

Group1

1.1 Topic: Definitions of management and role and importance of management.

- 1) Management is what a manager does
 - a. Peter E. Drucker
 - b. Terry
 - c. Louis Allan
 - d. **Henry Fayol**

- 2) To manage is to forecast and plan, to organize, to compound, to co-ordinate and to control this definition was given by
 - a. Peter F drucker
 - b. **Henry Fayol**
 - c. Louis Allan
 - d. d)Terry

- 3) Father of administrative management
 - a. Mary parkett
 - b. Lillian gilbert
 - c. **Henry fayol**
 - d. Elton mayo

- 4) Management is
 - a. An art
 - b. A science
 - c. **An art and science**
 - d. An art not science

- 5) The practice of management ritten by.....
 - a. **Peter E. drucker**
 - b. Terry
 - c. Louis Allan
 - d. Henry fayol

- 6) Which one of the following statement is not correct?
- a. Management is a goal-oriented process
 - b. Management is a continuous process
 - c. Management is a dynamic process
 - d. Management is a rigid process
- 7) Which one of the following is not an importance of management ?
- a. Integrating various interest groups.
 - b. Developing society
 - c. Disciplining employees
 - d. Including creativity
- 8) Management contains a series of interrelated functions that include....
- a. Planning
 - b. Organising
 - c. Directing
 - d. All of the above
- 9) Pioneer of human relations is.....
- a. Mary parkett
 - b. Lillian gilberth
 - c. Henry fayal
 - d. Elton Mayo
- 10) Management and administration are.....
- a. Same
 - b. Different
 - c. Partially same and partially different
 - d. Same and different

11) Function is regraded as the essence of management.

- a. Organising
- b. Staffing
- c. co-ordination
- d. Stafing

12) The principles seeks to ensure unity of action is ...

- a. Unity of direction
- b. Unity of command
- c. Centralization
- d. Scalar chain

13) An identified group of people contributing their efforts towards the attainment of goals is called an.....

- a. Organization
- b. Buisness
- c. Management
- d. Department

14) Efficiency is concerned with.....

- a. Doing the right thing
- b. Doing things right
- c. Achieving and results
- d. None of the above

15) Coordination is

- a. A management function
- b. The essence of management
- c. An objective of management
- d. A social objective

Group 2

1.2 Definitions of management and role and importance of management.

1.3 function of management

1.4 types of planning

1) Management works under the principle of _____

- a. Planning
- b. Skill
- c. Authority
- d. Finance

2) _____ is not associates of management

- a. Job
- b. Market
- c. Time
- d. Finance

3) Duty of management _____ .

- a. To reduce wastage
- b. Over planning of duties
- c. Repetition of mistakes
- d. all of the above

a. Which statement is incorrect ?

- a. Equity gives dignity
- b. Equity means no bias
- c. Equity gives good work cultures
- d. Equity means equal wages

4) _____ is not input of management.

- a. Human resources
- b. Technology
- c. **Market status**
- d. Financial resource

16) _____ is not output of management.

- a. Desired results
- b. Goal satisfaction
- c. Growth of business
- d. **Technology**

17) _____, _____ and _____ are the function of management.

- a. **Planning, organizing, staffing**
- b. Machinery, logistic, equipment
- c. Market, time, finance
- d. Reputation, image, good will

18) Why plan fails ?

- a. Lack of knowledge
- b. Insufficient data
- c. Over confidence
- d. **none of the above**

19) _____ is a break system in automobile.

- a. Directing
- b. Planning
- c. **Controlling**
- d. Management

20) Following is not a observe management ?

- a. An economic resource
- b. A class or elite
- c. **Underutilization of resource**
- d. A system of authority

21) Management is the factor of production like_____.

- a. Land
- b. Labour
- c. Capital
- d. **All of the above**

22) Management function determines_____and_____of the firm.

- a) Time,finance
- b) Authority,Time
- c) **Productivity,Profitability**
- d) People,knowledge

23) Management in a class and status system managers get increasing amount of____and____.

- a. **Power and position**
- b. Land and Labour
- c. Time and finance
- d. Labour and time

24) Which is the next function after planning ?

- a) Scheduling
- b) **Organizing**
- c) Staffing
- d) Decision making

25) ____gives power in the hands of center.

- a) Discipline
- b) Centralization
- c) Authority
- d) Responsibility

26) Discipline starts from____

- a. Top to bottom
- b. Bottom to top
- c. From middle
- d. None of these

27) Deciding in advance what to do,howto do and when to do is ?

- a. Planning
- b. Organizing
- c. Decision making
- d. Motivation

28) Which is not the type of plan ?

- a. Corporate plan
- b. Action plan
- c. Operational plan
- d. Management plan

29) Concentration is the work is possible by

- a. Authority
- b. Responsibility
- c. Stability
- d. All of the above

30) ____ is not the function of management.

- a. Decision Making
- b. Remuneration
- c. Organizing
- d. All of the above

Group 3

1.5 (types of organizations, steps in organizing)

1.6 (functional areas of management)

- 1) Which is the first step in organization forming?
 - a. Assignment of duties.
 - b. **Aims are determined.**
 - c. Identifying activities.
 - d. Formulating plans.
- 2) Structure of organization is represented by-----
 - a. **Organization chart.**
 - b. Organization brochure.
 - c. Organization draft.
 - d. None of the above.
- 3) Project organization has few forms. Which is correct one?
 - a. Balanced matrix.
 - b. Project matrix.
 - c. Functional matrix.
 - d. **All.**
- 4) Which is the correct limitation of project organization?
 - a. Heavy pressures of work.
 - b. Complication of functions.
 - c. Difference of opinions.
 - d. **All.**
- 5) Where line organization applicable?
 - a. Workshop.
 - b. Small firms.
 - c. Small process industries with automation.
 - d. **All.**

- 6) Functional organization is also called as-----
- a. Line organization.
 - b. **Staff organization.**
 - c. Project organization.
 - d. None of the above.
- 7) Functional organization is-----
- a. **Horizontal.**
 - b. Vertical.
 - c. Both (a) & (b).
 - d. None.
- 8) Which is the correct advantage of staff organization?
- a. Performance better than line.
 - b. Standardization in process.
 - c. More productivity than line.
 - d. **All.**
- 9) Which is not the correct disadvantage of staff organization?
- a. Discipline is lacking.
 - b. **Tack of specilazation.**
 - c. Ego of speciality.
 - d. Diddicult to handle experts.
- 10) Line and staff organization is----
- a. Horizontal.
 - b. Vertical.
 - c. **Both horizontal and vertical.**
 - d. None.
- 11) In an organization, the functional areas are-----
- a. Communication,production, and marketing.
 - b. **Production, marketing, and finance.**
 - c. Finance, production,and communication.
 - d. Marketing, communication and finance.
- 12) Which one of the following technique is used for determining allowance in time study?
- a. Acceptance sampling.
 - b. Linear regression.
 - c. Performance rating.
 - d. **Work sampling.**

- 13) Expediting functions consists in keeping a watch on----
- a. Operators activity.
 - b. **Flow of material and in case of trouble locate source of trouble.**
 - c. Minimizing the delays.
 - d. Making efficient dispatching.
- 14) The disadvantage of product layout is----
- a. **High initial investment for the specialized facilities.**
 - b. Skilled labour to operate machines.
 - c. Production time is longer,requiring more goods in inventory.
 - d. High cost of inspection.
- 15) At which place line organization is not possible?
- a. Small workshop.
 - b. Tiny firms.
 - c. Military department.
 - d. **Government company.**
- 16) ---is a process of dividing large organization into small and flexible administrative units.
- a. **Departmentation.**
 - b. Defragmentation.
 - c. Divisions formation.
 - d. None.
- 17) Good marketing is no accident,but a result of careful planning and----
- a. **Execution.**
 - b. Selling.
 - c. Strategies.
 - d. Research.
- 18) Marketers often use the term---to cover various grouping customers.
- a. People.
 - b. Buying power.
 - c. Demographic segment.
 - d. **Market.**
- 19) The buying process starts when the buyer recognizes a -----
- a. Product.
 - b. An advertisement for the product.
 - c. A salesperson from a previous visit.
 - d. **Problems or need.**
- 20) The meaning of the acronym HRM is----
- a. Human relation management.
 - b. Humanistic resource management.
 - c. **Human resource management.**
 - d. Human resourceful management

Group 4

1.7 Managerial Skills

- 1) In what order do managers typically perform the managerial functions?
 - a) organising, planning, controlling, leading
 - b) organising, leading, planning, controlling
 - c) **planning, organising, leading, controlling**
 - d) planning, organising, controlling, leading

- 2) Which one is not a recognised key skill of management?
 - a) Conceptual skills
 - b) Human skills
 - c) Technical skills
 - d) **Writing skills**

3. Communication is a part of skills.
 - a) **Soft**
 - b) Hard
 - c) Rough
 - d) Short

4. At what level of an organisation does a corporate manager operate?
 - a) Functional
 - b) Operational
 - c) Middle level
 - d) **Top level**

5. Communication is a two-way _____.
 - a) method
 - b) technique
 - c) **process**
 - d) system

6. A manager who possesses knowledge of the processes, equipment, and potential problems of an industry would possess what type of managerial skill?

- a) **technical**
- b) administrative
- c) interpersonal
- d) organizational

7. The three essential managerial skills are _____ .

- a. technical, human, and empirical
- b. human, empirical, and conceptual
- c. technical, interpersonal, and controlling
- d. **technical, human, and conceptual**

8. Understanding building codes would be considered a _____ skill for a building contractor.

- a) human
- b) **technical**
- c) conceptual
- d) empirical

9. Which of the following is true concerning technical and managerial skills?

- a) Human skills and technical skills remain equally important as managers move to higher levels.
- b) **Technical-skill needs remain necessary and human skills decrease as managers move to higher levels.**
- c) Human skills remain necessary and technical-skill needs decrease as managers move to higher levels.
- d) Both human-skill and technical-skill needs decrease as managers move to higher levels.

10. Managers with good _____ are able to get the best out of their people.

- a) **human skills**
- b) conceptual skills
- c) technical skills
- d) visual skills

11. Technical skills include _____ .

- a) knowledge of and efficiency in a certain specialized field
- b) **knowledge of and proficiency in a certain specialized field**
- c) knowledge of and interest in a general field of endeavor
- d) skill in and proficiency in a certain specialized field

12. The ability to work well with other people, both individually and in a group, use _____.

- a) technical skills
- b) behavioral skills
- c) planning skills
- d) human skills

13. Which of the following types of skills are described with terms such as abstract situations and visualization?

- a) interpersonal
- b) human
- c) technical
- d) conceptual

14. Which one of the following phrases is best associated with managerial conceptual skills?

- a) decision making
- b) communicating with customers
- c) using information to solve business problems
- d) product knowledge

15. Which of the following skills are more important at lower levels of management, as these managers are dealing directly with employees doing the organization's work?

- a) human
- b) technical
- c) conceptual
- d) empirical

16. An organization is _____.

- a) the physical location where people work
- b) a collection of individuals working for the same company
- c) a deliberate arrangement of people to accomplish some specific purpose
- d) a group of individuals focused on profit-making for their shareholders

17. A difference between traditional organizations and new organizations is that the new organizations will be more

- a) stable.
- b) command oriented.
- c) rule oriented.
- d) dynamic.

18. Management exists at the ____ level of the organization.

- a) Lower
- b) Middle
- c) Top
- d) All of the above

19. Understanding building codes would be considered a _____ skill for a building contractor.

- a) human
- b) technical
- c) conceptual
- d) empirical

20. One of the common characteristics of all organizations is _____ , which is typically expressed in terms of its goals.

- a) its people
- b) its goals
- c) its systematic structure
- d) its purpose

21. A deliberate arrangement of people to accomplish some specific purpose is

- a) a structure.
- b) a process.
- c) an organization.
- d) an assembly operation.

Group 5

2.1 Planning of supervisor

2.2 planning activity detailing Of following steps.

Q.1 planning is important part of which?

- a) public
- b) Private
- c) government
- d) all of the above

Q.2 In which of the following occupies the bottom – most position in the planning activity hierarchy?

- a) Corporate plan
- b) Sectional plan
- c) Divisional plan
- d) Departmental plan

Q.3 which of the following occupy the most of position in the planning activity hierarchy?

- a) corporate plan
- b) sectional plan
- c) divisional plan
- d) departmental plan

Q.4 Why planning is called Pervasive?

- a) it is remains active for long period of time ?
- b) it keeps changing dynamically visit on the environment
- c) it extends throughout the organization
- d) it applies to only of version of the organization

Q.5 ____Planning is the basis for functional planning is an organization?

- a) Operational planning
- b) coroperative planning
- c) proactive planning
- d) strategy planning

Q.6 Strategic planning involves a time horizon____

- a) 1-2 year
- b) 3-5 year
- c) more than 5 year
- d) 5-10 year

Q.7 __planning cover the initial organizational activities.

- a) Formal planning
- b) corperative planning
- c) proactive planning
- d) strategy planning

Q.8__training consists of long term objective for the organization.

- a) Formal planning
- b) corporate planning
- c) proactive planning
- d) strategic planning

Q.9 which of the following is an example of operational planning?

- a) Planet growth rate in sales
- b) diversification of business into new lines
- c) adjustment of production within available capacity
- d) all of the above

Q.10 Operational planning involves a time for horizon of__

- a) less than 1 year
- b) 2-3 years
- c) more than 5 year

Q.11 which of the following is an example of strategy planning?

- a) diversification of business into new line
- b) at judgement of production within available capacity
- c) Analysing past performance to increase the efficiency of operation
- d) all of the above

Q.12__planning is the basis for operational planning in an organization.

- a) formal planning
- b) Corporative planning
- c) proactive planning
- d) strategic planning

Q.13 which of the following statement is true?

- a) short term plan contributes to long term plans
- b) sound term is covers 1 years
- c) long term plans extend up to 15 years to 20 years all
- d) All of the above

Q.14 which of the following statement is false?

- a) short term plans contributes to long-term plans
- b) short-term usually covers one year
- c) long term plans extend up to 15 to 20 years
- d) long term of plants are made with reference to certain of lens

Q.15 Proactive planning happens_____

- a) after environmental changes
- b) before environmental changes
- c) along with environmental changes
- d) all of the above

Q.16 Reactive planning happens ____

- a) after environmental changes
- b) before environmental changes
- c) along with the environmental changes
- d) all of the above

Q.17 which of the following is described as interpretive planning

- a) Procurement
- b) Strategy
- c) Policies
- d) None of above

Q.18 Sequence of activities to implement the policies is ____

- a) Budget
- b) Program
- c) plan
- d) procedure

Q.19 which of the following planning requires continuous scanning of environment to noise changes take in places?

- a) Tactical
- b) Corporate
- c) reactive
- d) proactive

Q.20 Corporate planning cell can be composed of__

- a) Engineer
- b) economist
- c) Statisticians
- d) All of the above

Q.21 In separate ____ planning sale is formal informal planning.

- a) Formal
- b) Corporate
- c) Proactive
- d) strategic

Q.22 ____ is a type of plan

- a) standing plans
- b) single use plans
- c) resting plans
- d) both A and B

Q.23 Authority always from_____

- a) subordinate to superior
- b) superior to subordinate
- c) both A and B
- d) none of the above

Q.24 Responsibility always from_____

- a) subordinate to superior
- b) Superior to subordinate
- c) both A and B
- d) none of the above

Q.25 Planning process begin with_____

- a) identifying alternatives
- b) developing planning premise
- c) setting objectives
- d) selecting alternatives

Q.26 The Purpose and aim for which the organization is a setup and operate is called_____

- a) Procedure
- b) Strategy
- c) Policy
- d) objective

Q.27 which of the following is a single use plan?

- a) Budget
- b) Rules
- c) objectives
- d) Policies

Q.28 which of the following involved in planning process?

- a) Determine the way to attach two objects
- b) selection of objective
- c) Both A and B
- d) None of the above

Q.29 planning provides_____

- a) Basis for required mint and selections
- b) purpose and direction or of persons
- c) information to outsiders
- d) None of the above

Q.30 Planning is ____

- a) Forward looking
- b) backward looking
- c) both A and B
- d) None of the above

Q.31 planning is ____ process

- a) directing
- b) Thinking
- c) Forecasting
- d) None of the above

Q.32 The ____ motivate the ____ in free rein direction.

- a) Subordinate superior
- b) supervisor your subordinate
- c) both A and B
- d) none of the above

Group 6

2.3 Management (Prescribing Standard Forms For Variouss Activities.)

2.4 Management (Budgeting for material and manpowerr)

1) Material requisition is meant for _____.

- a. A purchase of material
- b. B supply of material from stores
- c. C. sale of material
- d. D. storage of material

2) ABC analysis is _____.

- a. At best Control
- b. Always better Control
- c. Average better Control
- d. All best control

3) _____ is the value of economic resources used as a result of producing or doing the thing costed.

- a) **Cost**
- b) Inventory
- c) Labour
- d) Overhead

3) Perpetual inventory system involves _____

- a) **Bincard and stores ledger**
- b) Bill of material and material requisition
- c) Purchase requisition and purchase order
- d) Inward and outward invoices

4) LIFO method of pricing of materials is more suitable when _____.

- a. **Material prices are rising**
- b. Material prices are falling
- c. Material prices are constant
- d. Material prices are fluctuating

5) Average method of pricing the material issues is useful when _____.

- a. Material prices are rising
- b. Material prices are falling
- c. Material prices are constant
- d. **Material prices are fluctuating**

6) .Scrap is.....

- a. **Residue of material**
- b. Wastage of material
- c. Surplus material
- d. Abnormal loss of material

7) is issued by store keeper against _____.

- a. **Material requisition**
- b. Material order
- c. Goods received note
- d. Purchase requisition

7) EOQ stands for _____.

- a. **Economic Order Quantity**
- b. Essential Order Quantity
- c. Economic Output Quantity
- d. Essential Output Quantity

8) Basic objective of cost accounting is _____

- a. Tax compliance.
- b. Financial audit.
- c. Cost ascertainment.
- d. Profit analysis.

9) Following are the physical resources

- a. Man
- b. Machine
- c. Material
- d. All.

10) What are the advantages of prescribing standard form in planning?

- a. Systematic planning
- b. Standardization
- c. Factual information
- d. The All above Machine.

11) Which information is not necessary in Raw-material acceptance form?

- 1. Quantity
- 2. Cycle –time
- 3. Inspected by
- 4. None of material

• **MCQ's on 2.4 : Budgeting for material and manpower**

1. Characteristics of budget are

- a. It is mainly a forecasting and controlling device.
- b. It is prepared in advance
- c. It is in connection with a definite future period.
- d. All are true

2. Which of the Following statement is wrong?

- a) Budget is made only for materials
- b) Budget is made for each purpose of business
- c) All functional budgets become part of the master budget
- d) Budgeting is future oriented

3. Which of the following statement is correct?

- a) Budgetary Control is a method of managing costs through preparation of budgets.
- b) Budgetary control includes Establishment of budgets for each purpose of the business.
- c) All are correct
- d) Budgetary control enables the management to perform business in the most professional manner

4. Which of the following Material budgeting does not ensures
 - a) High risk of inventory planning
 - b) purchase lead time
 - c) transportation cost
 - d) vendor relations

5. Following is not the part of material budgeting
 - a) Direct material budget
 - b) Store keeping budget
 - c) Material consumption budget
 - d) Material purchase budget

6. Following is not included in information in HR budget
 - a) Forecasting on number of employees
 - b) Recruitment budget
 - c) Employee travel budget
 - d) Overtime

7. MRP stands for in management
 - a) Maximum retailer Price
 - b) Material Planning resource
 - c) Manpower Recruitment price
 - d) Non of these

8. Which of the is following factors affecting material Budget
 - a) Production
 - b) Material cost
 - c) Management policy
 - d) All of the above

9. Types Budget based on
 - a) Time
 - b) Variability
 - c) Function
 - d) All of the above

10. Types of master budget does not include
 - a) Cash
 - b) Material
 - c) Production
 - d) Variables

Group 7

2.5 Organizing the physical resources

2.6. Matching Human need with job needs

2.5. Organizing the physical resources

1) In indexed allocation _____.

- A) Each file must occupy a set of contiguous blocks on the disk
- B) Each file is a linked list of disk blocks
- C) All the pointers to scattered blocks are placed together in one location
- D) None of the above.

2) In contiguous allocation _____.

- A) Each file must occupy a set of contiguous blocks on the disk.
- B) Each file is a linked list of disk blocks.
- C) All the pointers to scattered blocks are placed together in one location.
- D) None of the mention.

3) Managing of resources can be done by implementing.

- A) Protocols
- B) Algorithms
- C) Networks
- D) Protocols and algorithms

4) The better way to assess the pollution level of a water body is to calculate the.

- A) Nutrient level
- B) Number of organisms
- C) Coliform count
- D) Pesticide level.

5) Successful organizations do not achieve goals by chance but by following a deliberate process known as

- A) Planning
- B) Co-ordination
- C) Controlling
- D) Management**

6) Supervisor should plan for overall and effective utilization of

- A) Man
- B) Machine
- C) Material
- D) All of the above**

7) Following are the physical resources

- A) Man
- B) Machine
- C) Material
- D) All**

8) Supervisor organizes.....

- A) Man
- B) Machine
- C) Material
- D) All of these**

9) This is concept in manpower planning

- A) Matching needs of customer with
- B) Matching quality with quantify
- C) Matching human needs with job needs**
- D) None

10) Cycle time is concerned with

- A) Automobile
- B) Operators work
- C) Machine and process**
- D) Time office.

11) While allotting work to workers what kind of information is not important

- A) Qualification**
- B) Skills
- C) Abilities
- D) Specialties

2.6. Matching human need with job needs

1) What is human factor?

- A) Micro and macro issues of socio economic factor.
- B) Interrelated physiological, psychological and socio-ethical aspects of human being.**
- C) The entire concept of human behavior.
- D) None of the above.

2) Human resource planning is compulsory for_____

- A) Effective employee development program.
- B) Base for recruitment
- C) Base for selection policy
- D) All of these**

3) Human due diligence means investigation of

- A) Management team staff.
- B) Structure issues managerial capacity of a potential partner.
- C) Both (a) (b)**
- D) Financial due diligence.

4) Job specification includes

- A) Characteristics
- B) Psychological characteristics
- C) Personal characteristics
- D) All of these**

5) Job enlargement, job enrichment, job rotation and job simplifications are the various techniques used in an exercise.

- A) Job analysis**
- B) Job rotation
- C) Job enlargement
- D) Moods

6) In which method of recruitment, the organisation publicises job openings on bulletin boards, electronic media and similar outlets?

- A) Employee referrals
- B) Job posting**
- C) Employment details
- D) Job opening

7) _____ helps to develop job design.

- A) Job analysis**
- B) Job rotation
- C) Job enlargement
- D) Moods

8) Which information is not necessary job in description

- A) Job name
- B) Operations
- C) Cycle time

D) All

9) Supervisor is _____

- A) Engineer
- B) Manager
- c) Team leader

d) All of these

10) What are the important information to supervisor while planning

- A) Quantity of job by
- B) Delivery time
- C) Quality standard

D) All of these

11) Following qualities are not required in organizing skills of supervisor

- A) Planning
- B) Decision making
- C) Financial knowledge**
- D) Time arrangement

Group 8

2.7 Allotment of tasks to individuals and establishing relationship among persons working in a group

- 1) While allotting work to workers what information is not important?
 - a. **Qualification**
 - b. Skill
 - c. Abilities
 - d. Specialities
- 2) According to the text, which of the following is a reason why the use of teams in organizations has increased over the past few decades?
 - a) Leaders like teams better.
 - b) Teams thwart creative solutions.
 - c) **Teams build commitment to the implementation of innovative ideas.**
 - d) Teams are easier to manage than individuals.
- 3) Which of the following is defined as a small number of people with complementary skills who are committed to a common purpose, performance goals, and approach for which they hold themselves mutually accountable?
 - a) organization
 - b) collaboration
 - c) **team**
 - d) group
- 4) A work group interacts primarily to _____.
 - a) commit to a common purpose
 - b) **share information with other members**
 - c) be mutually accountable
 - d) share performance goals
- 5) Trust among team members is perhaps more important than trust in _____.
 - a) direct reports
 - b) **team leader**
 - c) supervisor
 - d) organization

6) The emphasis on leading teams, given that most organizations now use work teams to maximize organizational performance, is now recognized as a _____.

- a) core competence
- b) competitive strategy
- c) synergy
- d) learning strategy

7) How to allot the task?

- a) Study the task
- b) Find out manpower required
- c) Decide leader or head
- d) All of the above

8) Which of the following is not advantages of good relations in a group?

- a) People can not enjoy work in team
- b) Co-ordination becomes easier
- c) Strees level of work reduces
- d) Comfort level of subordinates increases

9) All of the following increase team effectiveness except...

- a) Understanding team timing
- b) Ignoring ineffective team processes
- c) Paying attention to team tasks
- d) Developing, using and reinforcing effective group no

10) Which of the following is NOT one of the task related functions within a team?

- a) Resource acquisition and management
- b) Work distribution
- c) Participation
- d) Commonly accepted mission

11) Which of the following is a way to increase participation?

- a) Plan the meetings and share meeting agendas with people beforehand
- b) Ask the leader of the group to run the meeting and talk the most.
- c) Encourage everyone to talk whenever they have something to say, even if another person is talking
- d) Point out dominating behavior to everyone.

12) Which of the following is not a way that norms form?

- a) A recent acceptable action
- b) Explicit statements
- c) Critical events
- d) Objective behavior evaluation

13) Following is not the characteristic of team functioning

- a) Autonomy
- b) Cohesion
- c) Confrontation
- d) Confrontation

14) Group is any number of people who does not manifest following

- a) Have a common purpose or objective.
- b) Interact with each other to accomplish their objectives.
- c) Are not aware of one another.
- d) Perceives them to be part of the group.

15) People come together as a work group to,

- a) Solve problems
- b) Attain goals
- c) Facilitate coordination
- d) All the above

16) Every organization has two types of groups on the basis of its structuring.

- a) Formal Groups
- b) Informal Groups
- c) Both a and b
- d) None of the above

17) Which is not an example of formal groups

- a) Committee
- b) Task force
- c) Work force
- d) reference groups

18) Which is not an example of informal groups

- a) Friendship groups
- b) Interest groups
- c) reference groups
- d) commands groups

19) Which is not an Advantages of group dynamics

- a) It creates good and pleasant work environment.
- b) Groups may spread rumors which affects productivity of work.
- c) It promotes the creativity.
- d) It reduces need of close supervision.

20) Group dynamics is a process in which people interact with each other in smaller groups to perform the assigned work.

- a) True
- b) False

Group 9

3.1 : Needs for directions and instructions to subordinates, completeness and feasibility of instructions.

3.2 : Personal counselling advanced predictions of possible mistakes.

1) Which of the following qualities in supervisor need for effective counselling ?

- A. Positive Thinking
- B. Sensitive mind
- C. Both A and B
- D. None of these

2) Which of the following is not a characteristics of directing ?

- A. Flows from top to bottom
- B. Direct initiate action
- C. It is a continuous process
- D. Ensuring order and Discipline

- 3) which of the following is the elements of Directing ?
A. Supervisory
B. Motivation
C. Leadership
D. All of the Above
- 4) Direction is concerned with following functions ?
A. Communication
B. Leadership
C. Forecasting and management
D. Supervising
- 5) Why personal counselling is needed?
A. Need Guidance
B. Excess of confidence
C. Mentally Fit
D. None of these
- 6) Which of the following is characteristic of Good Instructions?
A. Reasonable
B. Clearly defined
C. Preferably written
D. none of these
- 7) Which of the following method to Ensure Compliance to the orders ?
A. Force
B. Attitude
C. Command
D. None of these
- 8) What are the principles of directing?
A. Harmony of objectives
B. Unity of command
C. Both A & B
- 9) Which of the following uses of predications ?
A. Understand Scenario
B. Deviations in work
C. Losses can be maximized
D. None of the above
- 10) What are the Importance of Direction?
A. Planning & Control
B. Provide stability
C. Managerial Function
D. Initiate Direction
- 11) Choose from the following that does not include qualities of supervisor as a Counsellor.
A. Stable mind
B. Discouragement
C. Positive thinking

D. Sensitive mind

12) There cannot be perfection in work and improvement and in performance Without _____ and _____ subordinate.

- A. Direction, Instruction
- B. Instruction, Predication
- C. Feasibility, Completeness
- D. Direction, Predication

13) Direction can be learned and perfected only through _____ experience.

- A. Learning
- B. Working
- C. Long
- D. Small

14) Direction by Supervisor is a Function .

- A. Simple
- B. Direct
- C. Plain
- D. Complex

15) Decision taken supervisor Could be _____.

- A. Change in work schedule on rescheduling
- B. Decision regarding rejection of raw material or finished products.
- C. ↑or↓ in production depending on current situations
- D. All of the above

16) Which of the following condition for written Instructions ?

- A. Reasonable
- B. Specify the time
- C. Enforceable
- D. None of the above

17) Which of the following is not the function of Management.

- A. Staffing
- B. Planning
- C. Co-operation
- D. controlling

18) Personal Counselling is the techniques by which supervisor can _____.

- A. Teach & Trained employees
- B. Influence the employee
- C. Advice troubled employee to reduce his anxieties
- D. Come closer to employee

19) Which of the following features of complete and feasible Instruction.

- A. Clear and Simple
- B. Complex
- C. Easier
- D. Clearly defined

20) What are the need of Directions.

- A. Chance of mistakes
- B. Loss of resources
- C. Wastage of time
- D. All of the above

Group 10

3.3 elaborating descisions

3.4 managerial control

1) Managerial control is one of the primary task of_____

- a. Organisational leader
- b. Performing work
- c. Consuming timing
- d. Investigation of accident

2) Choose correct steps in control process

- a) Measurement of actual performance
- b) Setting performance standards
- c) Both a and b
- d) None of above

3) There are___types of disciplinary standards

- a) 5
- b) 2
- c) 6
- d) 4

4) How many ways to elaborating decision

- a) Eigh
- b) Three
- c) Two
- d) Five

5) Choice between alternatives also called as__

- a) Elaborating decision
- b) Rational descision
- c) Control
- d) None

- 6) Which kind of decision can be elaborated of the following
- a) Uniform
 - b) Linear
 - c) By conducting meetings
 - d) Safety investigation
- 7) How many basic departments in respect of process and quality standards
- a) 1
 - b) 2
 - c) 3
 - d) None of above
- 8) There are__ steps in control process
- a) 4
 - b) 5
 - c) 3
 - d) none of the above
- 9) Elaborate decision is the part of management
- a) True
 - b) False
- 10) Example of qualitative standards
- a) Improving time
 - b) Revenue to be earned
 - c) Faculty electrical equipment
 - d) Improving labour relations
- 11) Fire involving solid materials is of type_____.
- a) Time spent in performing task
 - b) Analysing deviations
 - c) Comparing performance with standards
 - d) All

- 12) Why understanding team is needed
- a) To control activities of team
 - b) Financial benefits
 - c) To assign team and work
 - d) A and c
- 13) Setting performance standards can be expressed in_
- a) Proportional
 - b) Quality and quantity
 - c) Qualitative and quantitative
 - d) All
- 14) What are 3 types of managerial control
- a) Financial, industrial, shares
 - b) Self, industrial, staff
 - c) Labour, determined, physical
 - d) Output, behavioural, clan control
- 15) There are several steps in control process
- a) True
 - b) False
- 16) Supervisor and manager help to archive quality standards and to control the operations.
- a) True
 - b) False
- 17) Benefits of supervisor
- a) Controlling the work is possible
 - b) Supervisor can take perfect descision
 - c) Both a and b
 - d) None of above
- 18) Need to elaborating descision .
- a) Confusion about descision
 - b) Both a and c
 - c) To create awareness about descision
 - d) None of above
- 19) Causes of deviation are __
- a) Obsolete machinary
 - b) Defective machinary
 - c) Defective process
 - d) All of the above
- 20) Corrective action to be taken for__
- a) Avoid hot work if possible
 - b) Technological upgradation in machinary
 - c) Improvement in physical condition of work

d) Both b and c

Group 11

3.5 Controlling methods.

- 1] Which is not the control technique?
- a) Past oriented and future oriented.
 - b) Market control.
 - c) Production control.**
 - d) Clan control.
- 2] There are generally _____ types of control system.
- a) 3
 - b) 4
 - c) 2**
 - d) 6
- 3] What are benefits to supervisor of understanding team?
- a) To take perfect decision.**
 - b) Promotion
 - c) Status
 - d) Increments
- 4] A good control system should be _____ rather than work-centered.
- a) Action centered
 - b) Management centered
 - c) Worker centered**
 - d) All of the above
- 5] Instructions by supervision should be _____.
- 1) Clear
 - 2) Simple
 - 3) On time
 - 4) Specific
- a) 1, 2 correct 3, 4 wrong
 - b) 1, 2 wrong 2, 4 correct
 - c) All correct**
 - d) All wrong
- 6] Steps in controlling process are _____.
- a) Settings performance standards
 - b) Measurement of actual performance
 - c) Comparing actual performance with standards
 - d) All of the above**

7] What is chronology of steps in control process?

- 1) Settings performance
- 2) Comparing actual performance
- 3) Taking corrective actions
- 4) Measurement of actual performance

a) 1 – 4 – 2 – 3

b) 1 – 2 – 4 – 3

c) 1 – 3 – 2 – 4

d) 2 – 1 – 4 – 3

8] Critical point control method is concerned with _____.

- a) Taking corrective action
- b) Measurement of actual performance

c) Analysing deviations

d) All the above

9] Operational control is also referred as _____.

- a) Planning control
- b) Task control**
- c) Corrective control
- d) Risk control

10) For controlling overall organizational performance, following techniques are used _____.

- a) Observation
- b) Performance evaluation
- c) Spot inspections

d) All

11) Following is not the quantitative control technique _____.

- a) Radio analysis
- b) Breakeven analysis
- c) Observation**
- d) Audits

12) For effective controlling by supervisor essential parameters are _____.

- a) Timely and forward looking
- b) Flexible
- c) Comprehensive

d) Above all

13) 1. Controlling should never be flexible.

2. Objectives of control should be clear.

- a) Only 1 correct
- b) Only 2 correct

c) Both correct

d) Both wrong

14) The benefit obtained from a control system should be _____ than the cost involved in implementing it.

a) More

b) Less

c) Equal

d) None of the above

15) 1. Control system should be periodically reviewed.

2. Control system should be flexible.

- a) Only 1 correct
- b) Only 2 correct
- c) Both correct**
- d) Both wrong

16) Why workers do resistance to managerial control?

- a) Too many controls
- b) Incomplete measurements
- c) Unreasonable standards
- d) **All the above**

17) Which is not the control technique?

- a) Past oriented and future oriented
- b) Market control
- c) Production control**
- d) Clan control

18) Controls due to government rules are _____.

- a) Past
- b) Future
- c) Market
- d) Bureaucratic**

19) Supervisor gives directions, checks their performance and help the workers. This is called_____.

- a) Unity of command
- b) Follow through**
- c) Harmony of objectives
- d) Efficient communication

20) Employees always dislike control because_____.

- a) They don't want control.
- b) They want to control management
- c) Controls are too many, incomplete in nature, unreasonable, discloses unpleasant facts**
- d) None of the above

Group 12

4.1 – Safety Management Measures.

4.2:-General safety norms for an industrial unit : prevention measures

1) Who can be responsible for accident ?

- a)Management
- b)Worker
- c)Working condition
- d)All the above**

2) Probability to the event that might occur X severity of the event if it occurs =

- a)Accident
- b)Hazard
- c)Risk**
- d)None of the above

3)A safety program consist of

- a)Three E's
- b)Four E's**
- c)Five E's
- d)Six E's

4)The following is used as safety device in machine

- a)Fail safe
- b)Safety interlocks
- c)Limit switches
- d)All the above**

5)Class-A fire consist of fire due to

- a)Wood**
- b)Oil
- c)Transformer
- d)Chemical

6)The only thing that can that can keep you safe consistency is

- a)Personal protective equipment
- b>Your supervisor
- c)Obeying all warning sings

d)Your attitude

7)Water is used to extinguish

- a)class-A fires
- b)Class-B fires
- c)Class-C fires**
- d)All the above

8)Check list for job safety analysis (JSA) consist of

- a)Work area, material, machine, tools**
- b)Men, machine, materials, tools
- c)Men, machine, work, area, tools
- d)Men, work area, material, tools

9) For household wiring and small units, the following should be used for safety measure

- a)MCB**
- b) ACB
- c)OCB
- d)MCCB

10)Decibel (db) is a unit used to measure

- a) Light
- b) sound**
- c) Frequency
- d)None of the above

TOPIC: 4.2- General safety norms for an industrial unit ; preventive measurement.

1)The safe way of working is

- a)An effective and right way of working**
- b)An ancient way of working
- c)A way of handling the work in a hurry
- d)A way of normal working

2)The purpose of a lock-out/tag-out procedure is to:

- a)Improve productivity on the job
- b)secure harmful energy sources to prevent injury**
- c)slow down work so technicians are lessstressed
- d)save money

3)Industrial safety management is that branch of management which is concerned with _____ hazard from the industries.

- a)Reducing
- b)controlling
- c)Eliminating
- d)All the above**

4)In work following facts are important.

- a)Specific work
- b)specified time
- c)specific area
- d)All the above**

5)Work permit set out the _____ required to do work safely under _____

- a)Risk, permission
- b)Function, Labour law
- c)Process, Higher authority
- d)Precautions, Risk management**

6)Safety management does not ensure _____

- a)Safe workplace
- b)Time management**
- c)Standardization of operation
- d)Investigation of accident

7)Safety management brings _____ of safety operations.

- a)Repeatability**
- b)Avoidance
- c)Control
- d)None

8)Safety management does not apply _____

- a)Standardization
- b)Ensure centralized compliances
- c)Do not use software**
- d)Safety investigation process

9) Safety management software do not share data among _____

- a) Medical staff
- b) Safety professionals
- c) Customers**
- d) Supervisor

10) TO give practice of evacuation in emergency _____ is done.

- a) Fire
- b) Fire drill**
- c) Fire fight
- d) Fire awareness

Group 13

4.3 Definition of Accident, types of accidents, causes of accidents

4.4 Fire hazards, fire drill

1. Accidents are:
 - a) A. Preventable
 - b) B. Costly
 - c) C. Part of life
 - d) **D. Both A and B**
2. If I have an accident or injury I should
 - a) A. Fix what I broke
 - b) **B. Tell my supervisor**
 - c) C. Keep working and not worry about it
 - d) D. Report it within a week
3. Most accidents are caused by
 - a) A. Bad weather
 - b) **B. People**
 - c) C. Equipment
 - d) D. Poor directions
4. I can help prevent accidents by
 - a) A. Using my own equipment
 - b) **B. Doing only what I am trained to do**
 - c) C. Riding in car pools
 - d) D. Helping others with their jobs
5. Most slip and fall accidents are caused by
 - a) A. Rain puddles
 - b) B. Things left on floors and walkways
 - c) C. Not watching where you walk
 - d) **D. Both B and C**
6. To help prevent accidents, people who use tools must
 - a) A. Be very careful
 - b) B. Not wear glasses
 - c) **C. Be trained and authorized to use them**
 - d) D. Not be sleepy

7. If I am unsure how to do a job I should
- a) **A. Ask my supervisor**
 - b) B. Try different ways of doing it
 - c) C. Ask a co-worker
 - d) D. Do the job slowly
8. Which of the following situations could lead to an accident
- a) A. Drinking coffee
 - b) **B. Not getting a good nights rest before work**
 - c) C. Reading on my break
 - d) D. Asking a supervisor how to do a job
9. Personal Protective Equipment such as safety shoes, glove and safety glasses
- a) A. Can be worn if I choose
 - b) **B. Are specifically required for some jobs**
 - c) C. Uncomfortable and not necessary
 - d) D. Belong to me
10. Safety Signs provide
- a) A. Information about hazardous areas
 - b) B. Caution information
 - c) C. Warnings
 - d) **D. All of the above**
11. If I see an accident at work, I should
- A. Talk to the person involved
 - a) B. Ignore it because it none of my business
 - b) C. Feel sorry for the person
 - c) **D. Tell my supervisor**
12. If I see an electrical hazard I should
- d) **A. Report it immediately**
 - e) B. Fix it on my next break
 - f) C. Not use the equipment
 - g) D. Both A and C

Fire hazards , fire drill .

1. Following extinguisher is suitable for cotton or other textile fire .

- a) Water
- b) Soda acid
- c) Foam
- d) The Dry chemicals**

2. Class -A fire consists of fire due to .

- a) Wood**
- b) Transformer
- c) Oil
- d) Chemical

3. Is best suited to extinguishing oil or flammable liquid fire .

- a) Soda acid
- b) Vaporizing liquid
- c) Foam**
- d) Dry chemical

4. The color coding for a water type fire extinguisher is ?

- a) Blue
- b) Cream
- c) Red**
- d) Black

5. The color coding for a Co2 fire extinguisher is ?

- a) Blue
- b) Cream
- c) Red
- d) Black**

6. Find mismatch color fire extinguisher ?
- a) Carbon dioxide (co2) – Black
 - b) Water -Red
 - c) Dry powder – Blue
 - d) Foam – yellow**
7. Besides a Co2 fire extinguisher , which type of fire extinguisher can you use on electrical fires ?
- a) Wet chemicals fire extinguisher
 - b) fire extinguisher**
 - c) Dry powder fire extinguisher
 - d) ☐ D . Water fire extinguisher
8. If your clothes catch on fire , you should
- a) Stop ,drop ,cover you're your face and roll over and over until the fire is out .**
 - b) Smother the flames with a blanket or rug .
 - c) Run
9. If you get burned , you should
- a) ☐ A . Put ice or butter on it .
 - b) ☐ B . Cool it with cold water**
 - c) ☐ C . Ask an adult what to do**
10. If there is a fire in your home , you should
- a) ☐ A . Hide until the firefighters find you .
 - b) ☐ B . Get out quickly and call 9-1-1 from a neighbor's house .**
 - c) ☐ C . Call 9-1-1 from your house .

11 . If you find matches or lighters you should

- a) ☐ A . Pick them up and put them in your pocket .
- b) ☐ B . Leave them where you found them and tell an adult**
- c) ☐ C . Pour water on them and throw them in the trash .

Group 14

4.5 safety procedure

4.6 work permits

- 1) Safety management does not ensure _____.
 - a. Safe workplace
 - b. Time management**
 - c. Standardization of operation
 - d. Investigation of accident
- 2) _____ improves the safety in an industry
 - e) reduced noise level**
 - a) good house keeping
 - b) material handling system
 - c) all of above
- 3) Industrial safety management is that branch of management which is concerned with _____ hazards from the industries.
 - a) controlling
 - b) reducing
 - c) eliminating
 - d) all of the above**
- 4) safety management deals with qualified _____.
 - a) Personal injury
 - b) Prevention of an accident**
 - c) Damage to the equipment
 - d) Loss of life
- 5) Safety management brings _____ to safety operations.
 - a) Repeatability**
 - b) Avoidance
 - c) Control
 - d) None

- 6) Safety management does not apply_____
- a) Standardization
 - b) Ensure centralized compliances
 - c) Do not use software
 - d) Safety investigation process
- 7) Safety management softwares do not share data among_____
- a) Medical staff
 - b) Safety Professionals
 - c) Customers
 - d) Supervisors
- 8) The _____ system used in safety management always help to record, manage and analyze safety related data.
- a) hardware
 - b) software
 - c) automatic
 - d) none of the above
- 9) Due to safety managements corrective actions are taken.
- a) True
 - b) False
- 10) Examples of fire hazards are _____
- a) Smoking
 - b) Overloading power sockets
 - c) Faculty electrical equipment
 - d) All of above
- 11) Fire involving solid materials is of type_____.
- a) A
 - b) B
 - c) C
 - d) D

12) Fire involving gases is of type_____.

- a) A
- b) B
- c) E
- d) D

13) Fire involving metals is of type_____.

- a) B
- b) C
- c) D
- d) E

14) E type of fire is by_____.

- a) Solid materials
- b) Gases
- c) Electrical apparatus
- d) Metals

15) Fire drill is _____.

- a) Drilling in fire
- b) Fire near drill
- c) Demo of fire evacuation training
- d) None of the above

16) Whom to communicate before doing fire drill operation?

- a) Fire marshall
- b) Fire commander
- c) Fire superintendent
- d) Fire inspector

17) Frequency of fire drill at fire prone places is_____.

- a) Once in a year
- b) Once in 6 months
- c) Once in 3 months
- d) Once in 2 months

18) Frequency of fire drill at non-fire prone places is_____.

- a) Once in a year
- b) Once in 6 months
- c) Once in 3 months
- d) Once in 2 months

19) Effects of fire are_____

- a) Impacts people, property and the environment
- b) Affects respiratory system
- c) Burning of skin
- d) All of the above

20) How to prevent fire hazards?

- a) Avoid hot work if possible
- b) Prevent overheating of machinery
- c) Store flammable liquids properly
- d) All of the above

Group 15

5.1 Necessity of acts, important definitions and Main provisions of acts.

5.2 :Industrial Acts :

1) As per the Factories Act “Adult” means a person who has completed year of age.	2) As per Factories Act, “.....” of a factory means the person who has ultimate control over the affairs of the factory.	3) As per Factories Act, “Child” means a person who has not completed hisyear of age.
a) Fifteenth	a) Manager	a) Fourteenth
b) Sixteenth	b) Owner	b) Fifteenth
c) Seventeenth	c) Director	c) Sixteenth
d) Eighteenth	d) Occupier	d) Eighteenth
Ans: d) Eighteenth	Ans: d) Occupier	Ans: b) Fifteenth

4) The Section 20 of the Factories act discusses about.....	5) Ensuring the safety, health and welfare of the employees is the primary purpose of the.....	6) The power of inspectors is discussed under of the Factories Act, 1948.
a) Drinking Water	a) Factories Act, 1948	a) Section 9
b) Lighting	b) Payment of Wages Act, 1936	b) Section 10
c) Spittoons	c) Equal Remuneration Act, 1976	c) Section 11
d) Latrines and Urinals	d) Industrial Disputes Act, 1947	d) Section 12
Ans: c) Spittoons	Ans: a) Factories Act, 1948	Ans: a) Section 9

7) Overtime under Section 59 (1) of the Factories Act, 1948 to the staff governed by the same should be calculated on.....	8) The Factories Act imposes the following obligations upon the employer in regard to his workers.	9) As per the Act, a person who has not completed his 15 th year of age is an.....
a) A daily basis or weekly basis, whichever is the prevalent practice	a) Health	a) Adolescent
b) A daily basis	b) Safety	b) Teenager
c) A weekly basis	c) Welfare	c) Child
d) A daily basis or weekly basis, whichever is more favorable to the employee	d) All the above	d) Adult
Ans: d) A daily basis or weekly basis, whichever is more favorable to the employee	Ans: d) All the above	Ans: c) Child

10) If any employee found violating the section 20 of Factories Act 1947 shall be fine upto.....	11) Who is responsible for payment to a person employed by him in a Factory under the Payment of wages Act 1936.
a) Rs.10	a) Accounts Manager
b) Rs.5	b) HR manager
c) Rs.15	c) Manager
d) Rs.20	d) Owner
Ans: b) Rs.5	Ans: c) Manager

15) The name of which of the following legislations has been recently changed ?ys about ?	16) Section..... of the Factories Act describes about the rights of the workers	17) In which year did the Industrial dispute act come into operation?	14) Under Workmen's Compensation Act, 1923
a) Workmens' Compensation Act	a) 111	a) 1947	a) Individual manager subordinate to an employer cannot act as managing agent.
b) Employees' State Insurance Act	b) 111A	b) 1949	b) Managing agent includes an individual manager subordinate to an employer.
c) Maternity Benefit Act	c) 110	c) 1959	c) Only employer can act as managing agent
d) Payment of Gratuity Act	d) 112	d) 1963	d) The appropriate government shall appoint managing agent
Ans: a) Workmens' Compensation Act	Ans: b) 111A	Ans: a) 1947	
c. work on near machinery in motion	c) Form No- 2A		
d. Workers participation in safety mgt.	d) Form No.1 A		

