

MCQ on Fundamental of Management

1.14 Syllabus of PSC

1. The concept of 'Management by Objectives' was introduced by

- A. Frederick Herzberg. B. F.W. Taylor C. Elton Mayo **D. Peter F. Drucker**

2. Scalar Chain denotes

- A. a Production Process B. an Appraisal Process C. Span of Management.

D. authority from the highest to the lowest ranks.

3. Which one of the following examples is not included in the intangible premises of planning.

- A. Public Relations B. Employee Morale **C. Labour Hours** D. Competitive Strength

4. Which one of the following elements is odd with Weber's Six Major Principles?

- A. Hierarchical Structure **B. Unity of Command** C. "In-focused" mission D. Technical Qualifications.

5. Decisions which are repetitive and can be established well in advance to solve the day-today problems in an organization are known as

- A. Programmed Decisions** B. Non-programmed Decisions C. Personal Decisions
D. Heuristic Techniques

6. In the case of selecting candidates in an organization, the first step is

- A. Preliminary Interview B. Back ground Investigation **C. Blank Application** D. Medical Examination

7. Reporting relationship is a step of

- A. Planning **B. Organizing** C. Leading D. Medical Examination

8. All the following principles are included in 'Directing' except

- A. Harmony of Objectives B. Unity of Command **C. Coordination** D. Follow up

9. Controlling involves 17

- A. Determining the Objectives **B. Setting Standards of Performance**

- C. Identifying Activities for the Creation of Departments
- D. Directing the People towards Accomplishment of Common Goals

10. 'No news is good news' relate to

- A. Historical Feedback Control
- B. Predictive Feed Forward Control
- C. Critical Point Control
- D. Control by Exception**

11. Authority is

- A. Right to do something**
- B. Ability to do something
- C. Derived from many sources
- D. Not visible from organizational chart

12. Vroom's Theory of Motivation is known as

- A. Need Hierarchy Theory
- B. Equity Theory
- C. Expectancy Theory**
- D. Theory X and Theory Y

13. Which one of the following needs is missing in the 'Hierarchy of Needs' Theory?

- A. Psychological Needs
- B. Physiological Needs
- C. Safety Needs
- D. Wealth Needs**

14. Which one of the following elements is associated with Herzberg's Model?

- A. Self – Actualization
- B. Safety
- C. Esteem
- D. Hygiene**

15. Which one of the following methods is included in the 'off-the-job-training'?

- A. Coaching
- B. Case Studies**
- C. Apprenticeship Training
- D. Vestibule Training

16. Under the Likert's Four Management System, which one of the following adopts apaternalistic approach towards the subordinates?

- A. System 1 – Exploitative Autocratic
- B. System 2 – Benevolent Autocratic**
- C. System 3 – Consultative
- D. System 4 – Democratic

17. Which one of the following is not the merit of Oral communication?

- A. Authenticity**
- B. Effective
- C. Easy Communication
- D. Instant Feedback

18. 'Simulation' is useful

- A. to observe the behavior of a system
- B. to find solution to the Waiting-line Problem
- C. to optimize the objective function
- D. to make decision under competition

19. Flow of communication among the same level of people is known as

- A. Upward communication
- B. Downward communication
- C. Horizontal communication
- D. Formal communication

20. Which one of the following is not an objective of MIS?

- A. To facilitate the Decision making process
- B. To provide requisite information at each level of management
- C. To support the Decision making Process
- D. To recruit people for the system

21. Which one of the following is not included in Scientific Management technique?

- A. Division of labour
- B. Scientific selection
- C. Training and placement of workers
- D. Hierarchical Structure

22. Under Fayol's 14 Principles of Management, which one of the following factor is related with Esprit de Corps?

- A. Division of work
- B. Team Work
- C. Personal ability
- D. Personal interest

23. In the organization, reporting relationship is a function of

- A. Planning
- B. Organizing
- C. Leading
- D. Controlling

24. Which one of the following is not included in "The Managerial Activities"?

- A. Commanding
- B. Controlling
- C. Accounting
- D. Organizing

25. Heuristic techniques refer to

- A. Trial and Error technique
- B. Group Decision making technique
- C. Brain Storming technique
- D. Critical Problem Solving technique

26. Which one of the following is not correct in case of planning?

- A. Planning is goal oriented
- B. Planning is pervasive

C. Planning is discreet function

D. Planning is flexible

27. PERT stands for

A. Progressive Evaluation and Review Tool

B. Programme Evaluation and Review Technique

C. Programme Evaluation and Regression Technique

D. Progressive Evaluation and Regression Tool

28. 'Cybernetics' relates to

A. Feed-back control

B. Feed-forward control

C. Steering control

D. Critical point control

29. Directing is a

A. Discreet process

B. Continuous process

C. One-way process

D. Circular process

30. Which one of the following is an example of non-routine decisions?

A. Decision related to fill up the vacated position of an organization

B. Decision related to launch a new production plant

C. Decision related to restructure the organization for improvement

D. Decision related to take over a sick unit

31. In making a decision, 'game theory' is useful under conditions of

A. Certainty

B. Various probabilities

C. Competitive rivalry

D. Irregular demand

32. Referent power is the

A. Power of ability to grant or withhold the rewards to others

B. Power of ability to punish others for not carrying out orders

C. Power of dominance over others through specialized knowledge

D. Power of attracting peoples towards a person himself or herself

33. Which one of the following techniques does not imply 'On-the-job training' method?

A. Apprenticeship training

B. T-Group training

C. Vestibule training

D. Self-improvement programmes

34. Which leadership style permits quick decision making?

- A. Democratic Style
- B. Laissez Fair Leadership
- C. Authoritarian Leadership
- D. None of the above

35. Programmed decisions are concerned with

- A. Basic decisions
- B. Unique decisions
- C. Repetitive and Routine decisions
- D. Non-routine decisions

36. Channels of communication in an informal organization is known as

- A. Grapevine
- B. Gangplank
- C. Upward communication
- D. Downward communication

37. When communication flows from top to bottom is known as

- A. Upward communication
- B. Downward communication
- C. Horizontal communication
- D. Formal communication

38. An individual's degree of like or dislike of oneself is known as

- A. Self-belief
- B. Self-concept
- C. Self-efficacy
- D. Self-esteem

39. Close supervision, control of subordinates, centralization of authority, autocratic leadership styles are the features of

- A. Need hierarchy theory
- B. Two factor theory
- C. Theory X
- D. Theory Y

40. Existence, Relatedness and Growth (ERG) theory was propounded by

- A. Alderfer
- B. Likert
- C. Vroom
- D. Herzberg

41. _____ is called as the father of Scientific Management.

- A. Henri Fayol
- B. F.W. Taylor
- C. Max Weber
- D. Elton Mayo

42. Administrative function is the _____ managerial function.

- A. top-level
- B. middle – level
- C. lower – level
- D. supervisory level

43. _____ form the basis for the functioning of an organization.

- A. Profits
- B. Objectives
- C. Policies
- D. Strategies

44. _____ is a means to an end.

A. Organising B. Planning **C. Controlling** D. Coordinating

45. _____ is the foundation of most successful actions of all enterprises.

A. Controlling **B. Planning** C. Organising D. Directing

46. _____ process is called a negative process.

A. Training B. Placement **C. Selection** D. Induction

47. Control by Exception is also known as _____

A. Management by Exception B. Management by Objectives

C. Decision making D. Management Information System

48. _____ is concerned with the total manner in which a manager influences the actions of subordinates.

A. Planning B. Organising **C. Directing** D. Staffing

49. _____ is the essence of management.

A. Directing **B. Coordinating** C. Controlling D. Planning

50. _____ refers to the process of passing information from one person to another and its understanding.

A. Planning **B. Communicating** C. Controlling D. Motivating

51. _____ defines management as the process of getting things done by and through others.

A. Hicks B. Massie C. Fayol D. Drucker

52. _____ has defined authority as the power to take decisions which guide the actions of others.

A. Simon B. Barnard C. Terry D. Taylor

53. _____ flows from the top-level management to the bottom level management.

A. Authority B. Performance C. Responsibility D. Accountability

54. _____ power is the ability to punish others for not carrying out orders.

A. Reward B. Legitimate C. Expert **D. Coercive**

55. The process of assigning work to others and giving them authority to do that is _____

A. Controlling B. Organising **C. delegating authority** D. directing

56. Under _____ leadership system, goals are set and work-related decisions are taken by the subordinates.

A. Exploitative B. Benevolent C. Authoritarian **D. Democratic**

57. _____ propounded the need-based theory of motivation.

A. Vroom B. Porter **C. Maslow** D. Mc Gregor

58. Autocratic Leadership is also known as _____ leadership.

A. Authoritarian B. Democratic C. free rein D. participative

59. _____ is not a quantitative technique of decision-making.

A. Linear programming B. Game Theory **C. Management by Objectives** D. Simulation

60. Decision making is expected to be based on _____

A. competitors policies **B. rational thinking** C. government policies D. workers activities

61. Father of the Principles of Management is _____

A. Drucker B. Terry **C. Fayol** D. Taylor

62. Management is the art of _____

A. managing customers B. making super normal profit
C. keeping competitors under pressure **D. getting things done by groups of people**

63. Scientific Management is concerned with _____

A. co-operation, not individualism B. increased production through long experience

C. application of scientific principles to the management of production

D. increased sales

64. _____ is an intellectual process

A. Controlling **B. Planning** C. Organising D. Directing

65. The military organization leads to _____

A. Specialization **B. unified control** C. over loading D. over dependence

66. Which one of the following is not a barrier to effective communication?

A. Selective Perception **B. Defensiveness** C. Emotions D. Filtering

67. _____ refers to the introduction of a person to the job and the organization.

A. Induction B. Selection C. Recruitment D. Placement

68. _____ is the use of influence to motivate employees to achieve organizational goals.

A. Planning B. Organising **C. Leading** D. Motivating

69. The purpose of control is to _____

A. fix standard B. measure actual performance C. find out deviation **D. (a), (b) & (c)**

70. _____ is that managerial function which initiates organized action.

A. Directing B. Organising C. Leading D. Motivating

71. The elements of the management process are known as the _____ of management.

A. Functions B. Nature C. Concept D. Scope

72. Authority is derived from _____

A. Position B. Seniority C. technical competence D. qualifications

73. _____ power is derived from the formal position of a person in the organization.

A. Social B. Coercive C. Expert **D. Legitimate**

74. Concurrent Control is also known as _____

A. Feedback Control B. Feedforward Control **C. Steering Control** D. Critical Point Control

75. _____ leadership is a compromise between laissez fair and autocratic leadership.

A. Persuasive **B. Democratic** C. Institutional D. Free Rein

76. _____ of motivation is also known as Two factor Theory of Motivation.

A. Maslow's Theory **B. Herzberg's Theory** C. Mc Gregor's Theory D. Vroom's Theory

77. _____ leader exercises complete control over the subordinates.

A. Autocratic B. Democratic C. Participative D. Free Rein

78. Dispersal of authority throughout the organization is _____

A. Delegation of Authority **B. Decentralisation of Authority**

C. Wide Span of Control

D. None of (A), (B) & (C)

79. _____ is an act of choice wherein a person comes to a conclusion about what has to be done in a given situation.

A. Planning

B. Organising

C. Decision making

D. Controlling

80. _____ is the father of Management.

A. Fayol

B. Drucker

C. Taylor

D. David

81. _____ is the chain of the superiors existing from the highest authority to the lowest ranks.

A. Unity of Command

B. Unity of Direction

C. Scalar Chain

D. Authority

82. Fayol viewed management as a process consisting of _____ functions which every manager performs.

A. 4

B. 5

C. 6

D. 7

83. Corporate Planning is done by the _____

A. Top Level Management

B. Lower Level Management

C. Middle Level Management

D. Consultant

84. _____ refers to training conducted away from actual work setting.

A. Conference Method of Training

B. Coaching

C. Job Rotation

D. Vestibule Training

85. _____ involves interpretation of the message by the receiver.

A. Encoding

B. Decoding

C. Feedback

D. Medium

86. _____ is that managerial function which analyses the alternatives available.

A. Planning

B. Organising

C. Directing

D. Staffing

87. _____ is the essence of Management.

A. Decentralisation

B. Span of Management

C. Training

D. Planning

88. _____ refers to the process of passing information from one person to another.

A. Planning

B. Communication

C. Controlling

D. Motivation

89. Which one of the following is not related to Control?

- A. To fix the standard
B. To measure the actual performance
C. To find out the deviation
D. To communicate

90. Which one of the following was suggested by Fayol?

- A. Management by Exception
B. Unity of Direction
C. Delegation of Authority
D. Centralisation

91. Which one of the following is not a part of the communication process?

- A. Encoding
B. Decoding
C. Medium
D. Situation

92. _____ is necessary to take decisions to guide the actions of others.

- A. Authority
B. Planning
C. Centralisation
D. Responsibility

93. _____ is the process of entrusting part of the work by the superior to his/hersubordinates.

- A. Centralisation
B. Accountability
C. Delegation of Authority
D. Responsibility

94. _____ flows from the lower-level management to the top level management.

- A. Authority
B. Responsibility
C. Centralisation
D. Decentralisation

95. A decision to launch a new product is a / an _____

- A. Programmed Decision
B. Non – routine Decision
C. Personal Decision
D. Organisational Decision

96. _____ process is an interplay of three elements – the leader, the follower and the situation.

- A. Control
B. Motivation
C. Leadership
D. Planning

97. _____ has modified the Hierarchy of Needs Theory of motivation.

- A. Vroom
B. Mc Gregor
C. Herzberg
D. Mc Clelland

98. There can be no leadership without _____

- A. Managers
B. Subordinates
C. Followers
D. Supervisors

99. _____ decisions are of non-repetitive nature.

- A. Basic
B. Routine
C. Personal
D. Policy

100. Bureaucracy Theory was invented by

- A. Elton Mayo B. Henri Fayol **C. Max Weber** D. Peter Drucker

101. According to Fayol's 14 principles of management, division of work is necessary

- A. to enjoy the benefits of specialization** B. to give orders to sub-ordinates
C. to receive orders from superior D. to ask for obedience

102. Which one of the following is not the characteristics of Planning?

- A. Planning is flexible B. Planning is pervasive
C. Planning is goal – oriented **D. Planning is a discreet function**

103. Which one of the following examples is not included in the intangible premises of Planning?

- A. Public Relations B. Employee Morale **C. Labour Hours** D. Competitive Strength

104. Management is a

- A. Discreet process **B. Continuous process** C. One-way process D. Two-way process

105. Which one of the following is not a function of management?

- A. Grouping** B. Planning C. Staffing D. Leading

106. Controlling involves

- A. determining the objectives B. identifying the activities for the creation of department
C. directing the people towards accomplishment of common goals
D. setting standards of performance

107. Which one of the following is not a Technique of Control?

- A. Management Audit **B. Management by Objectives**
C. Management Information System D. Break – Even Analysis

108. Direction is a

- A. Discreet process **B. Continuous process** C. One way process D. Circular process

109. In the case of selecting candidates in an organization, the first step is _____

- A. Preliminary Interview B. Background Investigation

C. Blank Application

D. Medical Examination

110. Which one of the following methods is included in the 'off-the-job' Training?

A. Coaching

B. Role Playing

C. Apprenticeship Training

D. Vestibule Training

111. The last step of 'Staffing Process' is

A. Training and Development

B. Placement and Induction

C. Recruitment

D. Selection

112. Leadership is the process of exerting influence on

A. Customers

B. Competitors

C. Suppliers

D. Group Members

113. Coercive Power is the

A. power to grant or withhold the rewards to others

B. power to punish others for not carrying out orders

C. power to dominance over other through specialized knowledge

D. power to attracting peoples towards a person himself or herself

114. Which one of the following needs is missing in the 'Hierarchy of Needs' theory?

A. Psychological needs.

B. Physiological needs.

C. Safety needs.

D. Wealth needs.

115. 'Grapevine' is

A. well-defined communication systems consisting of formal memos, reports etc

B. channels of communication in an informal organization

C. social interactions which take place among different types of people

D. the telegraph wires strung over trees across the battlefield

116. 'Responsibility is the duty'. It was propounded by _____

A. Elton Mayo

B. Peter Drucker

C. Chester Barnard

D. M.E. Hurlley