

Course outline

How does an NPTEL online course work?

Week 0

Week 1

Lecture 01: Introduction to Management - I

Lecture 02 : Introduction to Management - II

Lecture 03: Introduction to Management - III

Lecture 04: Introduction to Management - IV

Quiz : Assignment 1

Solution for Assignment 1

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Assignment 1

The due date for submitting this assignment has passed.

Due on 2021-02-03, 23:59 IST.

As per our records you have not submitted this assignment.

1) Management is concerned with creating a work environment which is:

1 point

- ☐ Safe and well lit
- ☐ Clean and organized
- ☐ Provides excellent customer service
- ☐ Allows employees to do their work to the best of their ability

No, the answer is incorrect.

Score: 0

Accepted Answers:

Allows employees to do their work to the best of their ability

2) Someone who works with and through other people by coordinating their work activities in order to accomplish organizational goals is defined as:

1 point

- ☐ Assembly line worker
- ☐ Laborer
- ☐ Manager
- ☐ Salesperson

No, the answer is incorrect.

Score: 0

Accepted Answers:

Manager

3) Which one of the following is not a characteristics of excellent enterprises:

1 point

- ☐ Action orientation
- ☐ Entrepreneurial orientation
- ☐ Learned about the needs of their customers
- ☐ Complex organization structure

No, the answer is incorrect.

Score: 0

Accepted Answers:

Complex organization structure

4) What are the three informational roles of managers?

1 point

- ☐ Figurehead, leader and liaison
- ☐ Monitor, disseminator and spokesperson
- ☐ Director, coordinator and disseminator
- ☐ Entrepreneur, negotiator and resource allocator

No, the answer is incorrect.

Score: 0

Accepted Answers:

Monitor, disseminator and spokesperson

5) Which of the following is a correct order of managerial function?

1 point

- ☐ Organizing, planning, controlling and leading
- ☐ Organizing, leading, planning and controlling
- ☐ Planning, organizing, leading and controlling
- ☐ Planning, controlling, leading and organizing

No, the answer is incorrect.

Score: 0

Accepted Answers:

Planning, organizing, leading and controlling

6) What are the common characteristics of organizations?

1 point

- ☐ Distinct purpose
- ☐ Deliberate structure
- ☐ Composed of people
- ☐ All of the above

No, the answer is incorrect.

Score: 0

Accepted Answers:

All of the above

7) All three of Mintzberg's interpersonal roles are part of the _____ function?

1 point

- ☐ Organizing
- ☐ Planning
- ☐ Leading
- ☐ Controlling

No, the answer is incorrect.

Score: 0

Accepted Answers:

Leading

8) Organizing includes:

1 point

- ☐ Defining organizational goals
- ☐ Hiring organizational members
- ☐ Motivating organizational members
- ☐ Determining who does what tasks

No, the answer is incorrect.

Score: 0

Accepted Answers:

Determining who does what tasks

9) Efficiency is defined to:

1 point

- ☐ the relationship between inputs and outputs
- ☐ the additive relationship between costs and benefits
- ☐ the exponential nature of costs and outputs
- ☐ increasing outputs regardless of cost

No, the answer is incorrect.

Score: 0

Accepted Answers:

the relationship between inputs and outputs

10) Multistream approach does not include:

1 point

- ☐ Profit maximization
- ☐ Maximizing benefits of stakeholders
- ☐ Ecological safety
- ☐ Social justice

No, the answer is incorrect.

Score: 0

Accepted Answers:

Profit maximization

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Week 1

Week 2

● Lecture 05 : Evolution of Management - I

● Lecture 06 : Evolution of Management - II

● Lecture 07 : Evolution of Management III

● Lecture 08: Evolution of Management - IV

○ Quiz : Assignment 2

● Solution for Assignment 2

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Assignment 2

The due date for submitting this assignment has passed.

Due on 2021-02-07, 23:59 IST.

As per our records you have not submitted this assignment.

1) General administrative theory focuses on

1 point

- ☐ Entire organization
- ☐ Managers and administrators
- ☐ Accounting function
- ☐ Measurement of organizational design relationships

No, the answer is incorrect.
Score: 0

Accepted Answers:
Entire organization

2) Who is known as the father of scientific management?

1 point

- ☐ Harold Koontz
- ☐ F. W. Taylor
- ☐ Max Weber
- ☐ Henry Fayol

No, the answer is incorrect.
Score: 0

Accepted Answers:
F. W. Taylor

3) Principles of Scientific Management were more concerned with the problems at

1 point

- ☐ Middle level
- ☐ Higher level
- ☐ Operation level
- ☐ Lower level

No, the answer is incorrect.
Score: 0

Accepted Answers:
Operation level

4) Which one of the following is the chronological order of evolution of management approaches

1 point

- ☐ Behavioral, Classical, Contemporary, Quantitative
- ☐ Classical, Behavioral, Quantitative, Contemporary
- ☐ Behavioral, Classical, Quantitative, Contemporary
- ☐ Contemporary, Classical, Behavioral, Quantitative

No, the answer is incorrect.
Score: 0

Accepted Answers:
Classical, Behavioral, Quantitative, Contemporary

5) Red tapism is associated with

1 point

- ☐ Scientific Management
- ☐ Administrative Management
- ☐ Bureaucracy
- ☐ Time and motion studies

No, the answer is incorrect.
Score: 0

Accepted Answers:
Bureaucracy

6) Who has authored *Wealth of Nations*?

1 point

- ☐ Adam Smith
- ☐ Max Weber
- ☐ F. W. Taylor
- ☐ Elton Mayo

No, the answer is incorrect.
Score: 0

Accepted Answers:
Adam Smith

7) Which of the following is not one of Fayol's principles of management?

1 point

- ☐ Division of work
- ☐ Unity of command
- ☐ Ddiscipline
- ☐ Eequality

No, the answer is incorrect.
Score: 0

Accepted Answers:
Eequality

8) Bureaucracy is defined as a form of organization characterized by:

1 point

- ☐ Division of labor
- ☐ Clearly defined hierarchy
- ☐ Detailed rules and regulations
- ☐ All of the above

No, the answer is incorrect.
Score: 0

Accepted Answers:
All of the above

9) The quantitative approach involves application of:

1 point

- ☐ Statistics, information models, and computer simulations
- ☐ Psychology testing, focus groups, and mathematics
- ☐ Optimization models, interviews, and questionnaires
- ☐ Surveys, strategic planning, and group problem solving

No, the answer is incorrect.
Score: 0

Accepted Answers:
Statistics, information models, and computer simulations

10) Open organizations:

1 point

- ☐ interact with their environments
- ☐ consist of interdependent parts
- ☐ are influenced by their environments, but do not interact with them
- ☐ operate independently of their environments

No, the answer is incorrect.
Score: 0

Accepted Answers:
interact with their environments

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How does an NPTEL online course work?

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Week 3

- Lecture 09 : Planning - I
- Lecture 10 : Planning - II
- Lecture 11 : Planning - III
- Lecture 12 : Planning - IV
- Lecture 13 : Planning - V

Quiz : Assignment 3

Solution for Assignment 3

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Assignment 3

The due date for submitting this assignment has passed.

Due on 2021-02-10, 23:59 IST.

As per our records you have not submitted this assignment.

1) Business unit strategies are decided by:

1 point

- ☐ Top management
- ☐ Leaders of individual strategic business units
- ☐ Functional heads
- ☐ Lower level managers

No, the answer is incorrect.

Score: 0

Accepted Answers:

Leaders of individual strategic business units

2) General environment does not include:

1 point

- ☐ Socio-demographic factors
- ☐ Political factors
- ☐ Economic factors
- ☐ Organizational culture

No, the answer is incorrect.

Score: 0

Accepted Answers:

Organizational culture

3) An organization's specific environment is:

1 point

- ☐ unique and changes with conditions
- ☐ the same regardless of the organization's age
- ☐ is determined by the top level of management
- ☐ must be quantified to establish its existence

No, the answer is incorrect.

Score: 0

Accepted Answers:

unique and changes with conditions

4) Statement 1: General environment includes economic, political, sociocultural, demographic, and global conditions.
Statement 2: Managers must consider these conditions as they plan, organize, lead, and control.

1 point

- ☐ Only Statement 1 is correct
- ☐ Only Statement 2 is correct
- ☐ Statement 1 is correct, Statement 2 is incorrect
- ☐ Both statements are correct

No, the answer is incorrect.

Score: 0

Accepted Answers:

Both statements are correct

5) Automation represents an example of which general environmental factor?

1 point

- ☐ Demographic
- ☐ Political/Legal
- ☐ Technological
- ☐ Economic

No, the answer is incorrect.

Score: 0

Accepted Answers:

Technological

6) Directional versus specific plans are categorized by:

1 point

- ☐ Breadth
- ☐ Specificity
- ☐ Frequency of use
- ☐ Depth

No, the answer is incorrect.

Score: 0

Accepted Answers:

Specificity

7) Statement 1: Strategic plans tend to cover a longer period of time than operational goals
Statement 2: Strategic plans cover the financial projections of the planning period

1 point

- ☐ Both statements are correct
- ☐ Only Statement 2 is correct
- ☐ Statement 1 is correct, Statement 2 is incorrect
- ☐ None of the statements are correct

No, the answer is incorrect.

Score: 0

Accepted Answers:

Statement 1 is correct, Statement 2 is incorrect

8) Functional-level strategy directly supports:

1 point

- ☐ Corporate strategy
- ☐ Competitive strategy
- ☐ Differentiation strategy
- ☐ Focus strategy

No, the answer is incorrect.

Score: 0

Accepted Answers:

Competitive strategy

9) Differentiation as a strategy requires a firm to:

1 point

- ☐ aggressively search out efficiencies to maintain the lowest cost structure
- ☐ be unique in its product offering
- ☐ aim at a cost advantage in a niche market
- ☐ aim to be similar to its competition in all operations

No, the answer is incorrect.

Score: 0

Accepted Answers:

be unique in its product offering

10) In the BCG matrix, a business unit that exists in a high anticipated growth rate and a low market share is known as:

1 point

- ☐ Cash cow
- ☐ Star
- ☐ Dog
- ☐ Question mark

No, the answer is incorrect.

Score: 0

Accepted Answers:

Question mark

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How does an NPTEL online course work?

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Week 4

● Lecture 14 : Forecasting and Premising - I

● Lecture 15 : Forecasting and Premising - II

● Lecture 16 : Forecasting and Premising - III

● Lecture 17 : Forecasting and Premising - IV

○ Quiz : Assignment 4

● Solution for Assignment 4

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Assignment 4

The due date for submitting this assignment has passed.

Due on 2021-02-17, 23:59 IST.

As per our records you have not submitted this assignment.

1) Which of the following is not a qualitative forecasting technique?

1 point

- ☐ Surveys of consumer expenditure plans
- ☐ Perspectives of foreign advisory councils
- ☐ Consumer intention polling
- ☐ Time-series analysis

No, the answer is incorrect.
Score: 0

Accepted Answers:
Time-series analysis

2) Which of the following is not one of the four types of variation that is estimated in time-series analysis?

1 point

- ☐ Predictable
- ☐ Trend
- ☐ Cyclical
- ☐ Irregular

No, the answer is incorrect.
Score: 0

Accepted Answers:
Predictable

3) Quantitative forecasting techniques include:

1 point

- ☐ Consumer surveys
- ☐ Exponential smoothing
- ☐ Manager opinions
- ☐ Delphi method

No, the answer is incorrect.
Score: 0

Accepted Answers:
Exponential smoothing

4) Considering the forecasting periods, the plans that are for the tenure of 1-5 years are:

1 point

- ☐ intermediate plans
- ☐ long terms plans
- ☐ long terms plans
- ☐ none of the above

No, the answer is incorrect.
Score: 0

Accepted Answers:
intermediate plans

5) Statement 1: Quantitative forecasting applies a set of mathematical rules to a series of past data to predict outcomes

1 point

Statement 2: Quantitative forecasting are not preferred when managers have sufficient hard data.

- ☐ Both statements are incorrect.
- ☐ Both statements are correct.
- ☐ Statement 1 is incorrect, statement 2 is correct
- ☐ Statement 1 is correct, statement 2 is incorrect

No, the answer is incorrect.
Score: 0

Accepted Answers:
Statement 1 is correct, statement 2 is incorrect

6) The ideal order for conducting these 4 types of forecasts is:

1 point

- ☐ Market Potential, Sales Potential, Market Forecast, Sales Forecast
- ☐ Market Potential, Market Forecast, Sales Potential, Sales Forecast
- ☐ Sales Potential, Market Potential, Sales Forecast, Market Forecast
- ☐ Sales Forecast, Market Potential, Market Forecast, Sales Potential

No, the answer is incorrect.
Score: 0

Accepted Answers:
Market Potential, Market Forecast, Sales Potential, Sales Forecast

7) The most important consideration in choosing the best sales forecasting method would be:

1 point

- ☐ What type of method your top competitor is using
- ☐ The trustworthiness of your sales team
- ☐ The amount, quality, and stability of the data available
- ☐ Whether you have at least 10 years worth of sales data

No, the answer is incorrect.
Score: 0

Accepted Answers:
The amount, quality, and stability of the data available

8) Which of the following forecasting technique is used with only one variable?

1 point

- ☐ Simple correlation
- ☐ Multiple correlation
- ☐ Multiple regression
- ☐ Simple regression

No, the answer is incorrect.
Score: 0

Accepted Answers:
Simple regression

9) Qualitative method of forecasting depends upon?

1 point

- ☐ Scientific methods
- ☐ Mathematical techniques
- ☐ Statistical techniques
- ☐ Opinions and judgement

No, the answer is incorrect.
Score: 0

Accepted Answers:
Opinions and judgement

10) Statement 1: Qualitative data is most appropriate when historical data is available.

1 point

Statement 2: Qualitative data is subjective in nature.

- ☐ Both statements are incorrect.
- ☐ Both statements are correct.
- ☐ Statement 1 is incorrect, statement 2 is correct.
- ☐ Statement 1 is correct, statement 2 is incorrect.

No, the answer is incorrect.
Score: 0

Accepted Answers:
Both statements are correct.

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How does an NPTEL online course work?

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Lecture 18 : Decision Making - I

Lecture 19 : Decision Making - II

Lecture 20 : Decision Making - III

Lecture 21 : Decision Making - IV

Lecture 22 : Decision Making - V

Quiz : Assignment 5

Solution for Assignment 5

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Assignment 5

The due date for submitting this assignment has passed.

Due on 2021-02-24, 23:59 IST.

As per our records you have not submitted this assignment.

1) Which of the following statements is true concerning problem identification?

1 point

- ☐ Problems are generally obvious
- ☐ A symptom and a problem are basically the same
- ☐ Well-trained managers generally agree on what is considered a problem
- ☐ The problem must be such that it exerts some type of pressure on the manager to act

No, the answer is incorrect.

Score: 0

Accepted Answers:

The problem must be such that it exerts some type of pressure on the manager to act

2) When decision makers seek out information that reaffirms their past choices and discount information that contradicts past judgments, they are exhibiting:

1 point

- ☐ availability bias
- ☐ confirmation bias
- ☐ anchoring effect
- ☐ self-serving bias

No, the answer is incorrect.

Score: 0

Accepted Answers:

confirmation bias

3) Non-programmed decisions are typically made under a condition of:

1 point

- ☐ certainty
- ☐ low levels of risk
- ☐ uncertainty
- ☐ reliability

No, the answer is incorrect.

Score: 0

Accepted Answers:

uncertainty

4) Lower-level managers typically confront what type of decision making?

1 point

- ☐ programmed
- ☐ nonroutine
- ☐ unique
- ☐ non-programmed

No, the answer is incorrect.

Score: 0

Accepted Answers:

programmed

5) Unstructured problems:

1 point

- ☐ are easily solved
- ☐ present familiar circumstances
- ☐ force managers to deal with incomplete or ambiguous information
- ☐ are routine

No, the answer is incorrect.

Score: 0

Accepted Answers:

force managers to deal with incomplete or ambiguous information

6) What is an explicit statement that tells a manager what he or she can or cannot do?

1 point

- ☐ procedure
- ☐ policy
- ☐ rule
- ☐ solution

No, the answer is incorrect.

Score: 0

Accepted Answers:

rule

7) When problems are _____, managers must rely on _____ in order to develop unique solutions.

1 point

- ☐ structured; nonprogrammed decision making
- ☐ structured; pure intuition
- ☐ unstructured; non-programmed decision making
- ☐ unstructured; programmed decision making

No, the answer is incorrect.

Score: 0

Accepted Answers:

unstructured; non-programmed decision making

8) Which of the following problems are straightforward, familiar, and easily defined?

1 point

- ☐ Unstructured problems
- ☐ Structured problems
- ☐ Unique problems
- ☐ Non-programmed problems

No, the answer is incorrect.

Score: 0

Accepted Answers:

Structured problems

9) Intuitive decision making is:

1 point

- ☐ not utilized in organizations
- ☐ a conscious process based on accumulated judgment
- ☐ making decisions based on experience, feelings, and accumulated judgment
- ☐ important in supporting escalation of commitment

No, the answer is incorrect.

Score: 0

Accepted Answers:

making decisions based on experience, feelings, and accumulated judgment

10) Statement 1: The anchoring effect describes when decision makers fixate on initial information as a starting point and then, once set, they fail to adequately adjust for subsequent information.

Statement 2: The availability bias describes when decision makers try to create meaning out of random events.

- ☐ Statement 1 is correct, statement 2 is incorrect
- ☐ Both statements are correct
- ☐ Statement 1 is incorrect, statement 2 is correct
- ☐ Both statments are incorrect

No, the answer is incorrect.

Score: 0

Accepted Answers:

Statement 1 is correct, statement 2 is incorrect

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● Lecture 23 : Management By Objectives - I

● Lecture 24 : Management By Objectives - II

● Lecture 25 : Management By Objectives - III

● Lecture 26 : Styles of Management - I

● Lecture 27 : Styles of Management - II

● Lecture 28 : Styles of Management - III

○ Quiz : Assignment 6

● Solution for Assignment 6

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Assignment 6

The due date for submitting this assignment has passed.

Due on 2021-03-03, 23:59 IST.

As per our records you have not submitted this assignment.

1) Management by objectives (MBO) is a management system in which the first step is setting specific performance goals that are _____. 1 point

- ☐ established that can be easily accomplished
- ☐ jointly determined by employees and their managers
- ☐ determined by top management with clarity so that the objectives are clear to even the most incompetent employee
- ☐ developed in such a manner that the employees are self-directed and do not need supervision

No, the answer is incorrect.
Score: 0

Accepted Answers:
jointly determined by employees and their managers

2) Management by objectives (MBO) was given by Peter Drucker in his book: 1 point

- ☐ Innovation and Entrepreneurship
- ☐ Management: Tasks, Responsibilities and Practice
- ☐ Practice of Management
- ☐ The Effective Executive

No, the answer is incorrect.
Score: 0

Accepted Answers:
Practice of Management

3) Statement 1: Goals and objectives are two terms used interchangeably in the planning process. Statement 2: Strategic goals are related to the financial performance of the organization. 1 point

- ☐ Statement 1 is incorrect, statement 2 is correct
- ☐ Both statements are correct
- ☐ Statement 1 is correct, statement 2 is incorrect
- ☐ Both statements are incorrect

No, the answer is incorrect.
Score: 0

Accepted Answers:
Statement 1 is correct, statement 2 is incorrect

4) In the MBO system: 1 point

- ☐ objectives are determined by management
- ☐ goals are only reviewed at the time of completion
- ☐ goals are used as controls
- ☐ progress toward objectives is periodically reviewed

No, the answer is incorrect.
Score: 0

Accepted Answers:
progress toward objectives is periodically reviewed

5) Select non-verifiable objective: 1 point

- ☐ To achieve a return on investment of 12 % at the end of fiscal year 2021-22
- ☐ To increase production output by 5 % by December 2021
- ☐ To issue a two-page monthly newsletter beginning April 2021
- ☐ To develop better managers

No, the answer is incorrect.
Score: 0

Accepted Answers:
To develop better managers

6) Which of the following management practices is associated more with American managers than with Japanese managers? 1 point

- ☐ Emphasize long range planning
- ☐ Invest in human resources as a competitive strategy
- ☐ Base decisions on constrained optimization techniques
- ☐ Emphasize quality at the source

No, the answer is incorrect.
Score: 0

Accepted Answers:
Base decisions on constrained optimization techniques

7) The following is not true for MBO: 1 point

- ☐ It acts an effective performance appraisal tool
- ☐ The superior evaluate the individual concerned
- ☐ It forces the management to plan the activities in a systematic way
- ☐ Better management and improved communication

No, the answer is incorrect.
Score: 0

Accepted Answers:
The superior evaluate the individual concerned

8) What is the disadvantage of MBO? 1 point

- ☐ time consuming
- ☐ requires large capital
- ☐ requires large pool of human capital
- ☐ All of the above

No, the answer is incorrect.
Score: 0

Accepted Answers:
time consuming

9) American managers, as opposed to Japanese managers, tend to place more emphasis on 1 point

- ☐ individual performance
- ☐ cross training workers
- ☐ teamwork
- ☐ all of the above

No, the answer is incorrect.
Score: 0

Accepted Answers:
individual performance

10) Statement 1: In MBO, goals are often less well-defined, giving managers and employees more flexibility to respond to changing conditions. Statement 2: An MBO program consists of four elements: loose goals, participative decision making, an explicit time period, and performance feedback. 1 point

- ☐ Statement 1 is incorrect, statement 2 is correct
- ☐ Both statements are correct
- ☐ Statement 1 is correct, statement 2 is incorrect
- ☐ Both statements are incorrect

No, the answer is incorrect.
Score: 0

Accepted Answers:
Both statements are incorrect

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Lecture 29 : Organizing and Directing - I

Lecture 30 : Organizing and Directing - II

Lecture 31 : Organizing and Directing - III

Lecture 32 : Organizing and Directing - IV

Lecture 33 : Organizing and Directing - V

Quiz : Assignment 7

Solution for Assignment 7

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Assignment 7

The due date for submitting this assignment has passed.

Due on 2021-03-10, 23:59 IST.

As per our records you have not submitted this assignment.

1) The formal arrangement of jobs within an organization is called:

1 point

- ☐ Departmentalization
- ☐ Organizational design
- ☐ Organizational structure
- ☐ Work specialization

No, the answer is incorrect.
Score: 0

Accepted Answers:
Organizational structure

2) On what basis are jobs grouped in order to accomplish organizational goals?

1 point

- ☐ Departmentalization
- ☐ Centralization
- ☐ Formalization
- ☐ Coordination

No, the answer is incorrect.
Score: 0

Accepted Answers:
Departmentalization

3) The line of authority that extends from the upper levels of management to the lowest levels of the organization is called:

1 point

- ☐ Authorized line of responsibility
- ☐ Unity of command
- ☐ Responsibility factor
- ☐ Chain of command

No, the answer is incorrect.
Score: 0

Accepted Answers:
Chain of command

4) The theory that a person should report to only one manager is called:

1 point

- ☐ Authorized line of responsibility
- ☐ Unity of command
- ☐ Responsibility factor
- ☐ Chain of command

No, the answer is incorrect.
Score: 0

Accepted Answers:
Unity of command

5) Statement 1: A term for increased decentralization is employee empowerment, which is giving employees more authority to make decisions.
Statement 2: Many of today's organizations are extremely reliant on strict rules and standardization to guide and regulate employee behavior.

1 point

- ☐ Statement 1 is correct, statement 2 is incorrect
- ☐ Statement 1 is incorrect, statement 2 is correct
- ☐ Both statements are correct
- ☐ Both statements are incorrect

No, the answer is incorrect.
Score: 0

Accepted Answers:
Statement 1 is correct, statement 2 is incorrect

6) An organization that outsources major business functions such as manufacturing, allowing the firm to concentrate on its core competencies is called:

1 point

- ☐ Network
- ☐ Virtual
- ☐ Modular
- ☐ Learning

No, the answer is incorrect.
Score: 0

Accepted Answers:
Network

7) Which design is not limited to horizontal, vertical, or external boundary imposed by a conventional structure?

1 point

- ☐ Learning organization
- ☐ Threatened organization
- ☐ Functional organization
- ☐ Boundaryless organization

No, the answer is incorrect.
Score: 0

Accepted Answers:
Boundaryless organization

8) A matrix structure violates a key element of organizational design called:

1 point

- ☐ Unity of command
- ☐ Chain of command
- ☐ Span of management
- ☐ Decentralization

No, the answer is incorrect.
Score: 0

Accepted Answers:
Unity of command

9) A small business with low departmentalization, wide spans of control, centralized authority, and limited formalization can be said to be:

1 point

- ☐ Simple
- ☐ Functional
- ☐ Divisional
- ☐ Matrix

No, the answer is incorrect.
Score: 0

Accepted Answers:
Simple

10) Which organization is able to change rapidly as needs require :

1 point

- ☐ Mechanistic
- ☐ Horizontal
- ☐ Vertical
- ☐ Organic

No, the answer is incorrect.
Score: 0

Accepted Answers:
Organic

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 Lecture 34 : Staffing and Coordination - I


 Lecture 35 : Staffing and Coordination - II


 Lecture 36 : Staffing and Coordination - III


 Lecture 37 : Staffing and Coordination - IV

 Lecture 38 : Staffing and Coordination - V

 Lecture 39 : Staffing and Coordination - VI

 Lecture 40 : Staffing and Coordination - VII

 Lecture 41 : Staffing and Coordination - VIII

 Quiz : Assignment 8

 Solution for Assignment 8

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Assignment 8

The due date for submitting this assignment has passed.

Due on 2021-03-17, 23:59 IST.

As per our records you have not submitted this assignment.

1) Which activities of the human resource management (HRM) process ensure that competent employees are identified and selected: 1 point

- ☐ Human resource planning, recruitment and selection
- ☐ Human resource planning, recruitment and training
- ☐ Recruitment, selection and training
- ☐ Recruitment, selection and compensation

No, the answer is incorrect.

Score: 0

Accepted Answers:

Human resource planning, recruitment and selection

2) A performance appraisal system that combines a graphic rating scale and a critical incident system into one process is a(n): 1 point

- ☐ Written essay
- ☐ 360-degree feedback
- ☐ Objective
- ☐ Behaviorally Anchored Rating Scale

No, the answer is incorrect.

Score: 0

Accepted Answers:

Behaviorally Anchored Rating Scale

3) An assessment that defines the jobs and behaviors necessary to perform the job is known as a: 1 point

- ☐ Job description
- ☐ Job specification
- ☐ Goal-oriented job definition
- ☐ Job analysis

No, the answer is incorrect.

Score: 0

Accepted Answers:

Job analysis

4) Statement 1: Human resource planning can be condensed into two steps: assessing current human resources and assessing and meeting future resource needs. 1 point

Statement 2: The beginning point for any human resource planning process is the examination of the current human resource status by making an analysis of customer demands.

- ☐ Both statements are correct
- ☐ Statement 2 is correct, Statement 1 is incorrect
- ☐ Both statements are incorrect
- ☐ Statement 1 is correct, Statement 2 is incorrect

No, the answer is incorrect.

Score: 0

Accepted Answers:

Statement 1 is correct, Statement 2 is incorrect

5) Recruitment is the process of: 1 point

- ☐ Hiring employees from competitors
- ☐ Locating, identifying, and attracting potential employees
- ☐ Measuring the pressure in the local labor market
- ☐ Hiring from outside the organization

No, the answer is incorrect.

Score: 0

Accepted Answers:

Locating, identifying, and attracting potential employees

6) Which of the following performance appraisal method, utilizes feedback from supervisors, employees, and coworkers. 1 point

- ☐ Management by objectives
- ☐ 360-degree feedback
- ☐ Critical incidents
- ☐ Graphic rating scales

No, the answer is incorrect.

Score: 0

Accepted Answers:

360-degree feedback

7) A written statement that describes a job to include; job content, environment, and conditions of employment is called a: 1 point

- ☐ Job specification
- ☐ Process departmentalization
- ☐ Goal-oriented job definition
- ☐ Job description

No, the answer is incorrect.

Score: 0

Accepted Answers:

Job description

8) Successful orientation results in an outsider-insider transition that: 1 point

- ☐ Makes the new member feel uncomfortable
- ☐ Helps the new member feel fairly well adjusted
- ☐ Lowers the likelihood of high work performance
- ☐ Increases the probability of a surprise resignation

No, the answer is incorrect.

Score: 0

Accepted Answers:

Helps the new member feel fairly well adjusted

9) What is considered a technology-based training method? 1 point

- ☐ Classroom lectures
- ☐ Experiential exercises
- ☐ Videoconferencing/teleconferencing/satellite TV
- ☐ Workbooks/manuals

No, the answer is incorrect.

Score: 0

Accepted Answers:

Videoconferencing/teleconferencing/satellite TV

10) A process of setting standards and measuring employee performance to arrive at performance standards is known as: 1 point

- ☐ Time and motion study
- ☐ Benchmarking
- ☐ Legal influence arrangements
- ☐ Performance management system

No, the answer is incorrect.

Score: 0

Accepted Answers:

Performance management system

Course outline

How does an NPTEL online course work?

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Lecture 42 : Career Development Strategy - I

Lecture 43 : Career Development Strategy - II

Lecture 44 : Career Development Strategy - III

Lecture 45 : Career Development Strategy - IV

Lecture 46 : Career Development Strategy - V

Quiz : Assignment 9

Solution for Assignment 9

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Assignment 9

The due date for submitting this assignment has passed.

Due on 2021-03-24, 23:59 IST.

As per our records you have not submitted this assignment.

1) Schein's career anchors consists of a mixture of:

1 point

- ☐ Motives, needs, status and salary
- ☐ Abilities, motives, needs and values
- ☐ Pride, status, salary and abilities
- ☐ Status, salary, pride and perks

No, the answer is incorrect.
Score: 0

Accepted Answers:
Abilities, motives, needs and values

2) The term career means:

1 point

- ☐ The number of jobs people hold over their lifetime
- ☐ A person's work experience over the course of their life
- ☐ The frequency with which people change employer
- ☐ How long a person remains in employment

No, the answer is incorrect.
Score: 0

Accepted Answers:
A person's work experience over the course of their life

3) Which of the following statements is false?

1 point

- ☐ Careers are very important to most people's lives
- ☐ Careers need not have much to do with personal attributes
- ☐ People's career priorities tend to change as they age
- ☐ Career planning is often of assistance to career success

No, the answer is incorrect.
Score: 0

Accepted Answers:
Careers need not have much to do with personal attributes

4) Which of the following is not a career stage proposed by Schein?

1 point

- ☐ Establishment
- ☐ Mid-career
- ☐ Late-career
- ☐ Consolidation

No, the answer is incorrect.
Score: 0

Accepted Answers:
Consolidation

5) In Holland's RIASEC categorization of vocational interests, 'R' and 'I' stand for:

1 point

- ☐ Radical and Integrative
- ☐ Restorative and Intelligent
- ☐ Reductive and Inquiring
- ☐ Realistic and Investigative

No, the answer is incorrect.
Score: 0

Accepted Answers:
Realistic and Investigative

6) Who proposed the theory of career anchors?

1 point

- ☐ John Holland
- ☐ Edward Schein
- ☐ Henri Fayol
- ☐ Frank Parson

No, the answer is incorrect.
Score: 0

Accepted Answers:
Edward Schein

7) The process of experienced senior people advising, counselling, and guiding employee's longer-term career development is known as:

1 point

- ☐ Training
- ☐ Coaching
- ☐ Mentoring
- ☐ Guiding

No, the answer is incorrect.
Score: 0

Accepted Answers:
Mentoring

8) Plateaued career comes under which stage of career according to Schein?

1 point

- ☐ Exploration
- ☐ Mid-career
- ☐ Late-career
- ☐ Establishment

No, the answer is incorrect.
Score: 0

Accepted Answers:
Mid-career

9) Which of the following is/are suggested way(s) to take control of yourself and get ahead in your career?

1 point

- ☐ Develop expertise that employers seek
- ☐ Develop outstanding interpersonal skills
- ☐ Develop passion and pride for your work
- ☐ All of the above

No, the answer is incorrect.
Score: 0

Accepted Answers:
All of the above

10) Which of the following statements about Holland's theory of career choice is false?

1 point

- ☐ It takes no account of processes of adjustment after a person enters an occupation
- ☐ It has produced a lot of practical tools to help people choose occupations
- ☐ It proposes six 'pure types' of vocational personality
- ☐ It involves the matching of individual personality types with occupations

No, the answer is incorrect.
Score: 0

Accepted Answers:
It takes no account of processes of adjustment after a person enters an occupation

Course outline

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● Lecture 47 : Leadership Styles of Managers - I

● Lecture 48 : Leadership Styles of Managers - II

● Lecture 49 : Leadership Styles of Managers - III

● Lecture 50 : Leadership Styles of Managers - IV

○ Quiz : Assignment 10

● Solution for Assignment 10

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Assignment 10

The due date for submitting this assignment has passed.

Due on 2021-03-31, 23:59 IST.

As per our records you have not submitted this assignment.

1) Trait theory ignores:

1 point

- ☐ Interactions of leaders
- ☐ Characteristics of the group members
- ☐ Interactions of leaders and their group members as well as situational factors
- ☐ Situational factors in the leadership research

No, the answer is incorrect.
Score: 0

Accepted Answers:
Interactions of leaders and their group members as well as situational factors

2) The University of Iowa studies discussed all of the following leadership styles except:

1 point

- ☐ Laissez-faire
- ☐ Democratic
- ☐ Accommodating
- ☐ Autocratic

No, the answer is incorrect.
Score: 0

Accepted Answers:
Accommodating

3) According to the Ohio State studies, which of the following dimensions of leader behavior refers to the extent to which a leader is likely to define and structure his or her role and the roles of group members in the search for goal attainment?

1 point

- ☐ Intelligence structure
- ☐ Psychological structure
- ☐ Initiating structure
- ☐ Consideration structure

No, the answer is incorrect.
Score: 0

Accepted Answers:
Initiating structure

4) Fiedler's least-preferred coworker questionnaire seeks to measure which leadership factor?

1 point

- ☐ Subordinate needs
- ☐ Leader's style
- ☐ Situation
- ☐ Subordinate coworker influence

No, the answer is incorrect.
Score: 0

Accepted Answers:
Leader's style

5) Which theory is a contingency theory of leadership that focuses on followers' readiness?

1 point

- ☐ Consideration leadership
- ☐ Situational leadership
- ☐ Passive leadership
- ☐ Active leadership

No, the answer is incorrect.
Score: 0

Accepted Answers:
Situational leadership

6) Transactional leaders are leaders who guide:

1 point

- ☐ and direct groups towards their goals and tasks
- ☐ and clarify the followers' goals and task requirements
- ☐ or clarify the group's goals and roles
- ☐ or motivate their followers in the direction of established goals by clarifying role and task requirements

No, the answer is incorrect.
Score: 0

Accepted Answers:
or motivate their followers in the direction of established goals by clarifying role and task requirements

7) When leader tries to maintain a balance between goals of company and the needs of people in managerial grid, it is called:

1 point

- ☐ Country-club management
- ☐ Middle-of-the-road management
- ☐ Impoverished management
- ☐ Team management

No, the answer is incorrect.
Score: 0

Accepted Answers:
Middle-of-the-road management

8) Which type of leaders attempt to instill in followers the ability to question not only established views but those views held by the leader?

1 point

- ☐ Transactional
- ☐ Charismatic
- ☐ Trait
- ☐ Transformational

No, the answer is incorrect.
Score: 0

Accepted Answers:
Transformational

9) The power that rests on the leader's ability to punish or control is called:

1 point

- ☐ Reward power
- ☐ Coercive power
- ☐ Expert power
- ☐ Referent power

No, the answer is incorrect.
Score: 0

Accepted Answers:
Coercive power

10) According to Hersey and Blanchard, a high task-low relationship situation calls for which of the following leadership style:

1 point

- ☐ Delegating
- ☐ Telling
- ☐ Participating
- ☐ Selling

No, the answer is incorrect.
Score: 0

Accepted Answers:
Telling

Course outline

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● Lecture 51 : Organizational Communication - I

● Lecture 52 : Organizational Communication - II

● Lecture 53 : Organizational Communication - III

● Lecture 54 : Organizational Communication - IV

● Lecture 55 : Organizational Communication - V

○ Quiz : Assignment 11

● Solution for Assignment 11

Week 12

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Assignment 11

The due date for submitting this assignment has passed.

Due on 2021-04-07, 23:59 IST.

As per our records you have not submitted this assignment.

1) Communication between two or more people is called:

1 point

- ☐ Organizational communication
- ☐ Interpersonal communication
- ☐ Extrapersonal communication
- ☐ Intrapersonal communication

No, the answer is incorrect.
Score: 0

Accepted Answers:
Interpersonal communication

2) During the communication process, the message is converted to a symbolic form, it is called:

1 point

- ☐ Decoding
- ☐ Encoding
- ☐ Deciphering
- ☐ Expanding

No, the answer is incorrect.
Score: 0

Accepted Answers:
Encoding

3) Disturbances that interfere with the transmission, receipt, or feedback of a message are called:

1 point

- ☐ Feedback
- ☐ Feed forward
- ☐ Channel
- ☐ Noise

No, the answer is incorrect.
Score: 0

Accepted Answers:
Noise

4) Feedback returns the message to the sender and provides a check on:

1 point

- ☐ How well the receiver is doing
- ☐ The ability of the receiver to perform the task
- ☐ Whether understanding has been achieved
- ☐ What the sender should do the next time a message is sent

No, the answer is incorrect.
Score: 0

Accepted Answers:
Whether understanding has been achieved

5) An example of nonverbal communication is:

1 point

- ☐ An outline on the blackboard
- ☐ A student with a hand raised
- ☐ A billboard along the highway
- ☐ A written note

No, the answer is incorrect.
Score: 0

Accepted Answers:
A student with a hand raised

6) All of the following are barriers to effective interpersonal communication except:

1 point

- ☐ Filtering
- ☐ Selective perception
- ☐ Feedback
- ☐ Defensiveness

No, the answer is incorrect.
Score: 0

Accepted Answers:
Feedback

7) Information overload occurs when:

1 point

- ☐ There is too much information to work with
- ☐ The information we've been given is too detailed
- ☐ The information we've been given exceeds our capacity to process it
- ☐ Too much information is provided on a subject search when using a search engine

No, the answer is incorrect.
Score: 0

Accepted Answers:
The information we've been given exceeds our capacity to process it

8) Organizational communication that is not defined by the organization's structural hierarchy is called:

1 point

- ☐ Theoretical
- ☐ Hypothetical
- ☐ Informal
- ☐ Formal

No, the answer is incorrect.
Score: 0

Accepted Answers:
Informal

9) Lateral communication takes place among any employees:

1 point

- ☐ On the same organizational level
- ☐ In the same work group
- ☐ Within the same organization
- ☐ Assigned to the same supervisor

No, the answer is incorrect.
Score: 0

Accepted Answers:
On the same organizational level

10) In the all-channel network, communication flows:

1 point

- ☐ Between an identifiable and strong leader and others in the work group
- ☐ In a circle until all of the members of a work group have been informed
- ☐ Freely among all members of a formal work team
- ☐ Among the managers of a functional area of an organization

No, the answer is incorrect.
Score: 0

Accepted Answers:
Freely among all members of a formal work team

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Lecture 56 : Change Management - I

Lecture 57 : Change Management - II

Lecture 58 : Change Management - III

Lecture 59 : Change Management - IV

Lecture 60 : Change Management - V

Lecture 61 : Change Management - VI

Lecture 62 : Change Management - VII

Quiz : Assignment 12

Solution for Assignment 12

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Assignment 12

The due date for submitting this assignment has passed.

Due on 2021-04-14, 23:59 IST.

As per our records you have not submitted this assignment.

1) Which of the following is not an internal force of change?

1 point

- ☐ Technology
- ☐ Strategy
- ☐ Workforce
- ☐ Employee attitudes

No, the answer is incorrect.
Score: 0

Accepted Answers:
Technology

2) According to Kurt Lewin, which of the following is not a stage in the change process?

1 point

- ☐ Unfreezing
- ☐ Changing
- ☐ Refreezing
- ☐ Restraining

No, the answer is incorrect.
Score: 0

Accepted Answers:
Restraining

3) Which of the metaphors is consistent with uncertain and dynamic environments?

1 point

- ☐ Calm waters metaphor
- ☐ White-water rapids metaphor
- ☐ Contemporary metaphor
- ☐ Continuous metaphor

No, the answer is incorrect.
Score: 0

Accepted Answers:
White-water rapids metaphor

4) In organizations, people who act as catalysts and assume the responsibility for managing the change process are called:

1 point

- ☐ Change masters
- ☐ Change agents
- ☐ Operation managers
- ☐ Charismatic leader

No, the answer is incorrect.
Score: 0

Accepted Answers:
Change agents

5) Initiating change involves identifying which organizational areas might need to be changed and:

1 point

- ☐ Discussing them with the board of directors
- ☐ Hiring a consultant to confirm that the change is needed
- ☐ Forming a committee to determine that the need for change is real
- ☐ Putting the change process in motion

No, the answer is incorrect.
Score: 0

Accepted Answers:
Putting the change process in motion

6) Which of the following is not a part of Senge's Fifth Discipline?

1 point

- ☐ Personal mastery
- ☐ Systems thinking
- ☐ Team learning
- ☐ Interunit communication

No, the answer is incorrect.
Score: 0

Accepted Answers:
Interunit communication

7) An individual is likely to resist change because of all of the following reasons except:

1 point

- ☐ Uncertainty
- ☐ Increased productivity
- ☐ Concern over personal loss
- ☐ Belief that the change is not in the organization's best interest

No, the answer is incorrect.
Score: 0

Accepted Answers:
Increased productivity

8) Which of the reasons for resistance to change expressed by an employee may be beneficial to the organization?

1 point

- ☐ Uncertainty
- ☐ Freezing
- ☐ Change is incompatible with the interests of the organization
- ☐ Refreezing

No, the answer is incorrect.
Score: 0

Accepted Answers:
Change is incompatible with the interests of the organization

9) Statement 1: Organizational change can be any alterations in people, structure, or technology.

1 point

Statement 2: One reason people resist change is the belief that the change is incompatible with the goals and interests of the organization.

- ☐ Both statements are correct
- ☐ Both statements are incorrect
- ☐ Statement 1 is incorrect, statement 2 is correct
- ☐ Statement 1 is correct, statement 2 is incorrect

No, the answer is incorrect.
Score: 0

Accepted Answers:
Both statements are correct

10) Techniques to change people and the quality of interpersonal work relationships are termed as:

1 point

- ☐ Operations
- ☐ Robotics
- ☐ Downsizing
- ☐ Organizational development

No, the answer is incorrect.
Score: 0

Accepted Answers:
Organizational development