____ analysis, the management sets the goals.

SwOT
SWAP
SWOB

40. Under , _____ manager intervenes only when employees fail to meet performance standards.

MBE
MBO
MSA

41. _____ database presents the data in the form of graphs and charts.

Relational
Hierarchical
Graphical

42. _____ use information system or the information it produces.

End-users
Support Staff
Network Administrator

43. _____ represents the return or reward for selecting the best alternative decision. (Payoff Matrix, Queuing Technique, Simulation)

44. _____ introduced the brainstorming technique of decision-making.

Alex Osborn
Peter Drucker
Henri Fayol

45. Managers need to frame rigid plans.

True
False

46. The analyses of internal environment indicate opportunities and threats.

True
False

47. Competition is an important element of internal environment.

True
False

48. Nowadays, managers undertake review of performance only at the end of the year.

True
False

49. The mission statement reflects only the philosophy of the organization.
True
False
50. Policies guide decision-making only in the areas of production and marketing.-- _
True
False
51. Rules and Policies are synonymous in almost all organizations.
True
False
52. The standing plans are used for a specific activity.
True
False
53. Professional managers make only reactive decisions.
True
False
54. Brainstorming technique is used for making programmed decisions.
True
False
55. Coordination is concerned with integration of group efforts in an organisation.
True
False
56. A budget is a statement of expected results expressed in numerical terms.
True
False
57. A schedule is a single-use plan.
True
False
58. A procedure is a standing plan.
True
False
59. Coordination is the essence of management.
True
False
60. Peter Drucker popularized the concept of Management by Objectives.
True
False
61. Under MBO, goals are set in key result areas.
True
False

62. Under MBO, the organisation structure is subject to periodic review.

True

False

63. MBE enables top management to focus on strategic planning and control.

True

False

64. Plans need to be ____

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rigid

complicated

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Minimize

Eliminate

Enhance

66. The SWOT analysis is an important element of _____

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Single

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71. _____ refers to fixing lower targets.

Under targeting

Over-targeting

Balanced Targeting

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Simulation

Network

Linear Programming

73. Quality circle is ----- group of employees

- Voluntary
- Designated
- Compelled

74. _____ are meant for repeated use as and when the situation demands.

- Standing
- Single Use
- General

75. _____ reflect the purpose and philosophy of the organisation.

- Mission
- Vision
- Strategy

76. _____ is the orderly synchronizing of efforts of the subordinates.

- Combination
- Controlling
- Communication

77. consist of _____ analysis, the management sets the goals.

- SWAP
- SWOB

78. The process of organizing involves among other things identifying and grouping of the work to be performed.

- True
- False

79. Formal organization comes into existence when two or more people consciously coordinated toward a common goal.

- True
- False

80. Informal organization is a network of personal and social relations existing in a formal organization.

- True
- False

81. The informal organization makes use of grapevine.

- True
- False

82. In formal organization, every member is assigned specific duties and responsibilities.

- True
- False

83. Generally, informal organizing exists in almost all organizations.

True

False

84. The organization structure is influenced by size of the organization.

True

False

85. Line organization is more suitable for small organizations.

True

False

86. In line organization, the principle of unity of command is strictly followed.

True

False

87. In line organization, the executives tend to be more autocratic in nature.

True

False

88. In line and staff organization, the staff officers are the advisors or planners.

True

False

89. Motivation is a one time activity.

True

False

90. Motivation can be only positive in nature.

True

False

91. Bonus is a non-monetary incentive.

True

False

92. Provision of good working conditions is a monetary incentive.

True

False

93. Motivation does not improve morale of the employees.

True

False

94. Job enrichment refers to horizontal expansion of a job.

True

False

95. Oral communication does not permit instant feedback.

True

False

96. Oral communication acts as a permanent record for future reference.

True
False

97. Body language is a form of verbal communication.

True
False

98. Misinterpretation of words is a physical barrier in communication.

True
False

99. Noise is a semantic barrier in communication.

True
False

100. In line and staff organization, the line managers are the decision. makers.

True
False

101. Matrix organization is suitable for multi-project organizations.

True
False

102. The concept of span of control is applicable to educational institutions for imparting quality education.

True
False

103. The nature of work is one of the factors influencing span of control.

True
False

104. Departmentation is necessary in small organizations.

True
False

105. Departmentation by time is followed in a single-shift organization.

True
False

106. The superior delegates authority for the fear of being exposed of malpractices.

True
False

107. In flat organisation, there are more levels of management.

True
False

108. Centralisation is the tendency to disperse authority in the organisation.

True
False

109. MIS is continuous activity.

- True
- False

110. The objectives of the organisation must be

- general
- common
- specific

111. There must be between authority and responsibility.

- equity
- similarity
- balance

112. Coordination means in an organisation.

- cooperation
- commonality
- interlinking of actions

113. The lowerlevel managers coordinate the activities of _____

- middle level
- top level
- subordinates

114. Informal organisations make use of communication.

- upward
- downward
- grapevine

115. _____ organisation is referred as scalar organisation.

- Matrix
- Line and staff
- Line

116. The line organisation is suitable for organisations.

- Large
- medium
- small

117. There is lack of • in line organisation.

- decision making
- command
- specialization

118. In line and staff organisation, the staff executives are the _____

- doers
- decision-makers
- advisors

119. Matrix organisation was first established in in the aerospace industry.

- India
- China

USA

120. refers to the number of subordinates that 'can be managed effectively by one superior.

Unity of command

Management by Objectives

Span of Control

121. A jargon does not have special meaning for a particular group of audience.

True

False

122. People have different perceptions, which can act as a barrier in communication.

True

False

123. Body language may have different meaning in different countries.-?

True

False

124. Rambling refers to talk or write aimlessly without connection of ideas.—

True

False

125. Leadership is the activity of influencing people to strive willingly for group objectives.

True

False

126. An effective leader needs to be committed and dedicated.

True

False

127. Leadership style is a pattern of behaviour of a leader while dealing with subordinates.

True

False

128. Under Laissez-faire leadership style, complete freedom is given to subordinates for decision-Making.--

True

False

129. Under situational leadershipstyle, a leader adjusts the style depending on situation. -,-

True

False

130. style of leadership aims at creating family atmosphere within the organisation.

Autocratic

Consultative

Paternalistic

131. Nowadays, professional managers adopt style of leadership.

Socratic

Consultative
Situational

132. _____ is the sum total of physical, mental and social qualities.

Initiative
Intelligence
Person

133. _____ refers to interpersonal skills.

Administrative
Conceptual
Human

134. _____ is a process of monitoring actual performance, and taking corrective measures, if there are deviations.

Planning,
Organising,
Controlling

135. _____ control system enables managers to focus their attention on significant deviations.

Critical Point
Flexible
Control by Exception

136. _____ is a statement of anticipated results.

Schedule
MBO
Budget

137. _____ technique helps to expedite highly complex projects.

CPM
MBO
PERT

138. _____ technique is based on a single time estimate for completion of activities.

PERT
MBO
GPM

139. _____ refers to the systematic evaluation of the functioning, performance and effectiveness of management.

MBO
HRA
Management Audit

140. Span of control has _____ applications.

limited
narrow
universal

141. _____ Is a process of grouping of jobs and processes ,resources into logical you need to perform some organisational task.

Delegation of authority
Decentralisation
Departmentation

142. Departmentation by _____ is one of the bases of departmentation whereby the organisation divides the organisation into different units based on geographical zones.

Time
Customer
Area

143. The process of delegation continuous if the subordinate _____ the delegates delegated authority.

Rejects
Ignore
Accepts

144. _____ takes place between superior and subordinate.

Decentralization of authority
Departmentation
Delegation of authority

145. _____ relations with superior could be one of the reasons for non acceptance of authority by subordinate.

Cordial
Friendly
Hostile

146. Project organisation adopt the basis of _____ departmentation.

Product
Process
Task force

147. _____ refers to dispersal of authority throughout the organisation.

Decentralization
Delegation
Centralisation

148. In _____ organisation there are many levels of Management

tall \\
flat
medium

149. Time study is a propounded by _____

F.W. Taylor
Peter Drucker
Luther Gulick

150. _____ refers to Team Spirit.

Equity
Discipline
Esprit de Corps

151. Indian ethos in management means application of principles of management according to our _____ wisdom.

- modern
- ancient
- Global

152. Planning premises are assumptions and _____

- goals
- predictions
- policies

153. _____ is a modern program technique of decision making.

- Brainstorming
- Simulations
- Attribute listening

154. _____ predicts that certain things would happen in certain way.

- Probability theory
- Game Theory
- Linear programming

155. Line and staff organisation is suitable for _____ business firms.

- Large
- Small
- Tiny

156. _____ delegation gives clarity to subordinates about the work expected.

- Oral
- Written
- General

157. Henri Fayol stated _____ principles of management

- 10
- 12
- 14

158. Ethos is originally a _____ word that signifies characters.

- Roman
- Greek
- Indian

159. _____ skills are used also known as interpersonal skills.

- Technical
- Human relations
- none of this

160. _____ is a long term action for plants for achieving the goals.

- Strategy
- Procedure
- Program

161. Planning needs to be _____

Complicated

Flexible

Rigid

162. Heuristic technique is a _____ technique.

rule of thumb

blind

trial and error

163. formal organisation structure _____ is a nature.

official

un- official

unstructured

164. Delegation of authority _____ the burden on Superior.

maintains

reduces

increases

165. De-centralisation is necessary for effective management of a _____ business organisation.

small

medium

large