



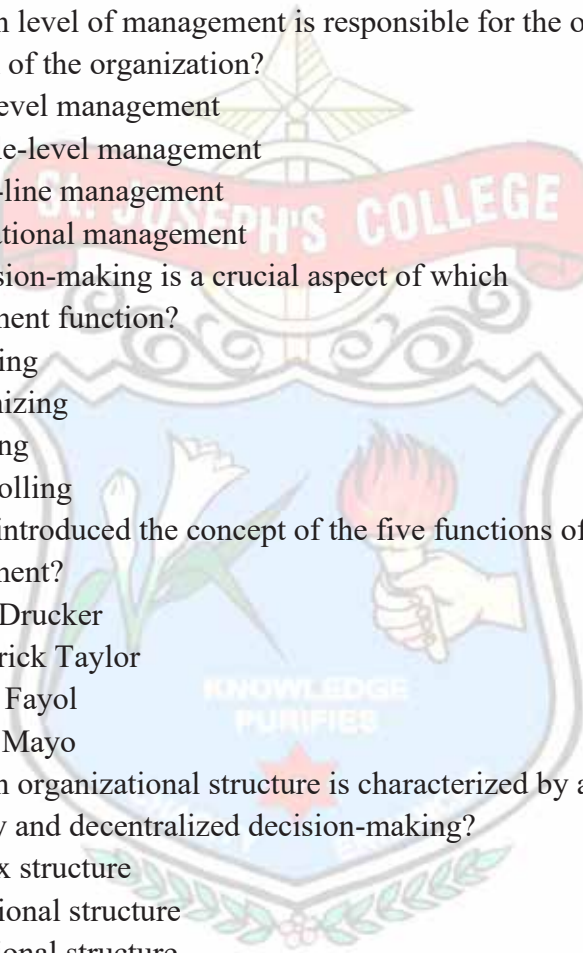
MCQ ON PRINCIPLES OF MANAGEMENT

AUTHOR
R.VASANTHI M.COM., M.PHIL.,

UNIT-I

1. What is the definition of management?
 - a. Controlling resources
 - b. Achieving goals through others
 - c. Financial planning
 - d. Production of goods
2. Which of the following is NOT a function of management?
 - a. Planning
 - b. Organizing
 - c. Communicating
 - d. Monitoring
3. The scope of management includes
 - a. Only top-level executives
 - b. Only financial aspects
 - c. All levels and functions of an organization
 - d. Only marketing and sales
4. What does the nature of management encompass?
 - a. Static and unchanging principles
 - b. Dynamic and changing principles
 - c. Only decision-making
 - d. Only leadership
5. Strategic management primarily deals with
 - a. Day-to-day operations
 - b. Long-term goals and plans
 - c. Middle-level management tasks
 - d. Financial accounting
6. The term 'span of control' refers to
 - a. The number of managers a subordinate reports to
 - b. The hierarchy of authority
 - c. The financial control system

- d. The geographical scope of operation
7. Which management function involves assigning tasks and arranging resources to achieve objectives?
- a. Planning b. Organizing
c. Controlling d. Leading
8. SWOT analysis is a tool used in which phase of management?
- a. Planning b. Organizing
c. Controlling d. Leading
9. Corporate social responsibility (CSR) is related to
- a. Profit maximization only
b. Legal compliance only
c. Ethical and social concerns
d. Employee satisfaction only
10. What is the primary focus of scientific management?
- a. Employee satisfaction
b. Efficiency and productivity
c. Strategic planning
d. Market research
11. Which of the following is a characteristic of a formal organization?
- a. Flexibility in structure
b. Ad-hoc decision-making
c. Clearly defined roles and responsibilities
d. Lack of hierarchy
12. What is the purpose of management by objectives (MBO)?
- a. Micromanagement

- 
- b. Employee motivation and goal alignment
 - c. Financial analysis
 - d. Market expansion
13. Which level of management is responsible for the overall direction of the organization?
- a. Top-level management
 - b. Middle-level management
 - c. Front-line management
 - d. Operational management
14. Decision-making is a crucial aspect of which management function?
- a. Planning
 - b. Organizing
 - c. Leading
 - d. Controlling
15. Who introduced the concept of the five functions of management?
- a. Peter Drucker
 - b. Frederick Taylor
 - c. Henri Fayol
 - d. Elton Mayo
16. Which organizational structure is characterized by a flat hierarchy and decentralized decision-making?
- a. Matrix structure
 - b. Functional structure
 - c. Divisional structure
 - d. Flat structure
17. What does the term "line authority" refer to?

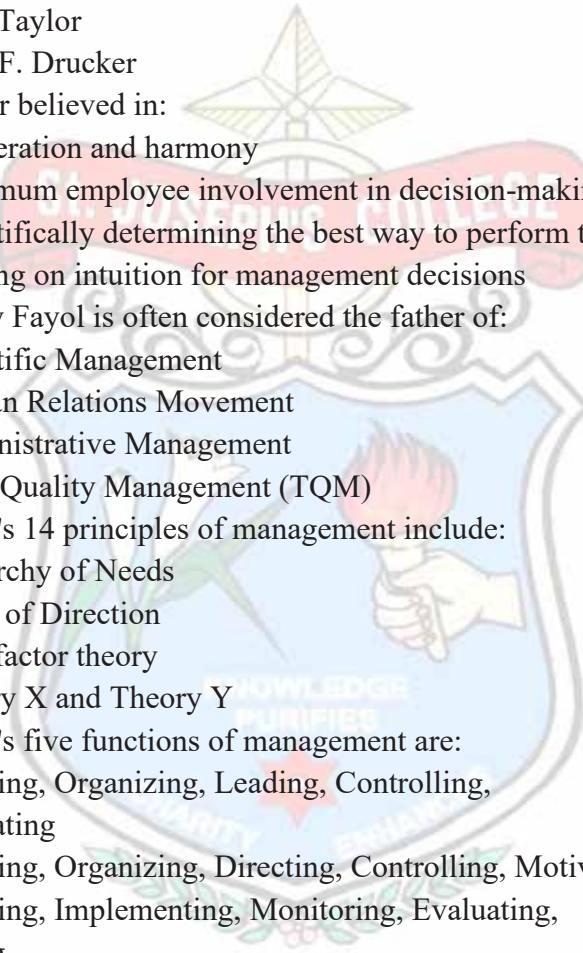
- a. Authority derived from expertise
 - b. Direct authority over subordinates in the chain of command
 - c. Authority based on position in the organization
 - d. Authority to make financial decisions
18. Which management approach emphasizes the importance of human behavior in organizations?
- a. Classical approach
 - b. Behavioral approach
 - c. Scientific management
 - d. Contingency approach
19. The PESTLE analysis is used to analyze
- a. Internal strengths and weaknesses
 - b. Market competition
 - c. External factors affecting an organization
 - d. Employee performance
20. Total Quality Management (TQM) focuses on
- a. Maximizing profits
 - b. Employee satisfaction only
 - c. Continuous improvement and customer satisfaction
 - d. Short-term goals
21. What are the three primary levels of management in an organization?
- a. Tactical, Operational, Strategic
 - b. Top, Middle, Bottom
 - c. Planning, Organizing, Controlling
 - d. Supervisory, Managerial, Executive
22. Middle-level managers are primarily responsible for

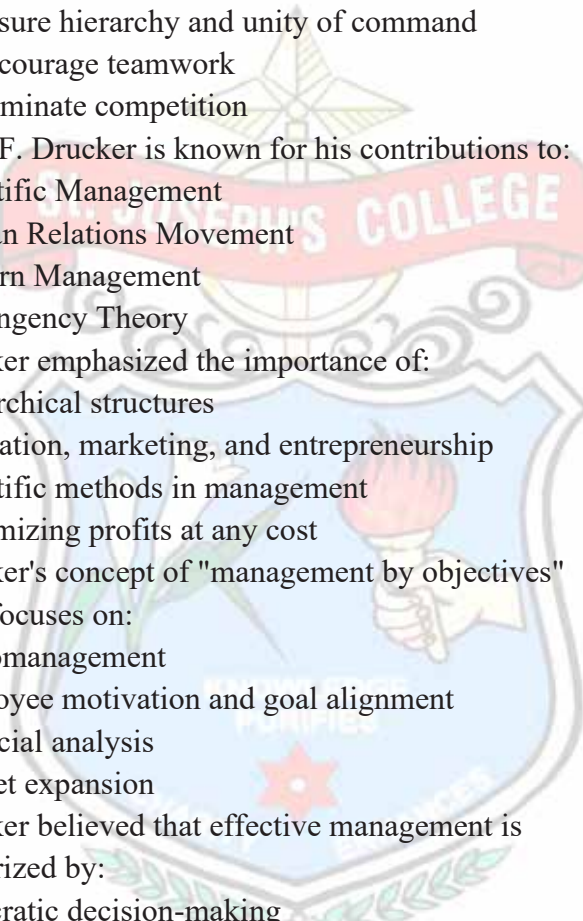
- a. Long-term strategic planning
 - b. Day-to-day operations
 - c. Implementing top-level decisions
 - d. Providing direct supervision to employees
23. Why is effective management crucial for organizations?
- a. To maximize employee dissatisfaction
 - b. To minimize organizational goals
 - c. To achieve objectives efficiently
 - d. To encourage micromanagement
24. The significance of management lies in its ability to
- a. Increase bureaucracy
 - b. Optimize resources and achieve goals
 - c. Ignore employee well-being
 - d. Focus solely on financial planning
25. Is management considered a science, an art, or both?
- a. Science
 - b. Art
 - c. Both
 - d. Neither
26. The scientific approach to management emphasizes
- a. Intuition and creativity
 - b. Systematic observation and experimentation
 - c. Rigid rules and regulations
 - d. Ignoring data and analysis
27. Who is associated with the Scientific Management approach?
- a. Elton Mayo
 - b. Frederick Taylor

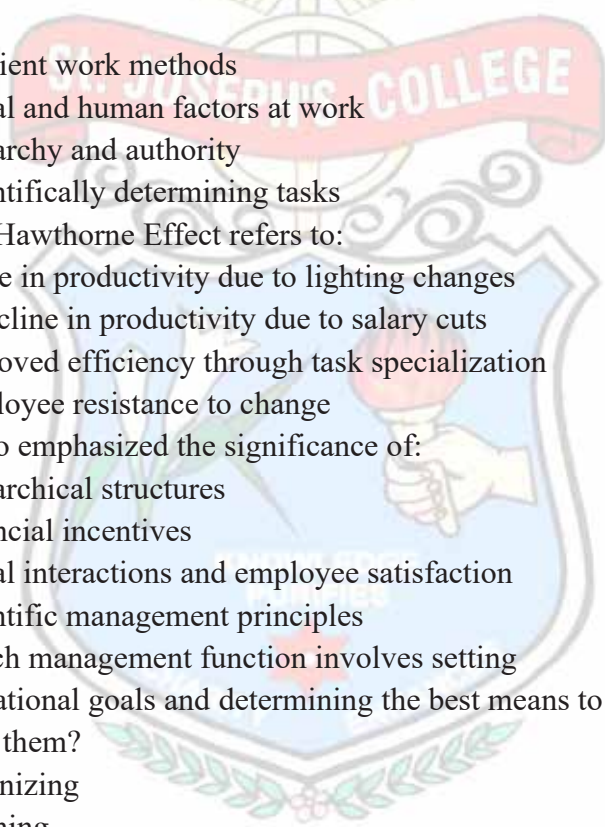
- c. Peter Drucker
 - d. Max Weber
28. The Human Relations Movement focused on
- a. Maximizing profits
 - b. Employee motivation and social factors at work
 - c. Contingency planning
 - d. Administrative efficiency
29. Henry Fayol's principles of management include
- a. Unity of Direction
 - b. Hierarchy of Needs
 - c. Two-factor theory
 - d. Theory X and Theory Y
30. Peter Drucker is known for his contributions to
- a. Scientific Management
 - b. Human Relations Movement
 - c. Modern Management
 - d. Contingency Theory
31. Which management function involves monitoring performance and making necessary adjustments?
- a. Organizing
 - b. Planning
 - c. Leading
 - d. Controlling
32. Coordinating resources and activities to achieve organizational goals is the focus of which management function?
- a. Organizing
 - b. Planning

- c. Leading
 - d. Controlling
33. The rise of remote work is an example of which trend in contemporary management?
- a. Globalization
 - b. Technological advancements
 - c. Flexible work arrangements
 - d. Traditional management practices
34. The challenge of managing a diverse workforce is associated with
- a. Ignoring cultural differences
 - b. Emphasizing uniformity
 - c. Promoting inclusivity and understanding
 - d. Rigid organizational structure
35. What does SWOT analysis stand for in management?
- a. Systematic Work Organization Technique
 - b. Strengths, Weaknesses, Opportunities, Threats
 - c. Strategic Workflow Optimization Tool
 - d. Scientific Way of Organizing Tasks
36. Total Quality Management (TQM) focuses on
- a. Maximizing profits
 - b. Employee satisfaction only
 - c. Continuous improvement and customer satisfaction
 - d. Short-term goals
37. The contingency approach to management suggests that
- a. There is one best way to manage in all situations
 - b. Management practices should be contingent upon external factors

- c. Managers should stick to traditional methods
 - d. Technology is irrelevant in management
38. Which of the following is a key challenge in modern management?
- a. Stagnation
 - b. Technological disruption
 - c. Inflexibility
 - d. Lack of hierarchy
39. What does CSR stand for in the context of management?
- a. Corporate Sales Revenue
 - b. Customer Satisfaction Ratio
 - c. Corporate Social Responsibility
 - d. Critical Strategic Resources
40. In management, the term "delegation" refers to
- a. Ignoring tasks
 - b. Assigning tasks and authority to others
 - c. Controlling everything personally
 - d. Avoiding responsibility
41. F.W. Taylor is known for:
- a. Administrative Management
 - b. Human Relations Movement
 - c. Scientific Management
 - d. Contingency Theory
42. Taylor's main focus was on:
- a. Employee satisfaction
 - b. Efficient work methods and productivity
 - c. Social factors at work
 - d. Organizational hierarchy

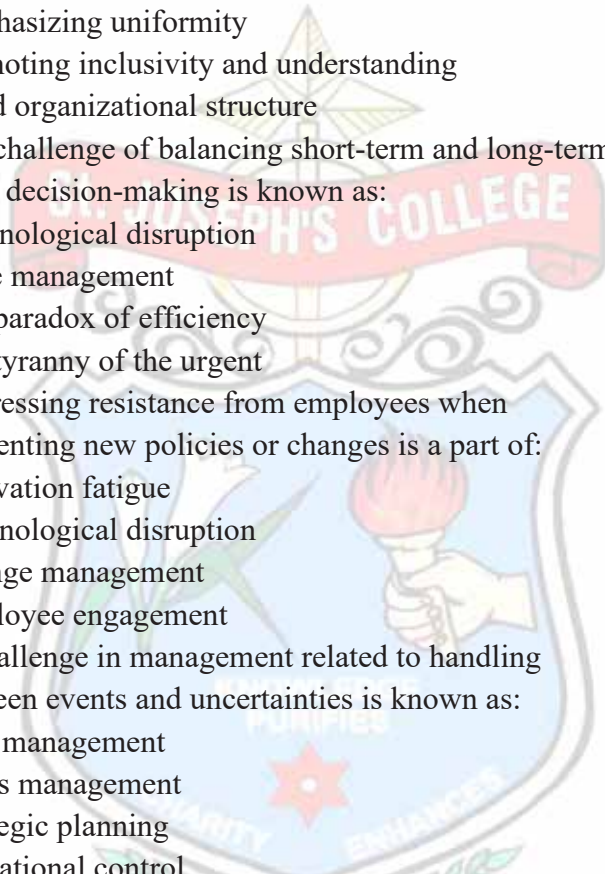
- 
- The logo of St. Joseph's College of Arts and Science for Women, Hosur, is a shield-shaped emblem. At the top is a cross with four rays. Below the cross is a circular emblem containing a book and a torch. The shield is divided into four quadrants, each containing a different symbol: a book, a torch, a flower, and a leaf. The text 'ST. JOSEPH'S COLLEGE OF ARTS AND SCIENCE FOR WOMEN' is written around the top of the shield, and 'HOSUR' is at the bottom. The motto 'KNOWLEDGE PURIFIES' is written across the center of the shield.
- 43. The term "time and motion study" is associated with:
 - a. Elton Mayo
 - b. Henry Fayol
 - c. F.W. Taylor
 - d. Peter F. Drucker
 - 44. Taylor believed in:
 - a. Cooperation and harmony
 - b. Maximum employee involvement in decision-making
 - c. Scientifically determining the best way to perform tasks
 - d. Relying on intuition for management decisions
 - 45. Henry Fayol is often considered the father of:
 - a. Scientific Management
 - b. Human Relations Movement
 - c. Administrative Management
 - d. Total Quality Management (TQM)
 - 46. Fayol's 14 principles of management include:
 - a. Hierarchy of Needs
 - b. Unity of Direction
 - c. Two-factor theory
 - d. Theory X and Theory Y
 - 47. Fayol's five functions of management are:
 - a. Planning, Organizing, Leading, Controlling, Coordinating
 - b. Planning, Organizing, Directing, Controlling, Motivating
 - c. Planning, Implementing, Monitoring, Evaluating, Adapting
 - d. Planning, Organizing, Staffing, Directing, Controlling

- 
48. According to Fayol, what is the purpose of the scalar chain?
- a. To promote employee satisfaction
 - b. To ensure hierarchy and unity of command
 - c. To encourage teamwork
 - d. To eliminate competition
49. Peter F. Drucker is known for his contributions to:
- a. Scientific Management
 - b. Human Relations Movement
 - c. Modern Management
 - d. Contingency Theory
50. Drucker emphasized the importance of:
- a. Hierarchical structures
 - b. Innovation, marketing, and entrepreneurship
 - c. Scientific methods in management
 - d. Maximizing profits at any cost
51. Drucker's concept of "management by objectives" (MBO) focuses on:
- a. Micromanagement
 - b. Employee motivation and goal alignment
 - c. Financial analysis
 - d. Market expansion
52. Drucker believed that effective management is characterized by:
- a. Autocratic decision-making
 - b. Bureaucratic structures
 - c. Efficient use of resources and a focus on results
 - d. Ignoring the external environment

- 
53. Elton Mayo is associated with the:
- Scientific Management
 - Human Relations Movement
 - Administrative Management
 - Total Quality Management (TQM)
54. Mayo's Hawthorne Studies highlighted the importance of:
- Efficient work methods
 - Social and human factors at work
 - Hierarchy and authority
 - Scientifically determining tasks
55. The Hawthorne Effect refers to:
- A rise in productivity due to lighting changes
 - A decline in productivity due to salary cuts
 - Improved efficiency through task specialization
 - Employee resistance to change
56. Mayo emphasized the significance of:
- Hierarchical structures
 - Financial incentives
 - Social interactions and employee satisfaction
 - Scientific management principles
57. Which management function involves setting organizational goals and determining the best means to achieve them?
- Organizing
 - Planning
 - Leading
 - Controlling

58. Coordinating resources and activities to achieve organizational goals is the primary focus of which management function?
- Organizing
 - Planning
 - Leading
 - Controlling
59. Providing guidance, motivation, and communication fall under which management function?
- Organizing
 - Planning
 - Leading
 - Controlling
60. Which management function involves monitoring performance and making necessary adjustments?
- Organizing
 - Planning
 - Leading
 - Controlling
61. The function of management concerned with assigning tasks and arranging resources to achieve objectives is:
- Planning
 - Organizing
 - Leading
 - Controlling
62. The rise of remote work is an example of which trend in contemporary management?
- Globalization

- b. Technological advancements
 - c. Flexible work arrangements
 - d. Traditional management practices
63. Which trend emphasizes a focus on employee well-being, work-life balance, and job satisfaction?
- a. Technological disruption
 - b. Employee engagement
 - c. Sustainability
 - d. Corporate Social Responsibility (CSR)
64. Environmental sustainability in management is primarily related to:
- a. Ignoring ecological concerns
 - b. Focusing solely on profits
 - c. Adopting eco-friendly practices
 - d. Disregarding social responsibility
65. A key challenge in management is dealing with rapid technological advancements. This challenge is known as:
- a. Resistance to change
 - b. Innovation fatigue
 - c. Technological disruption
 - d. Technophobia
66. The emphasis on diversity and inclusion in the workplace is a part of which trend in management?
- a. Traditional management practices
 - b. Globalization
 - c. Technological advancements
 - d. Diversity and Inclusion

- 
67. Managing a diverse workforce involves addressing challenges related to:
- Ignoring cultural differences
 - Emphasizing uniformity
 - Promoting inclusivity and understanding
 - Rigid organizational structure
68. The challenge of balancing short-term and long-term goals in decision-making is known as:
- Technological disruption
 - Time management
 - The paradox of efficiency
 - The tyranny of the urgent
69. Addressing resistance from employees when implementing new policies or changes is a part of:
- Innovation fatigue
 - Technological disruption
 - Change management
 - Employee engagement
70. A challenge in management related to handling unforeseen events and uncertainties is known as:
- Risk management
 - Crisis management
 - Strategic planning
 - Operational control
71. The challenge of maintaining ethical standards and corporate social responsibility is known as:
- Financial management
 - Legal compliance

- c. Ethical decision-making
 - d. Sustainable development
72. What is a key quality that effective managers possess?
- a. Micro-management
 - b. Autocratic decision-making
 - c. Flexibility and adaptability
 - d. Ignoring employee feedback
73. Which managerial quality involves the ability to motivate and inspire others?
- a. Authoritarianism
 - b. Charisma
 - c. Aversion to risk
 - d. Indecisiveness
74. The quality of "emotional intelligence" in a manager involves:
- a. Ignoring emotions in the workplace
 - b. Understanding and managing emotions effectively
 - c. Relying solely on technical skills
 - d. Avoiding social interactions
75. A manager's ability to communicate effectively is an example of:
- a. Technical skills
 - b. Interpersonal skills
 - c. Conceptual skills
 - d. Analytical skills
76. The primary duty of a manager in the planning function is to:
- a. Implement day-to-day operations

- b. Set organizational goals and determine means to achieve them
 - c. Motivate and inspire employees
 - d. Monitor performance and make adjustments
77. In the organizing function, a manager is responsible for:
- a. Providing guidance and motivation
 - b. Coordinating resources and activities
 - c. Monitoring employee performance
 - d. Setting strategic goals
78. A manager's role in the directing function involves:
- a. Implementing strategic plans
 - b. Providing guidance, motivation, and communication
 - c. Monitoring and adjusting performance
 - d. Setting long-term goals
79. Controlling, as a managerial duty, includes:
- a. Coordinating resources
 - b. Setting organizational goals
 - c. Monitoring performance and making adjustments
 - d. Providing direction to employees
80. Which responsibility involves making decisions and choices that benefit the organization?
- a. Legal compliance
 - b. Social responsibility
 - c. Ethical decision-making
 - d. Financial management
81. A manager's responsibility to ensure compliance with laws and regulations is known as:
- a. Financial management

- b. Legal compliance
 - c. Strategic planning
 - d. Risk management
82. The responsibility of managing financial resources and budgeting is known as:
- a. Strategic planning
 - b. Financial management
 - c. Human resource management
 - d. Crisis management
83. What does the term "social responsibility" in management refer to?
- a. Focusing solely on profits
 - b. Ignoring environmental concerns
 - c. Balancing organizational goals with societal needs
 - d. Avoiding employee well-being
84. The role of a manager in creating a positive organizational culture is related to:
- a. Employee engagement
 - b. Strategic planning
 - c. Contingency theory
 - d. Scientific management
85. The term "delegation" in management refers to:
- a. Ignoring tasks
 - b. Assigning tasks and authority to others
 - c. Controlling everything personally
 - d. Avoiding responsibility
86. In the context of management, "SWOT analysis" stands for:

- a. Strategic Workflow Optimization Tool
 - b. Strengths, Weaknesses, Opportunities, Threats
 - c. Systematic Work Organization Technique
 - d. Scientific Way of Organizing Tasks
87. The management function that involves evaluating employee performance and providing feedback is:
- a. Planning
 - b. Organizing
 - c. Leading
 - d. Controlling
88. The responsibility of managing relationships with external stakeholders is known as:
- a. Internal control
 - b. External management
 - c. Stakeholder relations
 - d. Micro-management
89. The managerial duty that involves coordinating resources and tasks to achieve organizational goals is:
- a. Planning
 - b. Organizing
 - c. Leading
 - d. Controlling
90. The trend in contemporary management that focuses on employee well-being and job satisfaction is known as:
- a. Technological disruption
 - b. Employee engagement
 - c. Sustainability
 - d. Corporate Social Responsibility (CSR)

91. The managerial quality that involves the ability to see the organization as a whole and understand how its parts interrelate is called:

- a. Technical skills
- b. Interpersonal skills
- c. Conceptual skills
- d. Analytical skills

ANSWERS:

1.b,2.c,3.c,4.b,5.b,6.a,7.b,8.a,9.c,10.b,11.c,12.b,13.a,14.a,
15.c,16.d,17.b,18.b,19.c,20.c,21.b,22.c,23.c,24.b,25.c,26.b,
27.b,28.b,29.a,30.c,31.b,32.a,33.c,34.c,35.b,36.c,37.b,38.b,
39.c,40.b,41.c,42.b,43.c,44.c,45.c,46.b,47.b,48.b,49.c,50.b,
51.b,52.c,53.b,54.b,55.a,56.c,57.b,58.a,59.c,60.d,61.b,62.c,
63.b,64.c,65.c,66.d,67.c,68.c,69.c,70.b,71.c,72.c,73.b,74.b,
75.b,76.b,77.b,78.b,79.c,80.c,81.b,82.b,83.c,84.a,85.b,86.b,
87.d,88.c,89.b,90.b,91.c.

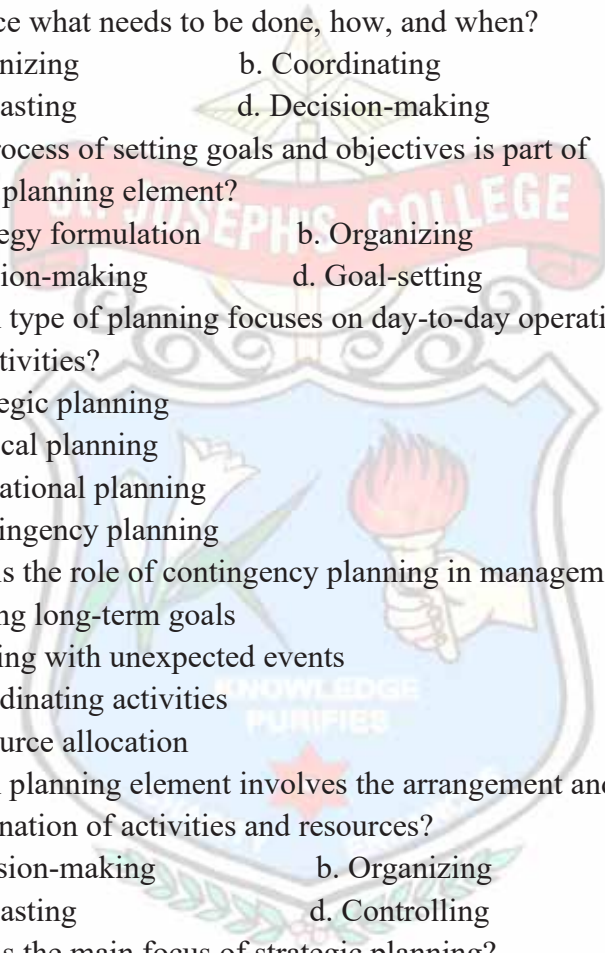
UNIT-II

1. What is the primary purpose of planning in the context of management?
 - a. Execution of tasks
 - b. Achieving organizational goals
 - c. Monitoring employee performance
 - d. Controlling resources
2. In management, planning is the process of
 - a. Implementing strategies
 - b. Setting organizational goals and determining how to achieve them
 - c. Leading and directing employees
 - d. Controlling day-to-day operations
3. Which of the following best defines planning in management?
 - a. Retroactive decision-making
 - b. Proactive decision-making for the future
 - c. Reactive adjustment to circumstances
 - d. Ignoring organizational goals
4. Planning is a continuous process because
 - a. It only occurs at the beginning of the year
 - b. It involves making decisions only once
 - c. It adapts to changing circumstances and goals
 - d. It is independent of organizational objectives
5. Which characteristic of planning emphasizes the need for flexibility and adaptability?
 - a. Specificity
 - b. Precision
 - c. Continuity
 - d. Proactivity

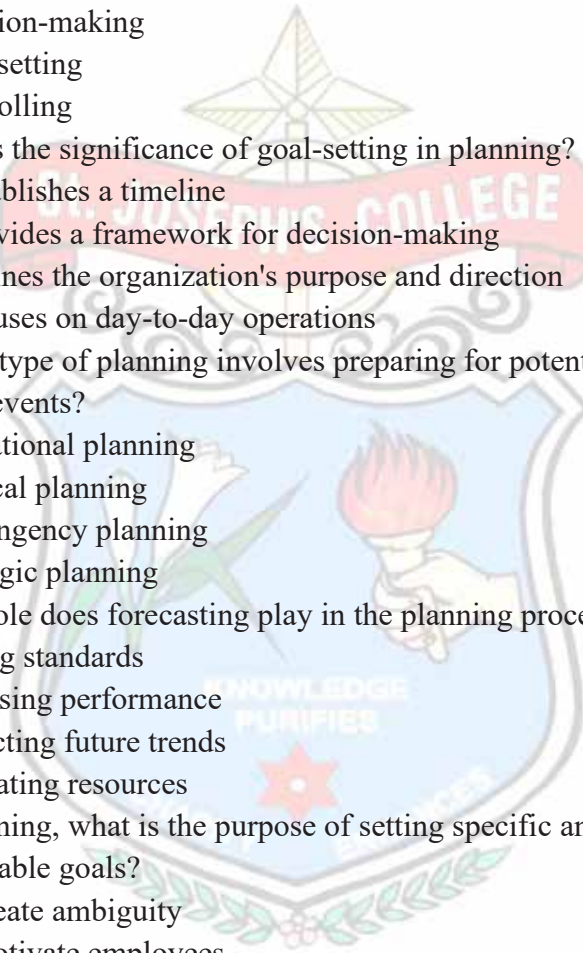
6. Planning involves a commitment of resources. What type of resource commitment is this?
 - a. Financial only
 - b. Human resources only
 - c. All types of resources
 - d. Physical resources only
 7. Strategic planning is concerned with
 - a. Day-to-day operations
 - b. Long-term goals and overall direction of the organization
 - c. Immediate problem-solving
 - d. Controlling routine tasks
 8. Operational planning is focused on
 - a. Setting organizational vision
 - b. Long-term strategies
 - c. Day-to-day activities and tasks
 - d. External environmental analysis
 9. The scope of planning may extend to
 - a. Specific departments only
 - b. A single level of management
 - c. The entire organization
 - d. External stakeholders only
 10. The first step in the planning process is usually
 - a. Implementing strategies
 - b. Setting goals
 - c. Monitoring performance
 - d. Evaluating outcomes
- 

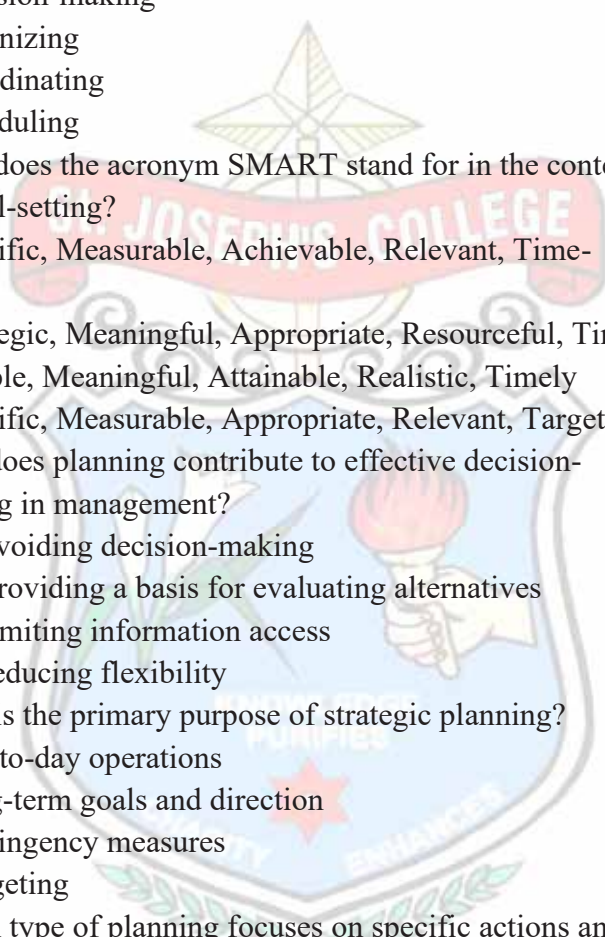
11. The function of planning that involves determining in advance what needs to be done to achieve organizational goals is called
 - a. Setting objectives
 - b. Organizing
 - c. Decision-making
 - d. Forecasting
12. Which function of planning involves assessing different courses of action and choosing the best one?
 - a. Decision-making
 - b. Organizing
 - c. Leading
 - d. Controlling
13. What is the relationship between planning and organizing in the management process?
 - a. Independent functions
 - b. Sequential functions
 - c. Interdependent functions
 - d. Unrelated functions
14. How does planning contribute to effective controlling in the management process?
 - a. By eliminating the need for control
 - b. By providing benchmarks for performance evaluation
 - c. By reducing the need for decision-making
 - d. By ignoring deviations from plans
15. The process of comparing actual performance with planned performance is known as
 - a. Decision-making
 - b. Controlling
 - c. Organizing
 - d. Leading
16. In the context of planning, feedback is essential for
 - a. Ignoring deviations from plans
 - b. Making decisions only

- c. Evaluating outcomes and adjusting future plans
 - d. Reducing the need for organizational goals
17. Why is planning considered an adaptive process in management?
- a. It only considers short-term goals
 - b. It remains static and unchanged
 - c. It adjusts to changing circumstances and goals
 - d. It ignores environmental factors
18. Scenario planning in management is a technique used to address
- a. Short-term goals
 - b. Uncertainties and possible future events
 - c. Day-to-day tasks
 - d. Specific departments only
19. Considering external factors such as economic conditions and market trends in planning is related to
- a. Scenario planning
 - b. Strategic planning
 - c. Operational planning
 - d. Contingency planning
20. The environmental consideration in planning that involves ensuring the organization's actions are environmentally sustainable is known as
- a. Economic planning
 - b. Social responsibility planning
 - c. Ecological planning
 - d. Operational planning
21. What is the primary purpose of planning in management?

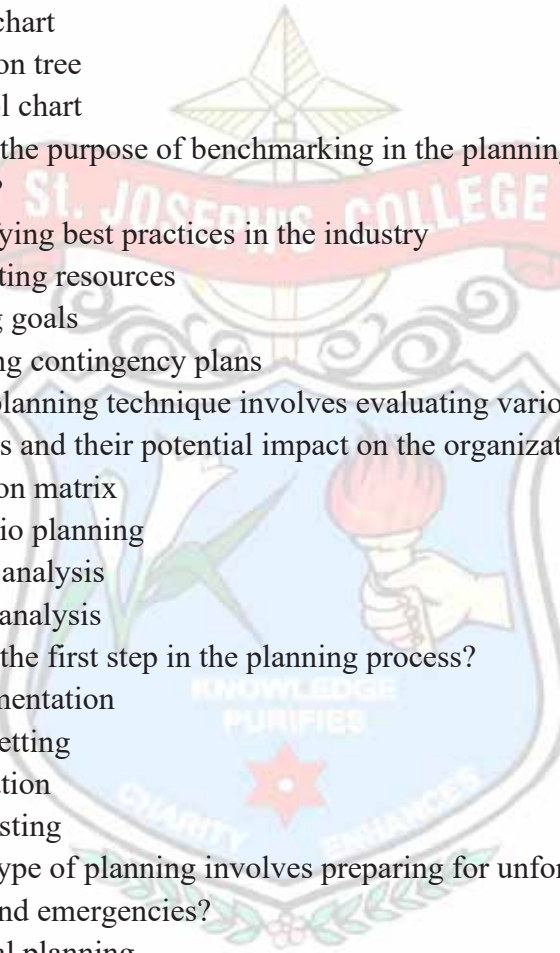
- 
- The logo of St. Joseph's College is a circular emblem. It features a central shield with a blue background. Inside the shield, there is a white cross. To the left of the cross is a white dove with its wings spread, and to the right is a white torch with a red flame. Above the shield is a red banner with the text 'ST. JOSEPH'S COLLEGE' in white. Below the shield is a green banner with the text 'KNOWLEDGE PURIFIES' in white. The entire emblem is surrounded by a decorative border.
- a. Controlling
 - b. Organizing
 - c. Achieving goals
 - d. Staffing
22. Which element of planning involves determining in advance what needs to be done, how, and when?
- a. Organizing
 - b. Coordinating
 - c. Forecasting
 - d. Decision-making
23. The process of setting goals and objectives is part of which planning element?
- a. Strategy formulation
 - b. Organizing
 - c. Decision-making
 - d. Goal-setting
24. Which type of planning focuses on day-to-day operations and activities?
- a. Strategic planning
 - b. Tactical planning
 - c. Operational planning
 - d. Contingency planning
25. What is the role of contingency planning in management?
- a. Setting long-term goals
 - b. Dealing with unexpected events
 - c. Coordinating activities
 - d. Resource allocation
26. Which planning element involves the arrangement and coordination of activities and resources?
- a. Decision-making
 - b. Organizing
 - c. Forecasting
 - d. Controlling
27. What is the main focus of strategic planning?
- a. Short-term goals
 - b. Day-to-day operations

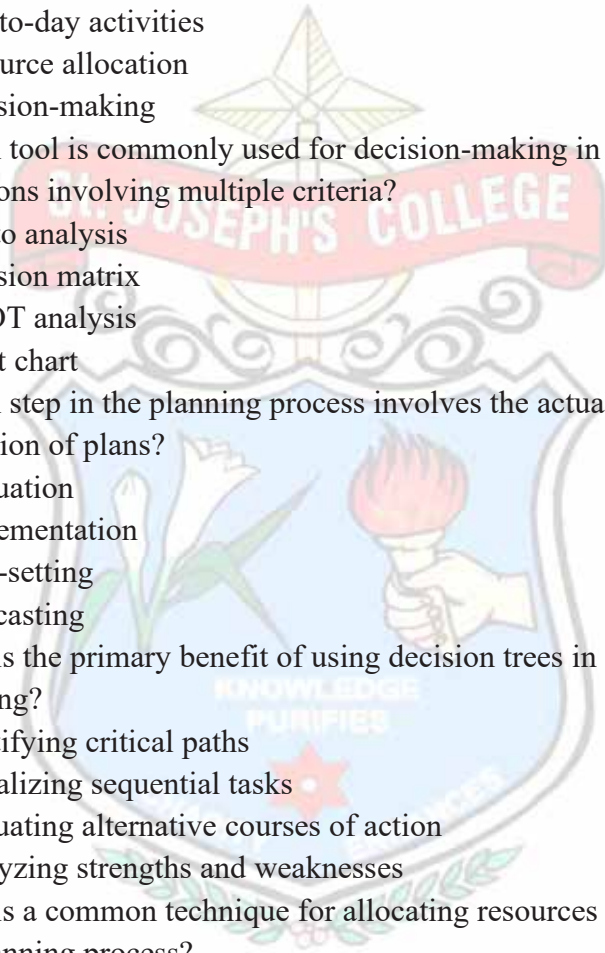
- c. Long-term goals and direction
 - d. Contingency measures
28. Which element of planning involves allocating resources to achieve organizational goals?
- a. Coordinating b. Budgeting
 - c. Forecasting d. Decision-making
29. What does SWOT analysis assess in the planning process?
- a. Strengths, weaknesses, opportunities, threats
 - b. Goals and objectives
 - c. Budget constraints
 - d. Operational efficiency
30. What type of planning involves setting standards and measuring performance against them?
- a. Contingency planning
 - b. Decision-making
 - c. Control planning
 - d. Operational planning
31. Which of the following is not a step in the planning process?
- a. Implementation b. Evaluation
 - c. Feedback d. Delegation
32. How does planning contribute to organizational efficiency?
- a. By increasing costs
 - b. By reducing coordination
 - c. By providing a roadmap for action
 - d. By limiting communication

- 
33. Which planning element involves selecting the best course of action among alternatives?
- a. Forecasting
 - b. Decision-making
 - c. Goal-setting
 - d. Controlling
34. What is the significance of goal-setting in planning?
- a. It establishes a timeline
 - b. It provides a framework for decision-making
 - c. It defines the organization's purpose and direction
 - d. It focuses on day-to-day operations
35. Which type of planning involves preparing for potential future events?
- a. Operational planning
 - b. Tactical planning
 - c. Contingency planning
 - d. Strategic planning
36. What role does forecasting play in the planning process?
- a. Setting standards
 - b. Assessing performance
 - c. Predicting future trends
 - d. Allocating resources
37. In planning, what is the purpose of setting specific and measurable goals?
- a. To create ambiguity
 - b. To motivate employees
 - c. To facilitate evaluation
 - d. To avoid decision-making

- 
38. Which planning element involves determining the sequence of activities to achieve objectives?
- Decision-making
 - Organizing
 - Coordinating
 - Scheduling
39. What does the acronym SMART stand for in the context of goal-setting?
- Specific, Measurable, Achievable, Relevant, Time-bound
 - Strategic, Meaningful, Appropriate, Resourceful, Timely
 - Simple, Meaningful, Attainable, Realistic, Timely
 - Specific, Measurable, Appropriate, Relevant, Targeted
40. How does planning contribute to effective decision-making in management?
- By avoiding decision-making
 - By providing a basis for evaluating alternatives
 - By limiting information access
 - By reducing flexibility
41. What is the primary purpose of strategic planning?
- Day-to-day operations
 - Long-term goals and direction
 - Contingency measures
 - Budgeting
42. Which type of planning focuses on specific actions and steps needed to achieve short-term goals?
- Strategic planning
 - Tactical planning

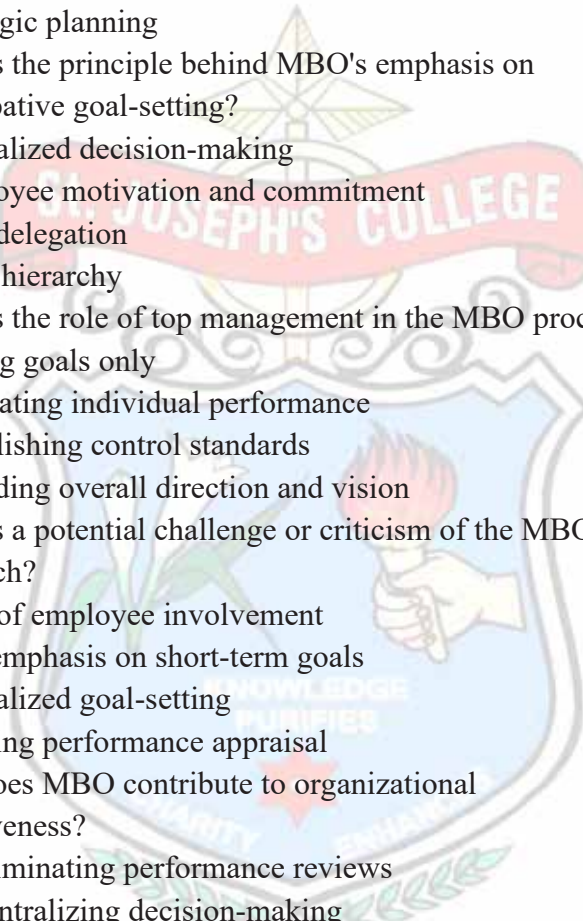
- c. Operational planning
 - d. Contingency planning
43. What is a common tool used in strategic planning to analyze internal strengths and weaknesses and external opportunities and threats?
- a. SWOT analysis
 - b. Decision matrix
 - c. Gantt chart
 - d. Pareto analysis
44. Which technique involves identifying the critical path in a project to ensure timely completion?
- a. PERT analysis
 - b. SWOT analysis
 - c. Scenario planning
 - d. Benchmarking
45. In the planning process, what does the acronym SMART represent for setting objectives?
- a. Strategic, Meaningful, Appropriate, Resourceful, Timely
 - b. Simple, Meaningful, Attainable, Realistic, Timely
 - c. Specific, Measurable, Achievable, Relevant, Time-bound
 - d. Significant, Measurable, Aspirational, Relevant, Timely
46. What is a key element in scenario planning?
- a. Identifying alternatives and uncertainties
 - b. Setting specific goals
 - c. Creating Gantt charts
 - d. Budgeting

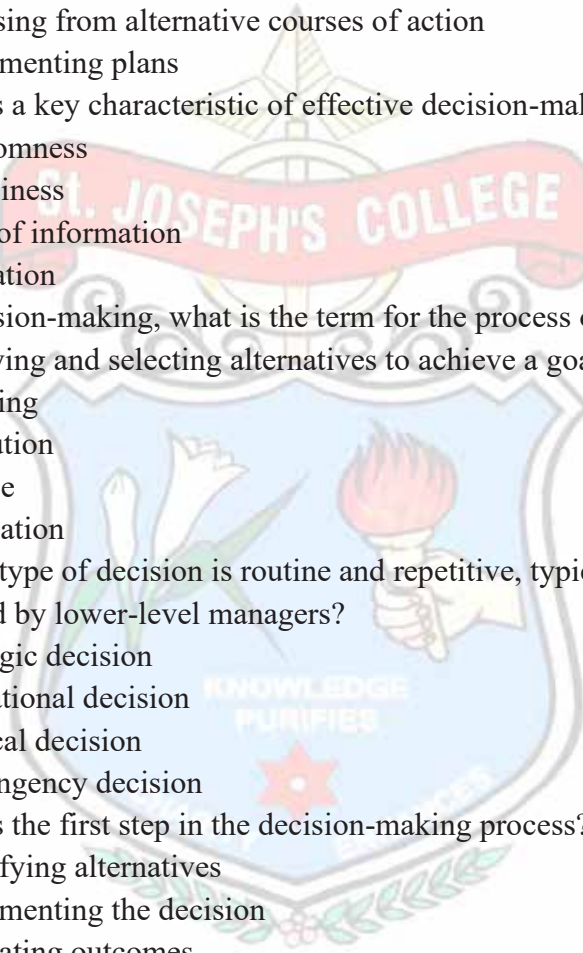
- 
47. Which planning tool is useful for visualizing the sequence and dependencies of tasks in a project?
- a. Pareto chart
 - b. Gantt chart
 - c. Decision tree
 - d. Control chart
48. What is the purpose of benchmarking in the planning process?
- a. Identifying best practices in the industry
 - b. Allocating resources
 - c. Setting goals
 - d. Creating contingency plans
49. Which planning technique involves evaluating various scenarios and their potential impact on the organization?
- a. Decision matrix
 - b. Scenario planning
 - c. Pareto analysis
 - d. PERT analysis
50. What is the first step in the planning process?
- a. Implementation
 - b. Goal-setting
 - c. Evaluation
 - d. Forecasting
51. Which type of planning involves preparing for unforeseen events and emergencies?
- a. Tactical planning
 - b. Contingency planning
 - c. Operational planning

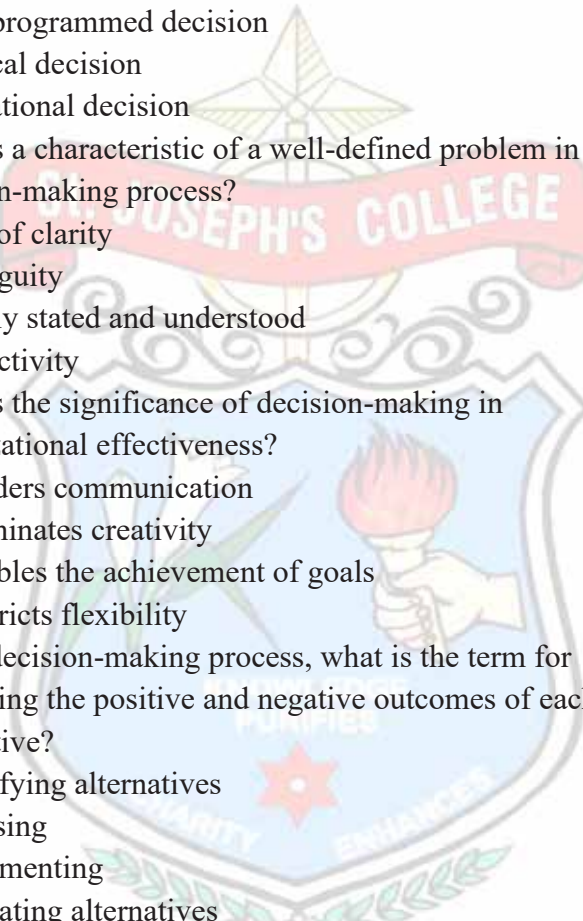
- 
- d. Strategic planning
52. What is the primary focus of operational planning?
- a. Long-term goals
 - b. Day-to-day activities
 - c. Resource allocation
 - d. Decision-making
53. Which tool is commonly used for decision-making in situations involving multiple criteria?
- a. Pareto analysis
 - b. Decision matrix
 - c. SWOT analysis
 - d. Gantt chart
54. Which step in the planning process involves the actual execution of plans?
- a. Evaluation
 - b. Implementation
 - c. Goal-setting
 - d. Forecasting
55. What is the primary benefit of using decision trees in planning?
- a. Identifying critical paths
 - b. Visualizing sequential tasks
 - c. Evaluating alternative courses of action
 - d. Analyzing strengths and weaknesses
56. What is a common technique for allocating resources in the planning process?
- a. Benchmarking
 - b. Budgeting

- c. Pareto analysis
 - d. PERT analysis
57. In the planning process, what does the term "contingency" refer to?
- a. Unforeseen events
 - b. Routine operations
 - c. Strategic goals
 - d. Tactical objectives
58. What is the purpose of a control chart in planning?
- a. Analyzing trends and patterns
 - b. Identifying critical paths
 - c. Allocating resources
 - d. Setting goals
59. Which planning tool is useful for prioritizing tasks based on their importance?
- a. Pareto chart
 - b. Gantt chart
 - c. Decision tree
 - d. SWOT analysis
60. What is a key component of the decision-making process in planning?
- a. Avoiding alternatives
 - b. Reducing flexibility
 - c. Evaluating alternatives
 - d. Ignoring uncertainties
61. What is the primary goal of Management by Objectives (MBO)?
- a. Task delegation

- b. Employee discipline
 - c. Goal alignment and achievement
 - d. Centralized decision-making
62. Who is credited with developing the concept of Management by Objectives (MBO)?
- a. Frederick Taylor
 - b. Peter Drucker
 - c. Henri Fayol
 - d. Elton Mayo
63. In MBO, what is the role of subordinates in goal-setting?
- a. They have no role; goals are set only by superiors.
 - b. They participate actively in setting their own goals.
 - c. They receive goals without any input.
 - d. They evaluate goals after they are achieved.
64. Which step in the MBO process involves setting specific and measurable objectives for each organizational level?
- a. Performance appraisal
 - b. Goal setting
 - c. Strategy formulation
 - d. Establishing control standards
65. What is the significance of periodic performance reviews in the MBO process?
- a. To set new goals
 - b. To assess progress and performance
 - c. To delegate tasks
 - d. To establish budgets
66. Which term in MBO refers to the process of monitoring and measuring actual performance against set objectives?

- 
- The logo of St. Joseph's College is a watermark in the background. It features a shield with a cross at the top, a banner across the middle with the text 'ST. JOSEPH'S COLLEGE', and a hand holding a torch on the right side. Below the shield, the words 'KNOWLEDGE PURSUES TRUTH' are visible.
- a. Benchmarking
 - b. Performance appraisal
 - c. Control
 - d. Strategic planning
67. What is the principle behind MBO's emphasis on participative goal-setting?
- a. Centralized decision-making
 - b. Employee motivation and commitment
 - c. Task delegation
 - d. Strict hierarchy
68. What is the role of top management in the MBO process?
- a. Setting goals only
 - b. Evaluating individual performance
 - c. Establishing control standards
 - d. Providing overall direction and vision
69. What is a potential challenge or criticism of the MBO approach?
- a. Lack of employee involvement
 - b. Overemphasis on short-term goals
 - c. Centralized goal-setting
 - d. Ignoring performance appraisal
70. How does MBO contribute to organizational effectiveness?
- a. By eliminating performance reviews
 - b. By centralizing decision-making
 - c. By aligning individual goals with organizational objectives
 - d. By avoiding goal evaluation

- 
- The logo of St. Joseph's College is a shield-shaped emblem. At the top is a cross. Below it is a banner with the text 'ST. JOSEPH'S COLLEGE'. The shield itself is divided into four quadrants. The top-left quadrant shows a hand holding a quill pen. The top-right quadrant shows a hand holding a torch with a flame. The bottom-left quadrant shows a hand holding a book. The bottom-right quadrant shows a hand holding a flower. In the center of the shield is a red star. Below the shield is a banner with the text 'KNOWLEDGE PURIFIES'.
71. What is decision-making in the context of management?
- a. Setting goals
 - b. Taking action without thought
 - c. Choosing from alternative courses of action
 - d. Implementing plans
72. What is a key characteristic of effective decision-making?
- a. Randomness
 - b. Timeliness
 - c. Lack of information
 - d. Hesitation
73. In decision-making, what is the term for the process of identifying and selecting alternatives to achieve a goal?
- a. Planning
 - b. Execution
 - c. Choice
 - d. Delegation
74. Which type of decision is routine and repetitive, typically handled by lower-level managers?
- a. Strategic decision
 - b. Operational decision
 - c. Tactical decision
 - d. Contingency decision
75. What is the first step in the decision-making process?
- a. Identifying alternatives
 - b. Implementing the decision
 - c. Evaluating outcomes
 - d. Recognizing the need for a decision

- 
76. Which type of decision is characterized by uncertainty and complexity, often requiring creative solutions?
- a. Programmed decision
 - b. Non-programmed decision
 - c. Tactical decision
 - d. Operational decision
77. What is a characteristic of a well-defined problem in the decision-making process?
- a. Lack of clarity
 - b. Ambiguity
 - c. Clearly stated and understood
 - d. Subjectivity
78. What is the significance of decision-making in organizational effectiveness?
- a. It hinders communication
 - b. It eliminates creativity
 - c. It enables the achievement of goals
 - d. It restricts flexibility
79. In the decision-making process, what is the term for evaluating the positive and negative outcomes of each alternative?
- a. Identifying alternatives
 - b. Choosing
 - c. Implementing
 - d. Evaluating alternatives
80. What is the role of intuition in decision-making?
- a. It replaces analytical thinking
 - b. It is irrelevant to the process

- c. It complements rational analysis
 - d. It causes biases
81. Which type of decision is repetitive and follows established procedures?
- a. Non-programmed decision
 - b. Tactical decision
 - c. Operational decision
 - d. Strategic decision
82. What is a characteristic of a programmed decision?
- a. Unstructured
 - b. Complex
 - c. Routine and repetitive
 - d. Non-repetitive
83. What is the term for the tendency to rely on information that is readily available, rather than seeking out all relevant information?
- a. Confirmation bias
 - b. Availability bias
 - c. Anchoring bias
 - d. Overconfidence bias
84. Which step in the decision-making process involves choosing the best alternative from among those available?
- a. Evaluating alternatives
 - b. Identifying alternatives
 - c. Implementing the decision
 - d. Choosing
85. What type of decision-making involves a group of individuals working together to make a decision?

- a. Individual decision-making
 - b. Autocratic decision-making
 - c. Collective decision-making
 - d. Hierarchical decision-making
86. What is the term for a decision-making approach that considers both quantitative and qualitative factors?
- a. Intuitive decision-making
 - b. Rational decision-making
 - c. Emotional decision-making
 - d. Hybrid decision-making
87. What is a potential drawback of group decision-making?
- a. Increased diversity of perspectives
 - b. Faster decision-making
 - c. Groupthink and conformity
 - d. Enhanced creativity
88. Which step in the decision-making process involves putting the chosen alternative into action?
- a. Identifying alternatives
 - b. Evaluating outcomes
 - c. Implementing the decision
 - d. Choosing
89. What is the term for a decision-making approach that relies on rules, policies, and standard operating procedures?
- a. Intuitive decision-making
 - b. Rational decision-making
 - c. Bounded rationality
 - d. Programmed decision-making

90. What is a common pitfall in decision-making caused by relying too heavily on the first piece of information encountered?
- a. Confirmation bias
 - b. Anchoring bias
 - c. Hindsight bias
 - d. Overconfidence bias

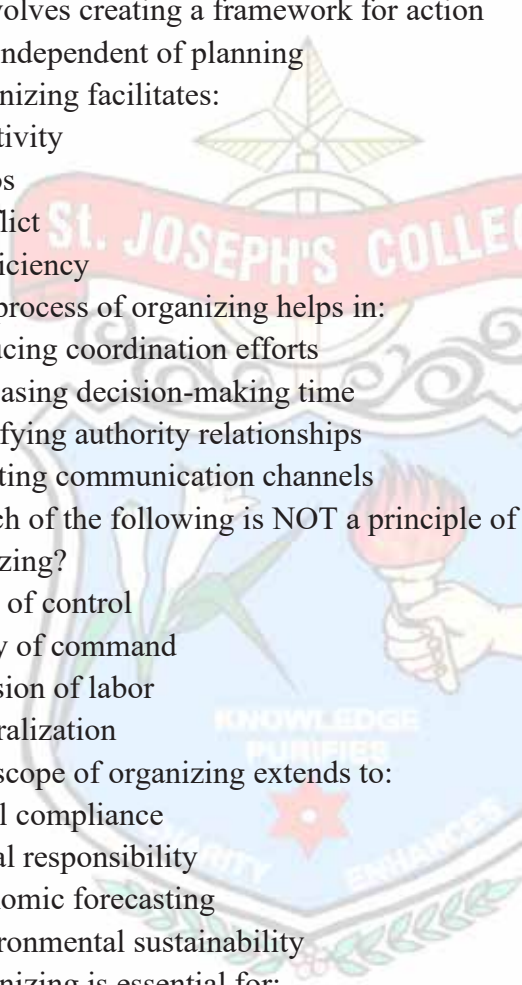
ANSWERS:

1.b,2.b,3.b,4.c,5.a,6.c,7.b,8.c,9.c,10.b,11.a,12.a,13.c,14.b,15.d,16.c,17.c,18.b,19.b,20.c,21.c,22.c,23.a,24.c,25.b,26.b,27.c,28.b,29.a,30.c,31.d,32.c,33.b,34.c,35.c,36.c,37.c,38.d,39.a,40.b,41.b,42.b,43.a,44.a,45.c,46.a,47.b,48.a,49.b,50.b,51.b,52.b,53.b,54.b,55.c,56.b,57.a,58.a,59.a,60.c,61.c,62.b,63.b,64.b,65.b,66.c,67.b,68.d,69.d,70.c,71.c,72.b,73.c,74.b,75.d,76.b,77.c,78.c,79.d,80.c,81.c,82.c,83.b,84.d,85.c,86.d,87.c,88c,89.d,90.b.

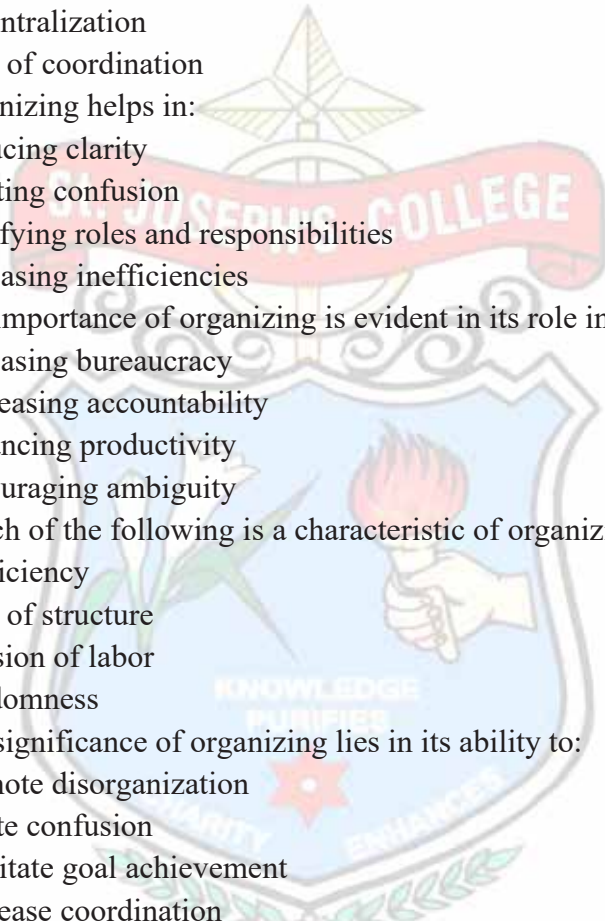
UNIT-III

1. What is organizing?
 - a. Planning future activities
 - b. Allocating resources
 - c. Setting goals
 - d. Monitoring performance
2. Which of the following best describes organizing?
 - a. Determining objectives
 - b. Delegating tasks
 - c. Assigning responsibilities
 - d. Reviewing outcomes
3. The primary purpose of organizing in management is to:
 - a. Increase efficiency
 - b. Enhance creativity
 - c. Minimize costs
 - d. Maximize profits
4. The process of organizing involves:
 - a. Controlling operations
 - b. Directing subordinates
 - c. Structuring tasks and roles
 - d. Setting performance standards
5. Which of the following is NOT a characteristic of organizing?
 - a. Hierarchical structure
 - b. Division of labor
 - c. Centralization of power
 - d. Flexibility in roles
6. Nature of organizing includes:
 - a. Flexibility
 - b. Rigidity
 - c. Uncertainty
 - d. Ambiguity
7. Which of the following is a key aspect of the organizing function?
 - a. Decision-making
 - b. Communication
 - c. Delegation
 - d. Problem-solving
8. Organizing involves arranging:
 - a. People and resources
 - b. Ideas and concepts

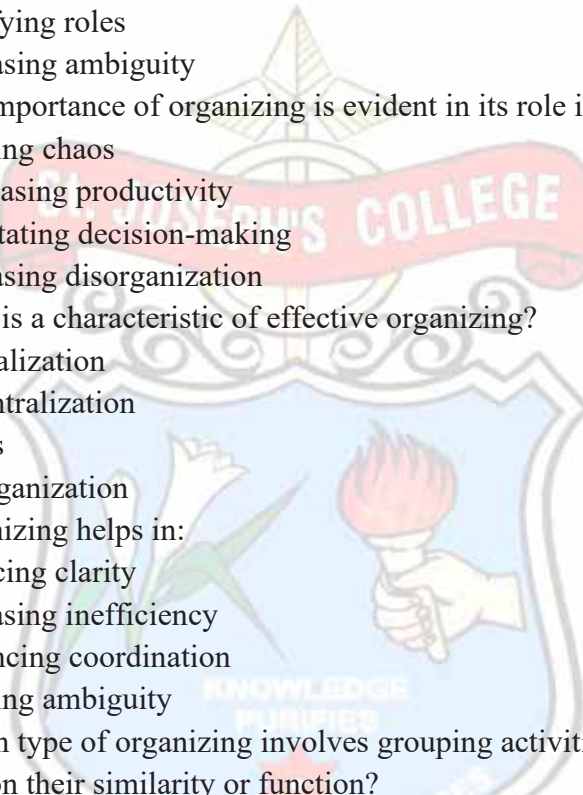
- c. Time and money d. Products and services
9. The scope of organizing in management encompasses:
- a. Division of work b. Employee motivation
- c. Market research d. Financial analysis
10. Which of the following is NOT a stage in the process of organizing?
- a. Identifying objectives b. Grouping activities
- c. Establishing authority d. Assigning tasks
11. The organizing function in management is closely related to:
- a. Planning b. Leading
- c. Controlling d. Innovating
12. Which of the following is an outcome of effective organizing?
- a. Increased bureaucracy b. Reduced coordination
- c. Improved efficiency d. Higher turnover
13. Organizing is concerned with:
- a. Setting policies
- b. Creating strategies
- c. Structuring relationships
- d. Negotiating contracts
14. The scope of organizing includes:
- a. Recruitment and selection
- b. Performance appraisal
- c. Resource allocation
- d. Training and development
15. Which of the following statements is true about organizing?

- 
- The logo of St. Joseph's College is a shield-shaped emblem. At the top is a cross with four rays. Below it is a banner with the text 'ST. JOSEPH'S COLLEGE'. The shield itself is blue and contains a white cross. Inside the cross is a red star. Below the cross is a red star. At the bottom of the shield is a green laurel wreath. The text 'KNOWLEDGE PURIFIES' is written in white across the middle of the shield, and 'CHARITY ENHANCES' is written in white across the bottom. A hand holding a torch is depicted on the right side of the shield.
- a. It is a one-time activity
 - b. It focuses solely on individual tasks
 - c. It involves creating a framework for action
 - d. It is independent of planning
16. Organizing facilitates:
- a. Creativity
 - b. Chaos
 - c. Conflict
 - d. Inefficiency
17. The process of organizing helps in:
- a. Reducing coordination efforts
 - b. Increasing decision-making time
 - c. Clarifying authority relationships
 - d. Limiting communication channels
18. Which of the following is NOT a principle of organizing?
- a. Span of control
 - b. Unity of command
 - c. Division of labor
 - d. Centralization
19. The scope of organizing extends to:
- a. Legal compliance
 - b. Social responsibility
 - c. Economic forecasting
 - d. Environmental sustainability
20. Organizing is essential for:
- a. Maximizing confusion
 - b. Achieving organizational goals

- c. Creating inefficiencies
 - d. Increasing bureaucracy
21. Why is organizing considered important in management?
- a. It enhances creativity
 - b. It facilitates decision-making
 - c. It promotes competition
 - d. It reduces planning efforts
22. What is a key characteristic of organizing?
- a. Chaos
 - b. Flexibility
 - c. Ambiguity
 - d. Disorganization
23. Which of the following is a benefit of effective organizing?
- a. Increased bureaucracy
 - b. Decreased efficiency
 - c. Enhanced coordination
 - d. Reduced accountability
24. Organizing involves:
- a. Creating chaos
 - b. Establishing structure
 - c. Encouraging randomness
 - d. Promoting confusion
25. The importance of organizing lies in its ability to:
- a. Limit creativity
 - b. Improve efficiency
 - c. Increase bureaucracy
 - d. Slow down decision-making

- 
26. What is a characteristic of effective organizing?
- Rigidity
 - Centralization
 - Decentralization
 - Lack of coordination
27. Organizing helps in:
- Reducing clarity
 - Creating confusion
 - Clarifying roles and responsibilities
 - Increasing inefficiencies
28. The importance of organizing is evident in its role in:
- Increasing bureaucracy
 - Decreasing accountability
 - Enhancing productivity
 - Encouraging ambiguity
29. Which of the following is a characteristic of organizing?
- Inefficiency
 - Lack of structure
 - Division of labor
 - Randomness
30. The significance of organizing lies in its ability to:
- Promote disorganization
 - Create confusion
 - Facilitate goal achievement
 - Decrease coordination
31. Effective organizing contributes to:
- Increased bureaucracy
 - Decreased productivity

- c. Enhanced coordination
 - d. Reduced accountability
32. What is a characteristic of organizing?
- a. Chaos
 - b. Ambiguity
 - c. Clarity
 - d. Disorganization
33. The importance of organizing is highlighted by its role in:
- a. Promoting inefficiency
 - b. Reducing accountability
 - c. Enhancing resource utilization
 - d. Increasing complexity
34. Organizing is crucial for:
- a. Promoting randomness
 - b. Creating chaos
 - c. Achieving organizational goals
 - d. Decreasing structure
35. What is a characteristic of effective organizing?
- a. Lack of structure
 - b. Chaos
 - c. Flexibility
 - d. Rigidity
36. The significance of organizing lies in its ability to:
- a. Increase bureaucracy
 - b. Decrease accountability
 - c. Enhance efficiency
 - d. Encourage confusion

- 
37. Organizing is essential for:
- Promoting inefficiency
 - Reducing coordination
 - Clarifying roles
 - Increasing ambiguity
38. The importance of organizing is evident in its role in:
- Creating chaos
 - Decreasing productivity
 - Facilitating decision-making
 - Increasing disorganization
39. What is a characteristic of effective organizing?
- Centralization
 - Decentralization
 - Chaos
 - Disorganization
40. Organizing helps in:
- Reducing clarity
 - Increasing inefficiency
 - Enhancing coordination
 - Creating ambiguity
41. Which type of organizing involves grouping activities based on their similarity or function?
- Functional organizing
 - Matrix organizing
 - Project organizing
 - Divisional organizing
42. In which type of organizing are activities grouped based on the products or services they produce?
- Functional organizing
 - Matrix organizing
 - Product organizing
 - Process organizing

43. What type of organizing involves organizing activities around specific geographic locations?
- a. Functional organizing b. Matrix organizing
 - c. Project organizing d. Geographical organizing
44. In which type of organizing are activities grouped based on the stages of a specific process?
- a. Functional organizing b. Matrix organizing
 - c. Project organizing d. Process organizing
45. Which type of organizing combines functional and product structures, typically used in large, complex organizations?
- a. Functional organizing b. Matrix organizing
 - c. Hybrid organizing d. Network organizing
46. What type of organizing focuses on temporary activities with specific goals and deadlines?
- a. Functional organizing b. Matrix organizing
 - c. Project organizing d. Divisional organizing
47. In which type of organizing are activities grouped based on the skills or expertise required?
- a. Functional organizing b. Matrix organizing
 - c. Project organizing d. Skill-based organizing
48. Which type of organizing is common in organizations with diverse product lines, where each division operates as a separate entity?
- a. Functional organizing b. Matrix organizing
 - c. Project organizing d. Divisional organizing

49. What type of organizing involves forming temporary alliances or partnerships with other organizations to achieve mutual goals?
- a. Functional organizing b. Matrix organizing
 - c. Project organizing d. Network organizing
50. In which type of organizing do individuals report to both functional managers and project managers?
- a. Functional organizing b. Matrix organizing
 - c. Project organizing d. Hybrid organizing
51. What type of organizing is characterized by the arrangement of activities based on specific customer segments or markets?
- a. Market organizing b. Customer organizing
 - c. Segment organizing d. Market-based organizing
52. Which type of organizing is often used in research and development organizations where projects require specialized teams?
- a. Functional organizing b. Matrix organizing
 - c. Project organizing d. Team-based organizing
53. In which type of organizing are activities grouped based on regulatory requirements or compliance needs?
- a. Compliance organizing b. Regulatory organizing
 - c. Legal organizing d. Compliance-based organizing
54. What type of organizing focuses on arranging activities based on the level of urgency or priority?
- a. Urgency organizing b. Priority organizing
 - c. Time-based organizing d. Deadline organizing

55. Which type of organizing is commonly used in consulting firms, where teams are assembled for specific client projects?
- a. Consulting organizing b. Client-based organizing
 - c. Project-based organizing d. Consulting project organizing
56. What type of organizing involves arranging activities based on the level of risk associated with them?
- a. Risk-based organizing b. Hazard organizing
 - c. Safety organizing d. Risk management organizing
57. In which type of organizing are activities grouped based on the availability of resources?
- a. Resource-based organizing b. Availability organizing
 - c. Resource organizing d. Scarcity organizing
58. What type of organizing involves arranging activities based on the compatibility of technologies or processes?
- a. Technology organizing b. Process organizing
 - c. Compatibility organizing d. Integration organizing
59. Which type of organizing focuses on arranging activities based on their impact on the environment or sustainability goals?
- a. Environmental organizing b. Green organizing
 - c. Sustainable organizing d. Eco-friendly organizing
60. In which type of organizing are activities grouped based on cultural or social factors?
- a. Diversity organizing b. Cultural organizing
 - c. Social organizing d. Inclusion organizing
61. Formal organization refers to:
- a. Structured and officially recognized relationships

- b. Unstructured and unofficial relationships
 - c. Temporary and project-based relationships
 - d. Flexible and dynamic relationships
62. Informal organization is characterized by:
- a. Written rules and procedures
 - b. Spontaneous and unofficial relationships
 - c. Clear hierarchy and authority
 - d. Formal reporting structures
63. Which of the following is a feature of formal organization?
- a. Flexibility b. Adaptability
 - c. Stability d. Spontaneity
64. Informal organization arises primarily due to:
- a. Organizational charts
 - b. Written policies
 - c. Social interactions among employees
 - d. Formal authority
65. Formal organization is typically represented by:
- a. Official job titles b. Social networks
 - c. Grapevine communication d. Friendship circles
66. In formal organization, communication primarily follows:
- a. Informal channels b. Grapevine networks
 - c. Official channels d. Personal relationships
67. Which type of organization is more resistant to change?
- a. Formal organization b. Informal organization
 - c. Both equally resistant d. Neither resistant
68. Informal organization is based on:

- a. Written rules and regulations
 - b. Authority and hierarchy
 - c. Social norms and relationships
 - d. Formal structures
69. Formal organization is created through:
- a. Spontaneous interactions
 - b. Official policies and procedures
 - c. Informal gatherings
 - d. Grapevine communication
70. Informal organization is often characterized by:
- a. Official reporting structures
 - b. Formal job descriptions
 - c. Grapevine communication
 - d. Formal authority
71. Formal organization emphasizes:
- a. Personal relationships
 - b. Informal interactions
 - c. Structured roles and responsibilities
 - d. Spontaneous decision-making
72. Which type of organization is more flexible in responding to challenges?
- a. Formal organization
 - b. Informal organization
 - c. Both equally flexible
 - d. Neither flexible
73. The formal organization is primarily concerned with:
- a. Personal friendships
 - b. Achieving organizational goals
 - c. Social gatherings
 - d. Informal networks

74. Informal organization often develops:
- a. Along formal reporting lines
 - b. In response to organizational structure
 - c. In parallel with formal organization
 - d. As a replacement for formal organization
75. Which type of organization is based on written documentation?
- a. Formal organization b. Informal organization
 - c. Both equally d. Neither
76. Informal organization is primarily driven by:
- a. Organizational charts b. Official policies
 - c. Social dynamics d. Formal authority
77. Formal organization relies on:
- a. Personal relationships
 - b. Unofficial communication channels
 - c. Hierarchical structures
 - d. Informal gatherings
78. Which type of organization is more conducive to innovation and creativity?
- a. Formal organization b. Informal organization
 - c. Both equally conducive d. Neither conducive
79. Informal organization can help in:
- a. Implementing formal policies
 - b. Circumventing formal procedures
 - c. Maintaining rigid structures
 - d. Enhancing bureaucratic processes
80. The formal organization is primarily concerned with:
- a. Social cohesion

- b. Employee morale
 - c. Achieving organizational objectives
 - d. Personal interests
81. What is an organization chart?
- a. A graphical representation of the company's financial performance
 - b. A visual representation of the company's hierarchy and structure
 - c. A chart showing the company's market share compared to competitors
 - d. A diagram illustrating the company's marketing strategies
82. What does an organization chart typically display?
- a. Revenue projections for the upcoming fiscal year
 - b. Employee satisfaction survey results
 - c. Reporting relationships and levels of authority
 - d. Marketing campaign analytics
83. Which of the following is a primary purpose of an organization chart?

ABOUT THE AUT

Mrs.Vasanthi.R is currently working

Assistant Professor in the Department

85. In an organization chart, what do horizontal lines typically represent?
- a. Reporting relationships b. Communication channels
 - c. Departmental boundaries d. Revenue streams
86. What does a solid line connecting two positions in an organization chart indicate?
- a. A strong working relationship
 - b. A formal reporting relationship
 - c. A weak connection between departments
 - d. A temporary assignment
87. Which type of organization chart arranges positions by function or department?
- a. Matrix chart b. Hierarchical chart
 - c. Functional chart d. Divisional chart
88. What does a dashed line connecting two positions in an organization chart represent?
- a. A temporary relationship
 - b. A weak reporting relationship
 - c. An informal communication channel

between employees

Following is a benefit of using an

agency within the organization

on among employees

regarding reporting relationships

ability among managers

nization chart be useful in decision-

- a. By providing detailed financial data
 - b. By highlighting potential market opportunities
 - c. By identifying key stakeholders and decision-makers
 - d. By tracking customer complaints
91. What is the primary purpose of an organization structure?
- a. To reduce employee morale
 - b. To increase confusion among employees
 - c. To provide clarity on roles and responsibilities
 - d. To promote inefficiency
92. Which term refers to the way in which tasks, authority, and communication are coordinated in an organization?
- a. Organization culture b. Organization structure
 - c. Organization hierarchy d. Organization strategy
93. What does a hierarchical organization structure emphasize?
- a. Collaboration and teamwork
 - b. Flexibility and adaptability
 - c. Centralized decision-making and authority
 - d. Equality among employees
94. Which organization structure is characterized by multiple reporting lines where employees report to both functional and project managers?
- a. Functional structure b. Matrix structure
 - c. Divisional structure d. Network structure
95. In which organization structure are employees grouped based on specific products, services, or markets?
- a. Functional structure b. Divisional structure

- c. Matrix structure d. Team-based structure
96. What is a characteristic of a functional organization structure?
- a. Decentralized decision-making
 - b. Strong emphasis on product lines
 - c. Employees report to multiple managers
 - d. Grouping of employees based on expertise or functions
97. Which organization structure is suitable for large, complex organizations with diverse product lines?
- a. Functional structure b. Divisional structure
 - c. Matrix structure d. Network structure
98. What is a characteristic of a network organization structure?
- a. Clear hierarchy and authority
 - b. Formal reporting relationships
 - c. Flexible and dynamic relationships with external partners
 - d. Emphasis on centralized decision-making
99. In a team-based organization structure, how are employees grouped?
- a. Based on geographic locations
 - b. Based on specific products or services
 - c. Based on cross-functional teams
 - d. Based on functional expertise
100. What does a flat organization structure emphasize?
- a. Centralized decision-making
 - b. Multiple layers of hierarchy
 - c. Broad spans of control and fewer levels of management

d. Specialization and division of labor

101. What is departmentalization?

- a. A process of reducing the number of departments in an organization
- b. The process of dividing organizational activities into separate units or departments
- c. A process of increasing the hierarchy levels within departments
- d. The process of outsourcing organizational functions to external agencies

102. Which type of departmentalization groups activities based on the type of product or service?

- a. Functional departmentalization
- b. Product departmentalization
- c. Geographic departmentalization
- d. Matrix departmentalization

103. What does geographic departmentalization involve?

- a. Grouping activities based on the expertise of employees
- b. Grouping activities based on the location of customers
- c. Grouping activities based on the physical location of the organization
- d. Grouping activities based on the type of product or service

104. Which of the following is an advantage of functional departmentalization?

- a. Facilitates coordination and specialization
- b. Promotes customer focus and responsiveness
- c. Enhances geographic dispersion

- d. Increases bureaucracy and rigidity
- 105.In matrix departmentalization, employees report to:
- a. Only one manager b. Multiple managers
 - c. Department heads d. The CEO
- 106.What is authority in the context of organizational management?
- a. The obligation to perform assigned tasks
 - b. The ability to influence others and enforce decisions
 - c. The willingness to accept accountability for outcomes
 - d. The formal title assigned to a managerial position
- 107.Responsibility in organizational management refers to:
- a. The ability to make decisions independently
 - b. The formal hierarchy of positions within an organization
 - c. The obligation to perform assigned tasks or achieve objectives
 - d. The authority vested in top-level management
- 108.Which of the following is an example of line authority?
- a. A marketing manager reporting to the CEO
 - b. An HR manager overseeing employee training programs
 - c. A project manager leading a cross-functional team
 - d. A sales representative negotiating with a client
- 109.What type of authority involves the right to advise or recommend actions, but not to enforce them?
- a. Line authority b. Staff authority
 - c. Functional authority d. Delegated authority
- 110.Responsibility without authority can lead to:
- a. Increased employee motivation
 - b. Enhanced decision-making efficiency

c. Frustration and lack of accountability

d. Clear lines of communication

111.What does unity of command refer to?

a. The principle that each employee should report to only one supervisor

b. The principle that each department should focus on a single product or service

c. The principle that decision-making authority should be decentralized

d. The principle that organizational goals should align with employee objectives

112.Decentralization of authority involves:

a. Concentrating decision-making power at the top of the hierarchy

b. Delegating decision-making authority to lower-level employees

c. Relying solely on staff authority for decision-making

d. Ignoring the principles of responsibility and accountability

113.What is the primary purpose of a responsibility matrix?

a. To assign specific tasks to individual employees

b. To establish the organizational hierarchy

c. To clarify roles and responsibilities within a project or process

d. To measure employee performance against organizational goals

114.Which of the following statements best describes the concept of accountability?

- a. Holding employees responsible for tasks they did not perform
 - b. The obligation to achieve specific results and Answer for the outcomes
 - c. Granting employees unlimited authority without oversight
 - d. Assigning blame for organizational failures to external factors
115. What is a characteristic of centralized decision-making?
- a. Decision-making authority is dispersed across the organization
 - b. Decisions are made by top-level management only
 - c. Decisions are made by employees at all levels of the organization
 - d. Decision-making authority is delegated to lower-level employees
116. What does centralization refer to in organizational management?
- a. Delegating decision-making authority to lower levels
 - b. Concentrating decision-making authority at the top level
 - c. Eliminating hierarchical structures within the organization
 - d. Empowering employees at all levels to make decisions
117. Decentralization involves:
- a. Concentrating decision-making authority at the top level
 - b. Delegating decision-making authority to lower levels
 - c. Eliminating decision-making authority altogether

- d. Empowering only middle management to make decisions
- 118.Which of the following is a characteristic of centralization?
- a. Flexibility in decision-making
 - b. Empowerment of lower-level employees
 - c. Decision-making authority vested in top management
 - d. Quick response to local issues
- 119.Decentralization is beneficial for organizations that:
- a. Prefer strict top-down decision-making processes
 - b. Operate in stable environments with uniform requirements
 - c. Require quick responses to local issues and opportunities
 - d. Have highly centralized organizational cultures
- 120.Centralization is often associated with:
- a. Greater employee empowerment
 - b. Faster decision-making at lower levels
 - c. Tighter control by top management
 - d. Enhanced employee morale and motivation
- 121.Decentralization can lead to:
- a. Reduced bureaucracy and administrative overhead
 - b. Decreased accountability and responsibility
 - c. Increased inconsistency in decision-making
 - d. Streamlined decision-making processes
- 122.Centralization is more suitable for organizations operating in:
- a. Dynamic and rapidly changing environments
 - b. Stable and predictable environments

- c. Geographically dispersed locations
 - d. Highly competitive and uncertain markets
- 123.Decentralization is advantageous for organizations:
- a. Seeking to standardize processes across all locations
 - b. Facing rapid changes in the market environment
 - c. Operating in highly regulated industries
 - d. With a centralized organizational culture
- 124.What is a potential disadvantage of centralization?
- a. Reduced employee motivation and morale
 - b. Inefficient use of resources
 - c. Lack of consistency in decision-making
 - d. Overreliance on lower-level employees for all decisions
- 125.Decentralization is often associated with:
- a. Increased bureaucracy and red tape
 - b. Greater employee morale and motivation
 - c. Lower levels of accountability and responsibility
 - d. Reduced coordination and control
- 126.What does span of management refer to?
- a. The number of layers in the organizational hierarchy
 - b. The number of employees reporting to a single manager
 - c. The geographical distribution of employees within an organization
 - d. The number of departments within an organization
- 127.A wide span of management typically involves:
- a. Fewer subordinates reporting to a manager
 - b. More subordinates reporting to a manager
 - c. Equal distribution of subordinates across managers
 - d. No subordinates reporting to a manager

128. Which of the following is a characteristic of a narrow span of management?
- a. High levels of autonomy for subordinates
 - b. Limited supervision and control by managers
 - c. More opportunities for personalized attention and feedback
 - d. Faster decision-making and communication
129. A wide span of management is associated with:
- a. Centralized decision-making
 - b. Hierarchical organizational structures
 - c. Decentralized decision-making
 - d. Tall organizational structures
130. Which of the following is a potential advantage of a wide span of management?
- a. Increased coordination and communication
 - b. More opportunities for career advancement
 - c. Greater specialization of tasks
 - d. Lower levels of employee satisfaction
131. A narrow span of management is characterized by:
- a. High levels of employee empowerment
 - b. Greater complexity and bureaucracy
 - c. Faster decision-making processes
 - d. Reduced need for coordination and supervision
132. In an organization with a wide span of management, managers are likely to:
- a. Delegate more tasks to subordinates
 - b. Exercise more direct control over subordinates
 - c. Have fewer subordinates reporting to them

- d. Face challenges in coordinating activities
- 133.A narrow span of management may lead to:
- a. Increased flexibility and adaptability
 - b. Enhanced communication and feedback
 - c. Bottlenecks in decision-making processes
 - d. Efficient utilization of managerial resources
- 134.What is the primary concern in determining the appropriate span of management?
- a. Employee satisfaction
 - b. Managerial efficiency
 - c. Cost reduction
 - d. Market share
- 135.A wide span of management is often associated with:
- a. More layers in the organizational hierarchy
 - b. Fewer layers in the organizational hierarchy
 - c. Hierarchical decision-making processes
 - d. Increased centralization of authority
- 136.A narrow span of management is suitable for situations requiring:
- a. Tight control and supervision
 - b. Rapid decision-making and adaptability
 - c. Decentralized decision-making
 - d. Efficient communication and coordination
- 137.What is a potential disadvantage of a wide span of management?
- a. Increased opportunities for career advancement
 - b. Reduced managerial control and oversight
 - c. Greater efficiency in decision-making processes
 - d. Enhanced coordination and collaboration
- 138.A narrow span of management is often associated with:

- a. Faster communication channels
- b. Increased delegation of authority
- c. Lower levels of employee morale
- d. Enhanced managerial effectiveness

139.A wide span of management may result in:

- a. More personalized attention to individual employees
- b. More layers in the organizational hierarchy
- c. Increased bureaucratic procedures
- d. Greater levels of employee empowerment

140.Which of the following is a factor influencing the span of management?

- a. Organizational culture
- b. Employee gender ratio
- c. Geographical dispersion of employees
- d. Personal preferences of managers

ANSWERS:

1.b,2.c,3.a,4.c,5.d,6.a,7.c,8.a,9.a,10.a,11.a,12.c,13.c,14.c,
15.c,16.a,17.c,18.d,19.b,20.d,21.b,22.b,23.c,24.b,25.b,26.c,
27.c,28.c,29.c,30.c,31.c,32.c,33.c,34.c,35.c,36.c,37.c,38.c,
39.b,40.c,41.a,42.c,43.d,44.d,45.b,46.c,47.d,48.d,49.d,50.b,
51.d,52.d,53.d,54.b,55.c,56.a,57.a,58.c,59.c,60.b,61.a,62.b,
63.c,64.c,65.a,66.c,67.a,68.c,69.d,70.c,71.c,72.b,73.b,74.c,
75.a,76.c,77.c,78.b,79.b,80.c,81.b,82.c,83.c,84.c,85.c,86.b,
87.c,88.a,89.c,90.c,91.c,92.b,93.c,94.b,95.b,96.d,97.c,98.c,
99.c,100.c,101.b,102.b,103.c,104.a,105.b,106.b,107.c,108.a,
109.b,110.c,111.a,112.b,113.c,114.b,115.b,116.b,117.b,118.c,
119.c,120.c,121.d,122.b,123.b,124.c,125.b,126.b,127.b,128.c,
129.c,130.a,131.b,132.a,133.c,134.b,135.b,136.a,137.b,138.c,
139.a,140.a

UNIT-IV

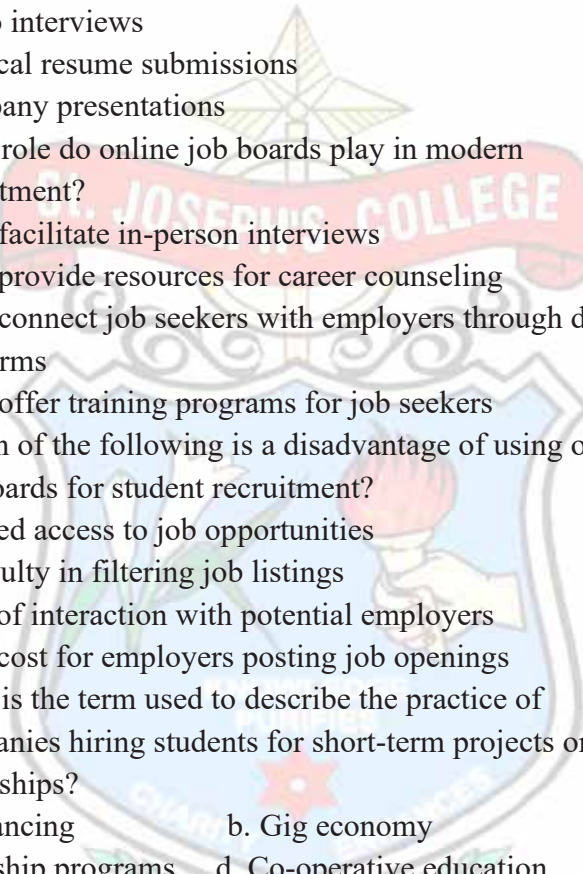
1. What is the primary goal of staffing in an organization?
 - a. To increase profitability
 - b. To enhance employee morale
 - c. To achieve organizational objectives
 - d. To reduce operational cost
2. Staffing involves which of the following processes?
 - a. Selection only
 - b. Recruitment only
 - c. Training only
 - d. Recruitment, selection, and training
3. Which of the following best defines staffing?
 - a. It is the process of arranging employees into teams.
 - b. It is the process of acquiring, deploying, and retaining a workforce.
 - c. It is the process of evaluating employee performance.
 - d. It is the process of designing organizational structure.
4. Recruitment is best described as:
 - a. The process of hiring employees internally only.
 - b. The process of attracting and identifying suitable candidates for a job vacancy.
 - c. The process of training new employees.
 - d. The process of evaluating employee performance.
5. What is the first step in the staffing process?
 - a. Training
 - b. Selection
 - c. Recruitment
 - d. Performance appraisal
6. Which of the following is NOT a source of recruitment?
 - a. Employee referrals
 - b. Job portals

- c. Social media d. Performance evaluation
7. In staffing, what does the term "selection" refer to?
- a. The process of attracting candidates to apply for a job
 - b. The process of choosing the best candidate for a job from among the pool of applicants.
 - c. The process of providing training to new hires.
 - d. The process of evaluating employee performance.
8. Which of the following is NOT a characteristic of an effective staffing process?
- a. Efficiency b. Fairness
 - c. Exclusion d. Reliability
9. What is the purpose of job analysis in the staffing process?
- a. To attract potential candidates
 - b. To determine compensation packages
 - c. To identify the job requirements and responsibilities
 - d. To evaluate employee performance
10. Which of the following is a benefit of effective staffing?
- a. Increased turnover rates
 - b. Decreased productivity
 - c. Higher employee morale
 - d. Decreased customer satisfaction
11. Which of the following statements best describes the concept of recruitment?
- a. Recruitment is the process of training new employees.
 - b. Recruitment is the process of evaluating employee performance.

- c. Recruitment is the process of hiring employees internally only.
 - d. Recruitment is the process of attracting and identifying suitable candidates for a job vacancy.
12. What is the purpose of the selection process in staffing?
- a. To attract potential candidates
 - b. To choose the best candidate for a job
 - c. To provide training to new hires
 - d. To evaluate employee performance
13. Which of the following is NOT a stage in the recruitment process?
- a. Job analysis
 - b. Sourcing candidates
 - c. Conducting interviews
 - d. Performance evaluation
14. What is the significance of employee referrals in the recruitment process?
- a. They decrease diversity within the organization.
 - b. They tend to be more costly than other recruitment methods.
 - c. They often lead to higher retention rates and better cultural fit.
 - d. They have no impact on the quality of candidates.
15. Which of the following is an external source of recruitment?
- a. Promotions
 - b. Transfers
 - c. Employee referrals
 - d. Job portals
16. Which of the following is NOT a method of employee selection?
- a. Interviews
 - b. Personality tests

- c. Job analysis d. Assessment centers
17. Which of the following best defines the concept of staffing?
- a. Staffing involves identifying training needs within the organization.
 - b. Staffing is the process of arranging employees into teams.
 - c. Staffing is the process of acquiring, deploying, and retaining a workforce.
 - d. Staffing is the process of evaluating employee performance.
18. What is the primary aim of the recruitment process?
- a. To fill job vacancies with the most suitable candidates
 - b. To train existing employees for new roles
 - c. To evaluate employee performance
 - d. To identify training needs within the organization
19. Which of the following is a characteristic of effective recruitment?
- a. Limited reach to potential candidates
 - b. High cost per hire
 - c. Quick turnaround time
 - d. Low applicant quality
20. Which of the following is NOT a benefit of the staffing process?
- a. Enhanced organizational performance
 - b. Increased employee turnover
 - c. Improved employee satisfaction
 - d. Greater organizational flexibility

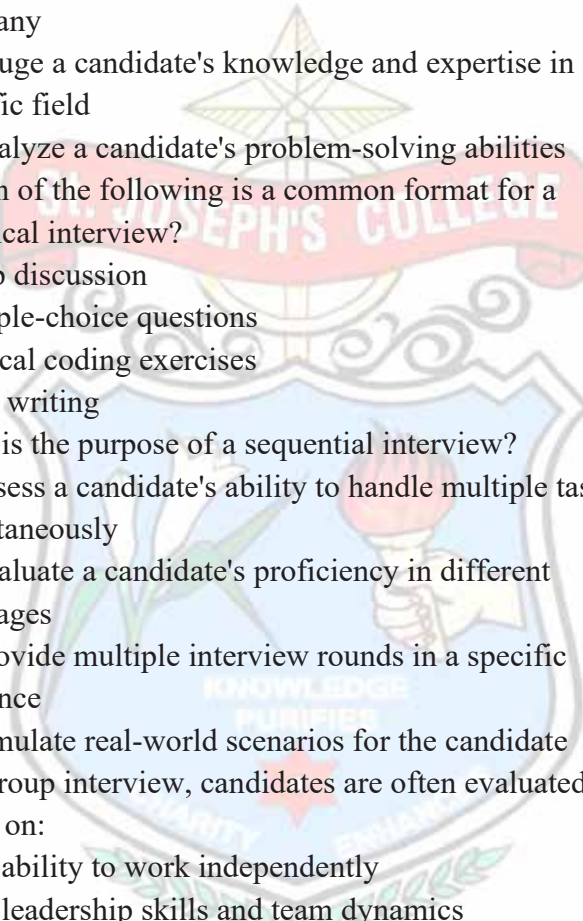
21. Which of the following is considered a modern method of recruitment?
 - a. Newspaper advertisements
 - b. Job fairs
 - c. Social media platforms
 - d. Employee referrals
22. What is one advantage of using social media for recruitment?
 - a. Limited reach to potential candidates
 - b. Slower response time from applicants
 - c. Higher visibility among passive candidates
 - d. Lower cost compared to traditional methods
23. Which of the following is NOT a social media platform commonly used for student recruitment?
 - a. LinkedIn
 - b. Instagram
 - c. Snapchat
 - d. Email
24. What is the term used for the process of employers using social media to screen job candidates?
 - a. Social scrutiny
 - b. Online evaluation
 - c. Digital profiling
 - d. Social vetting
25. Which modern recruitment method involves the use of algorithms to match candidates with job openings?
 - a. Social media advertising
 - b. Applicant tracking systems
 - c. Virtual career fairs
 - d. Crowdsourcing
26. What is the primary purpose of virtual career fairs in student recruitment?
 - a. To provide free resources for career development
 - b. To facilitate networking opportunities with employers
 - c. To offer online courses and certifications
 - d. To organize on-campus recruitment drives

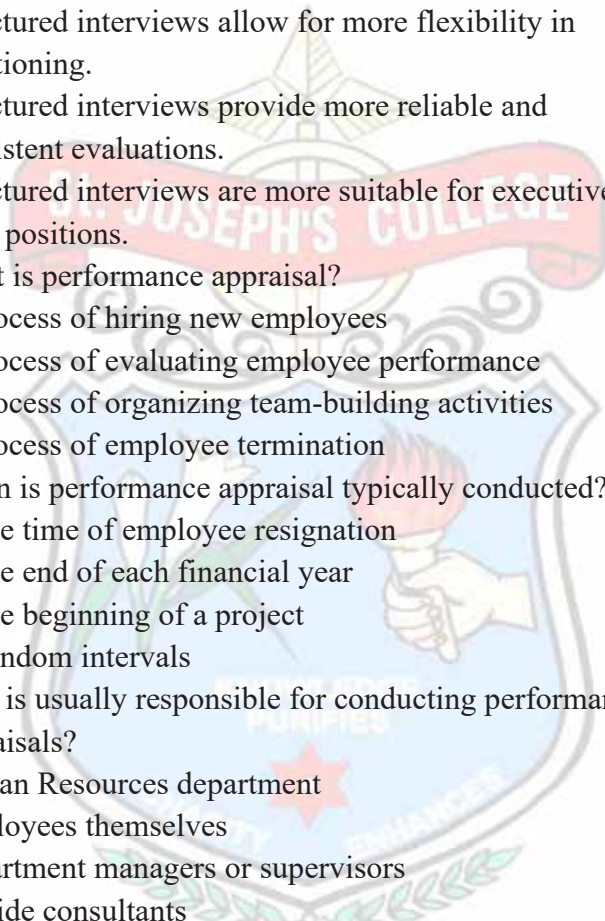
- 
27. Which of the following is NOT a common feature of virtual career fairs?
- a. Live chat with recruiters
 - b. Video interviews
 - c. Physical resume submissions
 - d. Company presentations
28. What role do online job boards play in modern recruitment?
- a. They facilitate in-person interviews
 - b. They provide resources for career counseling
 - c. They connect job seekers with employers through digital platforms
 - d. They offer training programs for job seekers
29. Which of the following is a disadvantage of using online job boards for student recruitment?
- a. Limited access to job opportunities
 - b. Difficulty in filtering job listings
 - c. Lack of interaction with potential employers
 - d. High cost for employers posting job openings
30. What is the term used to describe the practice of companies hiring students for short-term projects or internships?
- a. Freelancing
 - b. Gig economy
 - c. Internship programs
 - d. Co-operative education
31. Which of the following is a benefit of participating in co-operative education programs?
- a. Limited real-world experience
 - b. Reduced networking opportunities

- c. Higher chances of securing full-time employment after graduation
 - d. Lower academic performance
32. What is the primary purpose of interview training?
- a. To prepare candidates for written exams
 - b. To help candidates improve their communication and presentation skills
 - c. To provide technical skills training
 - d. To teach candidates how to use interview software
33. Which of the following is NOT a common type of interview?
- a. Behavioral interview b. Panel interview
 - c. Technical interview d. Written interview
34. What type of interview focuses on how candidates handled past situations to predict future behavior?
- a. Technical interview b. Panel interview
 - c. Behavioral interview d. Stress interview
35. In a panel interview, who typically conducts the interview?
- a. A single interviewer
 - b. Multiple interviewers from different organizations
 - c. One interviewer accompanied by a translator
 - d. A group of interviewees
36. Which type of interview assesses a candidate's ability to perform specific job-related tasks or solve problems?
- a. Technical interview b. Behavioral interview
 - c. Group interview d. Case interview
37. What is the purpose of stress interviews?

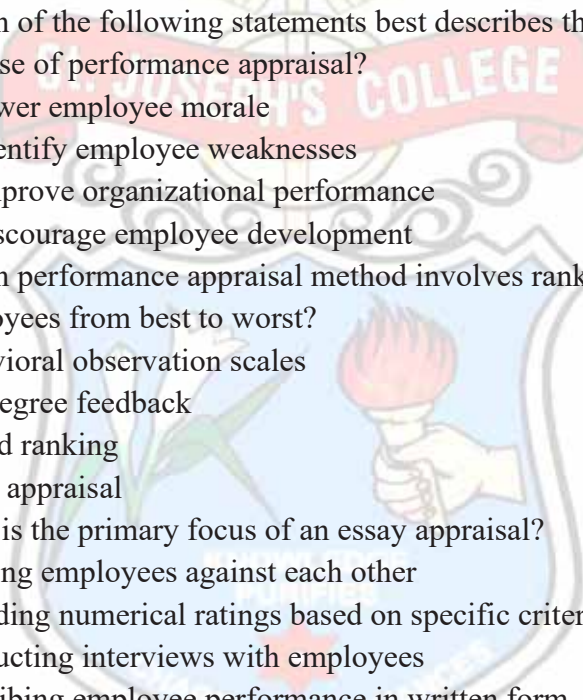
- a. To create a comfortable atmosphere for candidates
 - b. To assess how candidates perform under pressure
 - c. To evaluate candidates' technical skills
 - d. To provide constructive feedback to candidates
38. Which type of interview involves a series of questions designed to gauge a candidate's knowledge and expertise in a particular field?
- a. Behavioral interview b. Technical interview
 - c. Panel interview d. Stress interview
39. What is the primary focus of a case interview?
- a. Assessing candidates' problem-solving abilities
 - b. Evaluating candidates' interpersonal skills
 - c. Testing candidates' knowledge of industry regulations
 - d. Reviewing candidates' academic credentials
40. Which type of interview involves multiple candidates being interviewed simultaneously?
- a. Group interview b. Panel interview
 - c. Behavioral interview d. Sequential interview
41. In a group interview, what is often assessed besides individual responses?
- a. Cultural fit b. Technical skills
 - c. Academic qualifications d. Personal interests
42. Which type of interview is typically used for executive-level positions or specialized roles?
- a. Panel interview b. Technical interview
 - c. Case interview d. Sequential interview
43. What distinguishes a structured interview from an unstructured one?

- a. Structured interviews have predetermined questions, while unstructured interviews do not.
 - b. Unstructured interviews are longer in duration than structured interviews.
 - c. Structured interviews involve multiple interviewers, while unstructured interviews do not.
 - d. Unstructured interviews provide more consistent evaluations than structured interviews.
44. What is the purpose of a stress interview?
- a. To assess the candidate's technical knowledge
 - b. To simulate a stressful work environment and evaluate how the candidate responds
 - c. To evaluate the candidate's past work experiences
 - d. To provide constructive feedback to the candidate
45. Which of the following is a characteristic of a panel interview?
- a. It involves only one interviewer.
 - b. It is typically used for entry-level positions.
 - c. It allows for multiple perspectives to be considered simultaneously.
 - d. It focuses solely on the candidate's academic qualifications.
46. In a case interview, what is provided to the candidate to analyze and solve?
- a. A list of technical questions
 - b. A hypothetical business scenario or problem
 - c. A written test
 - d. A series of behavioral questions

- 
47. What is the main purpose of a technical interview?
- a. To evaluate a candidate's communication skills
 - b. To assess a candidate's personality fit within the company
 - c. To gauge a candidate's knowledge and expertise in a specific field
 - d. To analyze a candidate's problem-solving abilities
48. Which of the following is a common format for a technical interview?
- a. Group discussion
 - b. Multiple-choice questions
 - c. Practical coding exercises
 - d. Essay writing
49. What is the purpose of a sequential interview?
- a. To assess a candidate's ability to handle multiple tasks simultaneously
 - b. To evaluate a candidate's proficiency in different languages
 - c. To provide multiple interview rounds in a specific sequence
 - d. To simulate real-world scenarios for the candidate
50. In a group interview, candidates are often evaluated based on:
- a. Their ability to work independently
 - b. Their leadership skills and team dynamics
 - c. Their academic qualifications only
 - d. Their proficiency in foreign languages

- 
51. What is a key advantage of a structured interview over an unstructured one?
- Structured interviews are shorter in duration.
 - Structured interviews allow for more flexibility in questioning.
 - Structured interviews provide more reliable and consistent evaluations.
 - Structured interviews are more suitable for executive-level positions.
52. What is performance appraisal?
- A process of hiring new employees
 - A process of evaluating employee performance
 - A process of organizing team-building activities
 - A process of employee termination
53. When is performance appraisal typically conducted?
- At the time of employee resignation
 - At the end of each financial year
 - At the beginning of a project
 - At random intervals
54. Who is usually responsible for conducting performance appraisals?
- Human Resources department
 - Employees themselves
 - Department managers or supervisors
 - Outside consultants
55. What is the purpose of performance appraisal?
- To punish underperforming employees
 - To identify training needs

- c. To increase employee turnover
 - d. To boost employee morale
56. Which of the following is NOT a common method of performance appraisal?
- a. 360-degree feedback
 - b. Graphic rating scales
 - c. Random selection
 - d. Behavioral observation scales
57. Which performance appraisal method involves obtaining feedback from multiple sources including supervisors, peers, and subordinates?
- a. Graphic rating scales
 - b. Behavioral observation scales
 - c. 360-degree feedback
 - d. Forced ranking
58. What is the purpose of using graphic rating scales in performance appraisal?
- a. To rank employees against each other
 - b. To provide numerical ratings based on specific criteria
 - c. To randomly assign ratings to employees
 - d. To conduct interviews with employees
59. Which performance appraisal method requires supervisors to evaluate employees based on specific behaviors observed during the appraisal period?
- a. Forced ranking
 - b. Behavioral observation scales
 - c. Management by objectives (MBO)
 - d. Essay appraisal

- 
60. What does the management by objectives (MBO) approach to performance appraisal focus on?
- a. Evaluating employee behaviors
 - b. Setting clear and measurable goals
 - c. Conducting interviews with employees
 - d. Ranking employees against each other
61. Which of the following statements best describes the purpose of performance appraisal?
- a. To lower employee morale
 - b. To identify employee weaknesses
 - c. To improve organizational performance
 - d. To discourage employee development
62. Which performance appraisal method involves ranking employees from best to worst?
- a. Behavioral observation scales
 - b. 360-degree feedback
 - c. Forced ranking
 - d. Essay appraisal
63. What is the primary focus of an essay appraisal?
- a. Ranking employees against each other
 - b. Providing numerical ratings based on specific criteria
 - c. Conducting interviews with employees
 - d. Describing employee performance in written form
64. Which of the following is NOT a typical criterion used in performance appraisal?
- a. Attendance
 - b. Communication skills
 - c. Marital status
 - d. Job knowledge

65. What is the purpose of providing feedback during performance appraisal?
- a. To discourage employee improvement
 - b. To create a hostile work environment
 - c. To reinforce positive behavior and address areas for improvement
 - d. To increase employee turnover
66. Which performance appraisal method involves setting specific goals and objectives for employees to achieve?
- a. Behavioral observation scales
 - b. Graphic rating scales
 - c. Management by objectives (MBO)
 - d. Forced ranking

ANSWERS:

1.c,2.d,3.d,4.b,5.c,6.d,7.b,8.c,9.c,10.c,11.d,12.b,13.d,14.c,
15.d,16.c,17.c,18.a,19.c,20.b,21.c,22.c,23.d,24.c,25.b,26.b,
27.c,28.c,29.b,30.c,31.c,32.b,33.d,34.c,35.b,36.a,37.b,38.b,
39.a,40.a,41.a,42.d,43.a,44.b,45.c,46.b,47.c,48.c,49.c,50.b,
51.c,52.b,53.b,54.c,55.b,56.c,57.c,58.b,59.b,60.b,61.c,62.c,
63.d,64.c,65.c,66.c

UNIT-V

1. What is directing in management?
 - a. Setting organizational goals
 - b. Implementing plans and strategies
 - c. Guiding and overseeing employees' activities
 - d. Monitoring financial performance
2. Which of the following is NOT a component of motivation?
 - a. Needs
 - b. Goals
 - c. Feedback
 - d. Incentives
3. Which theory of motivation suggests that individuals are motivated by a hierarchy of needs, starting with basic physiological needs and progressing to higher-level needs such as self-actualization?
 - a. Expectancy Theory
 - b. Two-Factor Theory
 - c. Hierarchy of Needs Theory
 - d. Equity Theory
4. What is the primary function of communication in an organization?
 - a. To control employees
 - b. To exchange information and ideas
 - c. To create barriers
 - d. To discourage collaboration
5. Which type of communication flows downward from supervisors to subordinates?
 - a. Horizontal communication
 - b. Upward communication

- c. Lateral communication
 - d. Vertical communication
6. What is the purpose of upward communication?
- a. To convey instructions and guidelines
 - b. To share information with higher-level management
 - c. To resolve conflicts among peers
 - d. To gossip about colleagues
7. Which type of communication occurs between individuals at the same organizational level?
- a. Downward communication
 - b. Upward communication
 - c. Lateral communication
 - d. External communication
8. What are the two main types of barriers to effective communication?
- a. Physical and emotional barriers
 - b. Language and cultural barriers
 - c. Psychological and sociological barriers
 - d. Verbal and non-verbal barriers
9. Which of the following is an example of a non-verbal communication barrier?
- a. Noise interference
 - b. Language differences
 - c. Preconceived opinions
 - d. Facial expressions
10. Which type of communication barrier involves using overly complex language that is difficult for others to understand?
- a. Semantic barrier
 - b. Physical barrier
 - c. Psychological barrier
 - d. Cultural barrier

11. What is the purpose of feedback in the communication process?
 - a. To create misunderstandings
 - b. To distort information
 - c. To provide clarity and confirmation
 - d. To hinder collaboration
12. Which type of motivation theory suggests that individuals are motivated by the belief that their efforts will lead to desired outcomes and rewards?
 - a. Maslow's Hierarchy of Needs Theory
 - b. Herzberg's Two-Factor Theory
 - c. Expectancy Theory
 - d. Equity Theory
13. What is the role of communication in directing?
 - a. To suppress employee initiative
 - b. To create conflicts among team members
 - c. To provide guidance and instructions
 - d. To discourage collaboration
14. Which of the following is NOT a type of motivation?
 - a. Extrinsic motivation b. Intrinsic motivation
 - c. Coercive motivation d. Achievement motivation
15. Which theory of motivation emphasizes the importance of intrinsic factors such as achievement, recognition, and responsibility in motivating employees?
 - a. Maslow's Hierarchy of Needs Theory
 - b. Herzberg's Two-Factor Theory
 - c. McClelland's Theory of Needs
 - d. Skinner's Reinforcement Theory

16. What is the purpose of horizontal communication?
 - a. To convey instructions from supervisors to subordinates
 - b. To share information among individuals at the same organizational level
 - c. To provide feedback to higher-level management
 - d. To create hierarchies within the organization
17. Which of the following is an example of a psychological barrier to communication?
 - a. Noise interference
 - b. Language differences
 - c. Preconceived opinions
 - d. Cultural differences
18. Which theory of motivation suggests that individuals are motivated by a sense of fairness and equity in the workplace?
 - a. Maslow's Hierarchy of Needs Theory
 - b. Herzberg's Two-Factor Theory
 - c. Expectancy Theory
 - d. Equity Theory
19. Which type of communication barrier can arise due to different interpretations of words or phrases?
 - a. Semantic barrier
 - b. Physical barrier
 - c. Psychological barrier
 - d. Cultural barrier
20. How does motivation contribute to directing?
 - a. By creating conflicts among team members
 - b. By suppressing employee initiative
 - c. By energizing and guiding employees' behavior toward achieving organizational goals
 - d. By hindering communication within the organization

21. What is leadership in management?
 - a. The process of controlling employees
 - b. The process of guiding and influencing others to achieve organizational goals
 - c. The process of micromanaging tasks
 - d. The process of implementing rules and regulations
22. Which of the following is NOT a characteristic of effective leadership?
 - a. Communication skills
 - b. Authoritarianism
 - c. Vision
 - d. Integrity
23. What is the primary difference between leadership and management?
 - a. Management focuses on long-term goals, while leadership focuses on short-term goals.
 - b. Leadership involves inspiring and motivating people, while management involves planning and organizing tasks.
 - c. Management is about controlling resources, while leadership is about implementing strategies.
 - d. Leadership is hierarchical, while management is decentralized.
24. Which leadership style involves giving employees clear guidelines and instructions, with little room for autonomy?
 - a. Democratic leadership
 - b. Transformational leadership
 - c. Autocratic leadership
 - d. Laissez-faire leadership

25. Which leadership theory suggests that effective leaders possess certain traits such as intelligence, confidence, and determination?
- a. Trait theory b. Behavioral theory
 - c. Contingency theory d. Situational theory
26. What does the situational leadership theory propose?
- a. That leadership effectiveness depends on the leader's personality traits
 - b. That there is a single best leadership style that suits all situations
 - c. That leadership style should be adapted based on the readiness of followers
 - d. That leadership is primarily determined by the leader's behavior
27. Which leadership style encourages open communication, collaboration, and participation from team members?
- a. Autocratic leadership b. Democratic leadership
 - c. Transactional leadership d. Transformational leadership
28. What is the primary focus of transformational leadership?
- a. Maintaining the status quo
 - b. Inspiring and motivating followers to achieve extraordinary outcomes
 - c. Implementing strict rules and regulations
 - d. Exercising authority and control over subordinates
29. Which leadership style emphasizes rewards and punishments to motivate employees?

- a. Autocratic leadership b. Democratic leadership
 - c. Laissez-faire leadership d. Transactional leadership
30. What is coordination in management?
- a. The process of controlling resources
 - b. The process of organizing tasks
 - c. The process of harmonizing activities and efforts to achieve common goals
 - d. The process of directing and guiding employees
31. Which of the following is NOT a benefit of coordination in management?
- a. Improved efficiency b. Reduced conflicts
 - c. Increased redundancy d. Enhanced communication
32. What is control in management?
- a. The process of directing and guiding employees
 - b. The process of organizing tasks
 - c. The process of evaluating performance and taking corrective action as needed
 - d. The process of harmonizing activities and efforts
33. Which of the following is a characteristic of effective coordination?
- a. Centralized decision-making
 - b. Lack of communication among team members
 - c. Clear goals and objectives
 - d. Micromanagement
34. Which control mechanism involves setting specific standards and comparing actual performance against these standards?
- a. Bureaucratic control b. Feedback control

- c. Concurrent control d. Feedforward control
35. What is the purpose of feedforward control?
- a. To evaluate past performance
 - b. To correct deviations before they occur
 - c. To assess current performance
 - d. To provide feedback after the completion of a task
36. Which control mechanism involves monitoring ongoing activities to ensure they are in line with organizational goals?
- a. Bureaucratic control b. Feedforward control
 - c. Concurrent control d. Feedback control
37. What is the primary focus of bureaucratic control?
- a. Correcting deviations after they occur
 - b. Preventing deviations from occurring
 - c. Providing feedback on completed tasks
 - d. Monitoring ongoing activities
38. Which control mechanism involves using rules, policies, and procedures to regulate behavior and performance?
- a. Bureaucratic control b. Feedback control
 - c. Concurrent control d. Feedforward control
39. Which type of control focuses on assessing past performance to identify areas for improvement?
- a. Feedforward control b. Concurrent control
 - c. Feedback control d. Bureaucratic control
40. In the context of control, what does the term "deviation" refer to?

- a. The difference between actual performance and desired standards
 - b. The adherence to established rules and regulations
 - c. The level of employee satisfaction
 - d. The amount of resources allocated to a task
41. Which control mechanism is most proactive in nature?
- a. Feedforward control b. Concurrent control
 - c. Feedback control d. Bureaucratic control
42. What is the primary focus of concurrent control?
- a. Correcting deviations after they occur
 - b. Preventing deviations from occurring
 - c. Monitoring ongoing activities
 - d. Providing feedback on completed tasks
43. Which control mechanism is most commonly associated with traditional bureaucratic organizations?
- a. Feedforward control b. Concurrent control
 - c. Feedback control d. Bureaucratic control
44. Which control mechanism is focused on preventing problems before they arise?
- a. Feedforward control b. Concurrent control
 - c. Feedback control d. Bureaucratic control
45. Which of the following is NOT a characteristic of effective control?
- a. Flexibility b. Timeliness
 - c. Redundancy d. Accuracy
46. How does coordination contribute to organizational effectiveness?
- a. By increasing conflicts among team members

- b. By promoting duplication of efforts
 - c. By ensuring alignment and synergy among activities
 - d. By limiting communication channels
47. Which control mechanism is most reactive in nature?
- a. Feedforward control b. Concurrent control
 - c. Feedback control d. Bureaucratic control
48. What is the primary purpose of control in management?
- a. To create chaos within the organization
 - b. To restrict employee autonomy
 - c. To ensure that organizational goals are achieved
 - d. To discourage innovation and creativity
49. Which control mechanism focuses on identifying and correcting problems as they occur?
- a. Feedforward control b. Concurrent control
 - c. Feedback control d. Bureaucratic control
50. What is Management by Objectives (MBO)?
- a. A strategy for micromanaging employees
 - b. A performance appraisal method
 - c. A goal-setting process where managers and employees collaboratively define objectives
 - d. A technique for controlling employees' behavior

ANSWERS:

1.c,2.c,3.c,4.b,5.d,6.b,7.c,8.b,9.d,10.a,11.c,12.c,13.c,14.c,
15.b,16.b,17.c,18.d,19.a,20.c,21.b,22.b,23.b,24.c,25.a,26.c,
27.b,28.b,29.d,30.c,31.c,32.c,33.c,34.b,35.b,36.c,37.b,38.a,
39.c,40.a,41.a,42.c,43.d,44.a,45.c,46.c,47.c,48.c,49.b,50.c.

ABOUT THE AUTHOR

Mrs.Vasanthi.R is currently working as an Assistant Professor in the Department of Commerce, St.Joseph's College of Arts and Science For Women, Hosur. She was born in 1992 in Tiruvannamalai and Completed M.Com., M.Phil., in Thiruvalluvar University. Her extensive knowledge in areas are of interest Marketing and Human Resource Management and having 2 years's experience.

ISBN 978-933402700-6

