

MCQs.

1. Someone who works with or through other people by co-ordinating their work activities in order to accomplish organization goals is called Manager.
2. In the past, non managerial employees were viewed as employees who (had no other reporting to them)
3. Agency head or plant Manager is most likely \_\_\_\_\_ within the form.
  - a) teamleads      b) line Manager.
  - ☒ c) Middle Manager      d) Top manager.
4. The difference b/w managerial and Non Managerial is \_\_\_\_\_.
  - a) planing ~~of~~ work of others
  - b) controlling work of others.
  - ☒ c) coordinating work of others.
  - d) organizing work of others.
5. An Automobile manufacturer that ent. <sup>entire</sup> total no. of cars produced at the same cost but some defects would be.
  - a) Effective + Efficient      b) increasing efficiency.



6. Effective synonyms with goal attain
7. Efficiency refers to relationship b/w input and output
8. Henry Fayol was the French industrialist who first identified the basic Management function.
9. The process of monitoring, comparing and correcting is called controlling
10. Writing an organization's strategic plan includes in planning management func.
11. One of the common characteristic of all organization is structure which clarifies members work relationship.
12. Which of the following phrase is most associative with scientific management.  
One best way.  
Bureaucracy
13. ~~Bureaucracy~~ is defined as Rules/Regulation Hierarchy, clearly defined, Division of labour.



14. A learning org. is one that has developed the capacity to continuously learn, adapt. and change.
15. The three essential managerial skills include technical, human, conceptual.  
newly line manager TOP manager
16. Which of the following is most representative of high context culture.  
↓ Not explicit close interaction
- a) Simple Direct Speech.
  - ☒ b) Non Verbal communication
  - c) Messages aimed at individuals.
  - d) logical Explanations.
17. Which of the following is true of high context culture?
- a) Relationship tends to have less history.
  - b) Communication must be very explicit.
  - ☒ c) Events are interpreted isn't always apparent to outsiders
  - d) Individual donot share a common database of experience.



18. The three fundamental layers of org. culture are:

- ☒ a) Observable Artifacts, espoused value, basic underlying assumptions.
- b) Individual value, group norms, Management style.
- c) Leadership style, Org. policy, Industry standard
- d) Economic policy, HR relation approach, Reasoning.

19. Which type of org. structure would be most effective for reinforcing local Authority and accountability?

- a) Functional
- ☒ b) Divisional
- c) line & staff
- d) Matrix.

20. By defining its org. values, an org.:

- a) Avoid ethical complications.
- b) Will be in compliance with employment laws
- c) Demonstrate what emp must do to succeed in company.
- d) Provide the guidelines for emp behaviour.

21. How does the matrix org. structure works?

- a) Employees are assigned three or more superiors.



- ☒ b) Two org structure exist at the same time
- c) There is unity of command.
- d) Focused on functional accountability

22. Which one is the best description of the org culture?

- a) Direction and scope of org.
- ☒ b) The way emp do things
- c) The policy and procedures.
- d) Moral and perceptions.

23. When developing a new staffing strategy, an HR Director is performing which function?

- a) Planning
- b) Leading
- ☒ c) Organizing
- d) Controlling.

24. An HR Professor establish recognition program. Which of the following is associative directed func. of Mgt.

- ☒ a) Forecast the recognition ~~field~~ needs
- b) Design the actual recognition ceremony.
- c) Schedule and conduct recognition ceremony
- d) Measure the success.



25. Which of the following statement is false about workflow diversity?

- a) Diversed group develop more ideas than homogenous.
- b) Diversity can lead distrust among members
- c) Diverse group can take longer to become cohesive.
- ☒ d) Diversity work group has little conflict potential.

26. Which of the following would be tried in a high power distance society?

- ☒ a) 100's of statues, bill board and posters of leader
- b) The leader likeness would appear only in newspaper.
- c) Managers and emp would dress in same way.
- d) Rather than emp or driver, Manager would drive their own car to work.

27. \_\_\_\_\_ is defined as the difference b/w benefit, a customer sees from market offering and cost of obtaining those benefits.

- ☒ a) Customer Value
- b) Profit Margin
- c) Satisfaction scale
- d) competitive advantage.



28. Considering technological development, which of the following is mostly true?

- a) cost of internet access will increase considerably in future.
- b) Intro. of new technology will lower the stress of workers.
- ☒ c) Technology will allow org. to provide 24 hours service to customer.
- d) Europe will gain the global lead in e-commerce.

29. Supply chain in a global environment should be:

- a) Flexible
- b) able to use latest comp and transmission
- c) staff with local specialists
- ☒ d) All

30. The durability and expensive pair of shoes provide value since \_\_\_\_\_ are willing to \_\_\_\_\_

- a) Supplier, Provide
- ☒ b) Customers, pay for it.
- c) Manufacturers, make.
- d) Make, plan for it.



31. \_\_\_\_\_ focuses on providing an efficient form of resources to an org.

- ☒ a) Supply chain Mgt.
- b) Value chain Mgt.

32. With regards to social networks, many companies are now.

- ☒ a) Encouraging emps to social networks as a tool to work collaboratively.
- b) Discouraging younger emps to seek counselling for social net. addiction.
- c) Discouraging younger emps from using company in house network for customer networking.
- d) Discouraging older emps to make social connections ~~of~~ on social network.

33. Which of the following is most uncommon reason why company outsource

- ☒ a) better manage the cost of internal process
- b) Concentrate 1 source on core business
- c) Tap outside sources of expertise.
- d) Reduced head count & related expenses



34. \_\_\_\_\_ is best described as technology enabled each are in group focused on value creation by providing excellent services to internal customers to increase efficiency and continuous improvement.

a) HR Portal  
c) Outsourcing

✓ b) HR Shared services.  
d) HR-IS.