**Assessment**

### M1

1. In which empire, management organised general administration and

controlled its political, military, and judiciary issues by using effective

communication?

a**. Roman Empire** b. Mughal Empire

c. Ottoman Empire d. Russian Empire

S elf

2. The \_Industrial revolution\_\_ was a period of transition from manual production

methods to new manufacturing processes in the late eighteenth century.

3. Political forces can bque in the form of social norms arising from the values

and beliefs of people in a society. (True/**False**)

4. Which approach of management was developed in 1800-1930? Classical Approach

5. \_\_ is also known as Taylorism.

a. Administrative management

b. Bureaucratic management

c. **Scientific management**

d. Traditional management

6. According to which principle, work should be divided among individuals

and groups according to their skills and knowledge? Division of work

7. Who presented 14 principles of management? Henry Fayol

8. The time and motion study is one of the important traits of bureaucratic

management. (True/**False**)

9. The systems approach is considered as a modern approach? (**True**/False)

10. Who developed the concept of profit sharing and participative decision

making?

a. Max Weber b. **Charles Babbage**

c. George E. Mayo d. Robert Owen

11. Which of the following is a contribution of Henry Laurence Gantt?

a. **Task and Bonus Plan** b. Scientific management

c. Programmable computer c. Human relations approach

12. In charismatic organisations, managerial positions are handed down

from one generation to the other irrespective of intelligence, knowledge,

and experience. (True/**False**)

13. Hawthorne studies were conducted to find the relationship between

physical environment and workers’ output. (**True**/False)

### M2

1. What does 7Ms stand for in the 7 Ms viewpoint of management?

Men, machine, material, money, methods, market and motive

1. What are the two important aspects of successful management?

Efficiency and effectiveness

1. Management is required by individuals in every aspect, be it their personal or professional lives. What nature of management does it reflect?

Management is universal

1. Management is an on-going process that is performed by managers at all levels in an organisation. (**True** /False)
2. \_Art\_ is defined as a system of doing something in an organised manner.
3. What is a forward-looking function of management? Planning
4. involves employing an efficient pool of people. - Staffing
5. What are the steps of the control function?

Establishing performance standards, measuring the actual performance, determining gaps between set standards and achieved standards, and taking corrective measures

1. What does CSR stand for?
   * Corporate Social Resources
   * **Corporate Social Responsibility**
   * Corporate Society Responsibility
   * Care Social Responsibility
2. \_ Social responsive\_ approach works actively to deal with social needs and problems.
3. Administration and management are closely related. (**True**/False)
4. In the view—administration is different from management, \_ Administration \_is a higher level activity, while \_, management\_ is a lower level function.
5. \_Code of Conduct involves rules and regulations for guiding the behaviour of individuals.
6. A profession does not have any formalised methods of acquiring training and experience. (True/**False**)
7. The democratic manager puts trust in his employee and encourages him to take decision. (**True**/False

### M3

1. \_Internal, External factors can be controlled by an organisation; however,

\_Environment factors are beyond the organisation’s control.

1. Organisation consists of five independent and interrelated components, namely task, people, structure, technology and \_Environment\_. (TPSTE)
2. . The Shared values are a collection of core values and beliefs of employees

in an organisation. (**True**/False)

1. The pyramid organisation follows a hierarchical structure containing top-level, middle-level and \_Low level management.
2. Flat structured organisation usually contains two or three vertical levels accompanied by expanded horizontal levels. In other words, it is like a flat, wide based pyramid. Examples of simple organisations are small- sized businesses, small partnership firms or \_ Single owner enterprise\_
   1. Production house
   2. **Single owner enterprises**
   3. Marketing firm
   4. Environment Organisation
3. The virtual organisation is cost effective and flexible in nature, as it does not have any physical location. (**True**/False)
4. Systems Approach refers to an approach based on the assumption that

-Organization are integrated systems and exist in totality.

1. Modern theory was developed by management practitioners of more recent times as compared to the classists and neo-classists, and it was initially advocated by .
   1. **Hicks and Gullet**
   2. Moslow
   3. Glueck
   4. Chaster Barnard
2. The contingency approach is based on an assumption that a single structure is sufficient for the organisation operating in different environments, circumstances and phases of its life-cycle. (True/**False**)
3. Environment of the Organisation refers to identifying the opportunities and threats posed by the environment before formulating the statement.
4. Mission statement should demonstrate value addition to the society by maintaining the \_Mission.
   1. Empowerment
   2. Planning
   3. **Trust and confidence**
   4. Environment
5. A vision is forward-looking view of an organisation; whereas, mission is what an organisation is and why it exists. (**True**/False)
6. Managers, while organising, should focus on integrating the efficiency of each individual to increase the \_Organizational efficiency.
7. All human resource related activities are taken care of by the human resource department. Similarly, all marketing-related activities are carried out by the department.
   1. Production
   2. Selling
   3. **Marketing**
   4. Environment
8. In the concept of **job rotation,** an individual is rotated from one specialisation to others after a certain period of time for the enhancement of his/her knowledge and abilities. (**True**/False)
9. Line Organisational Structure refers to an organisational structure in which there is a single line of command. - Single
10. Line and Staff Organisational Structure refers to an organisational structure in which the flow of information is from in a line and staff members support line managers.
    1. **Top to bottom**
    2. Bottom to top
    3. Marketing
    4. Environment
11. Work specialisation ensures that all employees have specific duties that they are expected to perform based on each employee’s work experience, education and skills. (**True**/False
12. Merger takes place when two or more organisations dealing in similar lines of activity come together.

**Horizontal**

1. Merger represents a merger in which both the organisations belong to different stages of production.
   1. Horizontal
   2. **Vertical**
   3. Conglomerate
2. Conglomerate merger refers to the merger of organisations engaged in totally unrelated lines of activities. (**True**/False

### M4

1. A process of identifying and selecting an alternative from various

available options is called \_ Decision making\_

1. Creating a constructive environment is the first step of the decision- making process. (**True**/False)
2. \_Programmed decisions are made for routine and repetitive problems having predetermined decisions.
3. Which of the following types of decision cannot be made before

evaluating their feasibility and effectiveness?

* + Quick decisions
  + **Experimental decisions**
  + Delayed decisions
  + Reversible decisions

1. External factors include various social, economic and \_ Political\_ factors.
2. Limited data makes planning easy and quick. (True/**False**)
3. Good communication may result in understanding and cooperation among individuals. (**True**/False)

### M5

1. Which of the following is not an element of the directing function?
   1. Motivation
   2. Leadership
   3. Supervision
   4. **Learning**
2. Supervision helps managers to find out whether the subordinates are in the right direction towards the accomplishment of organisational goals. (**True**/False)
3. \_ Locus of control \_ refers to the attribute of an individual to either control the situations or events or give up.
4. Work \_ethics\_ means a set of values or beliefs held by individuals.
   1. **Ethics**
   2. Satisfaction
   3. Perfection
   4. Skill
5. Dogmatism reflects the rigid and inflexible attitude of a person. (**True**/ False)
6. Organisational commitment\_ refers to a situation when employees become associated with one particular organisation and accept its vision, mission, philosophy and goals.
7. A degree to which an employee identifies with a particular job is called

.

* 1. Job rotation
  2. **Job involvement**
  3. Affective commitment
  4. Normative commitment

1. Continuance commitment indicates that employees wish to work in an organisation because they feel that it is better to stay in an organisation rather than leaving it. (**True**/False)
2. \_Motivation\_ depicts a positive influence of remembering a positive incidence that led to desirable outcome.
3. Which of the following factors do not influence social learning?
   1. **Perception**
   2. Retention
   3. Motivation
   4. Attention
4. Social learning keeps on influencing an individual throughout his/her entire life span. (**True**/False)
5. is a function of the information processed through any or all of the five senses of sight, touch, taste, hearing and smell. – Perception
6. Perception helps people formulate impressions about events, daily experiences, environment and other people around them. (**True**/False)

### M6

1. \_Motivational\_ encourages people to put their best efforts to achieve organisational goals.
2. Motivation influences the behaviour of individuals positively so that they can give their best to accomplish the \_Organizational objectives.
3. Work Ethics indicate that motivation can be drawn from a feeling of being ethical. (**True**/False)
4. refer to the ways that tend to alter individuals’ environment so that they can do their work in a better way. – Techniques
5. indicates that the modified behaviour must be applicable in the day-to-day life.
   * Accountability b. **Applicability**

c. Motivation d. Thinking

6. Principle of Learning indicates that the learning techniques are generally based on the standards of learning, such as operant conditioning and positive or negative reinforcement. (**True**/False)

1. \_Job enrichment\_ focuses to make a job more competitive by asking employees to share some responsibilities of their superiors.
2. \_Job rotation\_ refers to assigning different roles and responsibilities to employees at different times to increase their interest in their jobs.
3. Goal Setting refers to the formulation of goals for employees. If the

employee participation is invoked while setting goals then they would feel more committed towards the attainment of goals. (**True**/False)

## 7 Leadership

1. \_Corporate Level Leaders include the top management, such as Chief Executive Officers (CEOs), directors, presidents and senior executives. Corporate-level leaders give directions to carry out the process of strategic management.
2. Business-level leaders give directions to their staff for attaining

goals.

* 1. Motivation
  2. Functional
  3. **Organisational**
  4. Traditional

1. Autocratic Leadership Style involves the leaders who believe in power and give orders and control subordinates through rewards and punishments. ( **True**/False)
2. skills refer to the ability of getting well with different people in the society. Social skills include social etiquette and the ability of maintaining good relationship with people. \_ Social Skills\_
3. skills include ability to plan, analyse, organise, delegate,

communicate and make decisions. \_ Behavioural skills\_

1. A good leader should have sufficient and correct technical knowledge and should be a subject matter expert. (**True**/False)
2. \_ Leadership succession planning\_ refers to identifying future leaders and ensuring their continuous development.
3. Coaching implies that leaders are expected to provide instruction guidance, advice and encouragement to help employees improve their \_ Job Performance\_
4. *~~Importance of technology indicates that modern organisations are not highly technology intensive. (True/~~****~~False~~****~~)~~*

## 8, Groups and Teams in an Organisation

1. \_ Group Think\_ refers to a situation in which members of the group takes wrong decisions because of group pressure.
2. Group decision-making is executed with the help of which of the following techniques:
   1. Electronic Meeting
   2. Brainstorming
   3. Nominal Group Technique
   4. **All of the above.**
3. Group shift refers to a phenomenon in which members of a group, while discussing a given set of options, tend to exaggerate the initial position that they hold. (**True**/False)
4. Team \_ Diversity\_ helps in generating new ideas from people belonging to diverse backgrounds.
5. The team’s performance can be enhanced by utilising:
   1. Collective knowledge
   2. Skills
   3. Ideas of team members
   4. **All the above**
6. ~~Delegation of Work does not provide an opportunity to members of the team to show their potentials. (True/~~**~~False~~**~~)~~

The delegation of work provides an opportunity to members of the team to show their potentials.

1. Mention the three key features of team functioning. \_ Cohesion, confrontation and collaboration\_
2. While the group focuses on sharing ideas, information and perspectives of the members of the group, the team focuses on or planning for future.
   1. making decisions
   2. discussing various issues
   3. solving problems
   4. **All the above**
3. A group is an assemblage of persons who work, interact and cooperate with one another in achieving a common goal in a specified time. (**True**/ False)

## 9, Conflict, Communication and Coordination

1. Intra-organisational conflict refers to the conflict occurring within an \_ Organisation\_
2. Who defined “Conflict is a struggle between incompatible or opposing needs, wishes, ideas, interests, or people. According to them conflict arises when individuals or groups encounter goals that both parties cannot attain satisfactorily.”
   1. **Chung and Meggison**
   2. Pondy
   3. Philip Kotler
   4. Keith Davis
3. Conflict creates tension among individuals that further leads to inharmonious environment in an organisation. (**True**/False)
4. can also be termed as a method of settling conflicts rather than resolving it. \_ Negotiation\_
5. A negotiator may try to find the maximum gains out of a negotiation process and be very selective in revealing information to the other part. (**True**/False)
6. \_ Visual\_ communication involves the visual display of information, such as photos, formats, signs, codes, symbols, and designs.
7. \_ Horizontal communication\_ refers to the communication taking place among the members at the same level in the organisation.
8. ~~Horizontal communication refers to communication that takes place between individuals in different departments and at the different levels of organisational hierarchy. (~~**~~False~~**~~).~~
9. Coordination involves synchronising the time, place, amount, and sequence of individual efforts to develop teamwork and harmony in the organisation. (**True**/False)
10. ~~Coordination can exist without cooperation, but cooperation cannot take place without coordination. (True/~~**~~False~~**~~)~~
11. \_ Vertical\_ involves coordination among different levels of the organisation.
12. \_ Horizontal \_refers to the coordination that takes place between different departments and units at the same level of the organisational hierarchy.

## 10, Power, Politics and Authority

1. \_ Power\_ is the ability of individuals or groups to induce or influence the beliefs or actions of other people or groups.
2. Professional attributes include:
   1. a degree at which a manager controls tangible and intangible re- sources
3. a sense of obligation towards his duty
4. association of other employees with the manager
5. **all the above**

3. Managerial power can be defined as the ability to control employees, resources, knowledge, decisions, and external environment. (**True**/False)

1. Political behaviour may hamper the smooth functioning of an organisation by distorting the performance of \_ Employee\_
2. Which of following is the main cause of politics in an organisation?
   1. **Maximum access to scarce resources**
   2. Fair and just allocation of resources
   3. Supplier
   4. Competitors
3. Compromise indicates that the people who indulge in politicking may forgo their values and beliefs for attaining an influential position in the organisation. (**True**/False)
4. An environment, which links closely to an organisation and affects its

activities directly is called \_ Objectives\_ environment.

1. ~~Which of following does not come under micro environment forces?~~ \_ Employees\_
2. . High morale also reduces grievances, employee turnover, and wastage

of precious resources. (**True**/False)

1. Delegation of authority is one of the integral functions of managers to

achieve organisational \_ True\_

1. Decentralisation of authority is the delegation of authority by managers to \_ Employees \_ throughout the organisation.
2. In a decentralised organisation, the employees have autonomy to make decisions near the scene of action and decide their own methods or ways of carrying out the assigned tasks. (**True**/False)

## 11, Role of Controlling in Management

1. \_ Planning\_ is a process of setting organisation’s objectives, goals and standards.
2. The effectiveness of the controlling function of an organisation depends on the efficiency of its .
   1. **Planning process**
   2. Organising process
   3. Controlling process
   4. All the above
3. Planning involves defining goals and objectives that an organisation aspires to achieve, whereas controlling includes monitoring how well these goals and objectives are accomplished. (**True**/False)
4. Strategic control system refers to the control system used by the \_Top\_ level management of the organisation for ensuring that strategic plans are executed as intended.
5. Tactical control system refers to the control system used by middle-level managers of the organisation. It focuses on:
   1. Assessing the implementation of tactical plans at departmental lev-

els,

* 1. Monitoring associated periodic results, and taking corrective action if

required

* 1. Periodic time frames, involving weekly or monthly reporting cycles
  2. **All the above.**

1. Operational control system facilitates operational control by lower-level managers, who ensure the proper functioning of day- to-day operations (**True**/False)
2. Management control system provides information regarding the actual

status of the \_ Organisational\_ activities.

1. Who gave the following definition of management control system?

“Management control system is an integrated technique for collecting and using information to motivate employee behaviour and to evaluate performance”.

* 1. Simons
  2. Chung and Meggison
  3. **Horngren et al**
  4. Philip Kotler

1. ~~The management control system does not help managers in planning organisational activities and coordinating them. (True/~~**~~False~~**~~)~~
2. Managerial Information System (MIS) provides timely internal and external information about technical aspects of various projects of an organisation, so that the \_ Managers\_ perform their jobs effectively and efficiently.
3. Market Research refers to the process of gathering and analysing data to

assess the needs of customers.

* 1. Organisation
  2. **Customers**
  3. Sellers
  4. None of the above

1. The management information system and communication are linkage that makes managing possible. (**True**/False)

## 12, Miscellaneous Trends in Management

1. \_ Organisational diversity \_ refers to a concept in which employees are hired without taking into consideration their age, gender and race.
2. Affinity groups provide support to their employees by providing networking opportunities and Emotional\_ support
3. ~~The management information system and communication are linkage that makes managing impossible. (True/~~**~~False~~**~~)~~
4. Ethics is a \_ Moral\_ philosophy that guides individuals to decide what is wrong or right, good or bad, and what comprises desirable behaviour in a particular set of social circumstances.
5. \_ Business ethics\_ refers to moral as well as behavioural codes of conduct that every individual working within an organisation must follow.
6. The concept of \_CSR\_ is based on the fact that an organisation operates in the society and uses its resources; therefore, it has some moral responsibility towards the society.
7. CSR builds a unique image of the organisation in the minds of stakeholders. ~~(True/~~**~~False~~**~~)~~
8. TQM assures a competitive advantage by providing better quality

products at \_ Competitive\_ price.

1. Customer orientation refers to targeting customer needs, demands and wishes. TQM aims at satisfying the demands of \_ Customers\_ in every possible manner.
2. Total customer satisfaction refers to providing high quality products and services that fulfil the needs and requirements of customers. It aims at improving the quality of products and services as per changing requirements of customers. (**True**/False)
3. \_ Quality circle is a quality control and problem-solving approach used by the grass-root level employees in an organisation.
4. ~~A quality circle is an involuntary group of employees. (True/~~**~~False~~**~~)~~
5. \_JIT\_ is a management philosophy that strives to eliminate sources of manufacturing waste by producing the right part in the right place at the right time.
6. JIT applies primarily to repetitive \_ Manufacturing\_ processes in which the same products and components are produced over and over again.
7. Mention the Ss in 5-S practices.

**Seiri, Seiton, Seiso, Seiketsu and Shitsuke**

1. Which company first introduced the practice of Sig Sigma? **Motorola**