

## Unit 2 - Week 0 : Assignment 0

## Course outline

How does an NPTEL online course work?

## Week 0 : Assignment 0

 Quiz : Assignment 0

Week 1

Week 2

Week 3

Week 4

Week 5

Week 6

Week 7

Week 8

Week 9

Week 10

Week 11

Week 12

Solution

Download Videos

Live Interactive Session

Text Transcripts

## Assignment 0

The due date for submitting this assignment has passed.  
As per our records you have not submitted this assignment.

Due on 2020-09-14, 23:59 IST.

Choose correct answer from the alternatives given against each question as follows

1)

There are various disciplines of studying management. Someone relates with arts and commerce while other relates with commerce and profession. Generally, it is a discipline with having combination of

- (a) Arts, commerce and engineering
- (b) Arts, science and engineering
- (c) Arts, science and commerce
- (d) Arts, science and profession

 (a) (b) (c) (d)

No, the answer is incorrect.

Score: 0

Accepted Answers:

(d)

1 point

2)

You have joined as a manager in an organisation. There is a conflict between head of the organisation and manager like you on the issues related to plan first and work accordingly. As the matter related to office operation is concerned, it is said that a manager does not require plan to exercise control over office operations

- (a) True
- (b) False

 (a) (b)

No, the answer is incorrect.

Score: 0

Accepted Answers:

(a)

1 point

3)

One senior manager directs his employee as 'Listen, I am the boss here, you all should do as I will direct' is a style of what type of functioning?

- (a) Authoritarian
- (b) Controlling
- (c) Coordinating
- (d) Participatory

 (a) (b) (c) (d)

No, the answer is incorrect.

Score: 0

Accepted Answers:

(a)

1 point

4)

Principle of unity of command is related to

- (a) One employee should have one boss
- (b) One employee should have many bosses
- (c) Both (a) and (b)
- (d) None of these

 (a) (b) (c) (d)

No, the answer is incorrect.

Score: 0

Accepted Answers:

(a)

1 point

5)

'One can single handedly prepare report of the organisation' is a limitation to

- (a) Control management
- (b) Human resource management
- (c) Crisis management
- (d) Risk management

 (a) (b) (c) (d)

No, the answer is incorrect.

Score: 0

Accepted Answers:

(b)

1 point

6)

----- is a future course of action in advance. Fill up blank.

- (a) Training
- (b) Meeting
- (c) Planning
- (d) Recruitment

 (a) (b) (c) (d)

No, the answer is incorrect.

Score: 0

Accepted Answers:

(c)

1 point

Instruction: Read the following passage and answer the questions given herewith at the end of the passage question numbers 7 to 10.

Vikash Arora is the Senior Manager at Balaji Enterprise Pvt Ltd. Badal has been with the company for some time as Sales Manager, he reports to Vikash. Badal's general attitude is to be conscious of the need to conform to company policies and procedures, and he firmly opposes any deviation from these, but is often willing to explain the reasons for his view. He prides himself as a man of principles. Vikash in contrast, wants to take action regardless of past practice or policy. He considers himself to be a 'result-oriented' manager. The differing attitudes of the senior manager and the sales manager had led to conflict on past occasions, and Vikash had warned Badal on two occasions that if Badal could not carry out his instructions, he was free to search for a job elsewhere. Badal argued his case with a measure of success, stating that his approach was proper and that in sales matters the policy guidelines had to be observed. One afternoon, Vikash approached Badal and said, 'Here is an incentive plan for the salesmen. I am notifying it today and introducing it from tomorrow. Have a look at it.' Badal appeared to be surprised. He had not known that an incentive plan was being contemplated for salesmen, as the company's policy till then was to pay incentives only to direct production workers. Nevertheless, he took the plan with him and returned to Vikash a couple of hours later saying, 'I am not going to let you do that at any cost'.

7)

Organisational hierarchy as per above passage involves

- (a) Vikash superior to Badal
- (b) Badal superior to Vikash
- (c) Vikash and Badal are at equal level
- (d) None of these

 (a) (b) (c) (d)

No, the answer is incorrect.

Score: 0

Accepted Answers:

(a)

1 point

8)

The relation between Vikash and Badal as stated in the passage is

- (a) Both are managers
- (b) Badal reports to Vikash
- (c) Badal carries out instruction of Vinod
- (d) All these

 (a) (b) (c) (d)

No, the answer is incorrect.

Score: 0

Accepted Answers:

(d)

1 point

9)

'I am not going to let you do the work you decided to do at any cost' relates to which principle of management?

- (a) Principle of division of labour
- (b) Principle of communication
- (c) Principle of unity of command
- (d) Authoritarian Principle

 (a) (b) (c) (d)

No, the answer is incorrect.

Score: 0

Accepted Answers:

(d)

1 point

10)

7-S Approach is generally taught in management and other allied disciplines. People in managerial position used follow all these. This approach is a contribution of -

- (a) Maslow
- (b) Thom Dike
- (c) McKinsey
- (d) David Abrahamson

 (a) (b) (c) (d)

No, the answer is incorrect.

Score: 0

Accepted Answers:

(c)

1 point

## Unit 3 - Week 1

Course outline
How does an NPTEL online course work?
Week 0 : Assignment 0
Week 1
<ul style="list-style-type: none"><li>● Lecture 01 : Definition, Nature, Purpose and Scope of Management</li><li>○ Lecture 02 : Skills, Roles and Functions of Management</li><li>● Lecture 03 : Principles of Management</li><li>○ Lecture 04 : Evolution of Management Thought</li><li>● Week 1 Lecture Materials</li><li>○ Quiz : Assignment 1</li><li>● Feedback Form of Week 1</li></ul>
Week 2
Week 3
Week 4
Week 5
Week 6
Week 7
Week 8
Week 9
Week 10
Week 11
Week 12
Solution
Download Videos
Live Interactive Session
Text Transcripts

## Assignment 1

The due date for submitting this assignment has passed.  
As per our records you have not submitted this assignment.

Due on 2020-09-30, 23:59 IST.

1) Van Ram Srivastava joined in a Pvt Ltd company as Manager (HR). Samit Sharma, the CEO of that company briefed him about his managerial functions. **1 point**  
Choose the correct option about his function related to management from the following-

- (a) Planning
- (b) Organising
- (c) Staffing
- (d) All these

No, the answer is incorrect.

Score: 0

Accepted Answers:

(d) All these

2) Both Srivastava and Sharma do apply certain skills in their field of management. Find out important skills that all managers required are- **1 point**

- (a) Planning Organising and controlling
- (b) Informational, decisional and interpersonal
- (c) Conceptual, technical and human
- (d) Planning, efficiency and advocacy

No, the answer is incorrect.

Score: 0

Accepted Answers:

(c) Conceptual, technical and human

3) There is debate between two students of management. Help them finding to which one is related to a function, a task, a discipline **1 point**

- (a) Management
- (b) Leadership
- (c) Motivation
- (d) None of the above

No, the answer is incorrect.

Score: 0

Accepted Answers:

(a) Management

4) Nowadays, managers are found in different roles in their management functions that you have learnt from the lecture. Which one is related to the role of a **1 point** manager?

- (a) Figurehead,
- (b) Negotiator
- (c) Spokes person
- (d) All the above

No, the answer is incorrect.

Score: 0

Accepted Answers:

(d) All the above

5) In the lecture of functions of managers, directing function has been described as it helps the manager to carry out activities include- **1 point**

- (a) Issuing order
- (b) Counselling subordinates
- (c) Both (a) and (b)
- (d) None of the above

No, the answer is incorrect.

Score: 0

Accepted Answers:

(a) Characteristics of management

7) In almost every company management does not want to delegate authority. In your perception advantage of delegation of authority results in prompt- **1 point**

- (a) Understanding
- (b) Decision making
- (c) Both (a) and (b)
- (d) None of the above

No, the answer is incorrect.

Score: 0

Accepted Answers:

(b) Decision making

8) In the study of management we find that there are different types of management. Which one is not a type of management you have studied? **1 point**

- (a) Strategic management
- (b) Pollution management
- (c) Financial management
- (d) All the above

No, the answer is incorrect.

Score: 0

Accepted Answers:

(b) Pollution management

9) You will find different level of managers in an organisation. Who is not included in middle level management? **1 point**

- (a) Marketing Manager
- (b) Finance Manager
- (c) Production Manager
- (d) Functional Supervisor

No, the answer is incorrect.

Score: 0

Accepted Answers:

(d) Functional Supervisor

10) In modern management, we have seen many successful contributors. Find out the contributor who developed the scientific management school- **1 point**

- (a) Henri Fayol
- (b) Peter Drucker
- (c) F. W. Taylor
- (d) Elton Mayo

No, the answer is incorrect.

Score: 0

Accepted Answers:

(c) F. W. Taylor

11) Ram Kumar Singh has established a business organisation. Which is treated as a valuable asset of the business organization? **1 point**

- (a) Human
- (b) Money
- (c) Technology
- (d) Information

No, the answer is incorrect.

Score: 0

Accepted Answers:

(a) Human

12) There is external and internal factor of influencing management. Which internal environment factor that influences management? **1 point**

- (a) Machines
- (b) Labour
- (c) Place
- (d) All these three

No, the answer is incorrect.

Score: 0

Accepted Answers:

(d) All these three

13) Management is an important discipline of professional education. Young graduates are nowadays showing interest to undergo postgraduation degree or **1 point** diploma in this discipline with specialization of HR, finance, retail management for a better career opportunity. It is said to be the combination of which one of the following?

- (a) Arts, science and profession
- (b) Arts, science and engineering
- (c) Arts, science and commerce
- (d) Arts, commerce and engineering

No, the answer is incorrect.

Score: 0

Accepted Answers:

(a) Arts, science and profession

14) An organisation has different wings such as office administration, staff management, fund management, operation management, etc. At which level does **1 point** the management of an organization exist?

- (a) Top level
- (b) Middle level
- (c) Lower level
- (d) All the three levels

No, the answer is incorrect.

Score: 0

Accepted Answers:

(d) All the three levels

15) The importance of studying in management is gradually increasing. It is a creative and ----- process. Fill up the blank with suitable word from the **1 point** following.

- (a) Democratic
- (b) Technical
- (c) Controlling
- (d) Continuous

No, the answer is incorrect.

Score: 0

Accepted Answers:

(d) Continuous

16) There are different types of managers. Remember your lecture. Hill and McShane have pointed out three types of manager. Find out which one is not a **1 point** type of manager according to them?

- (a) General manager
- (b) Operational manager
- (c) Functional manager
- (d) All the above

No, the answer is incorrect.

Score: 0

Accepted Answers:

(b) Operational manager

17) Purpose of management is, 'to make individual weaknesses irrelevant and team is a core part'. Whether the statement is true or false? **1 point**

- (a) True
- (b) False

No, the answer is incorrect.

Score: 0

Accepted Answers:

(a) True

18) The functions of the management do not relate to planning, organising and staffing. **1 point**

- (a) True
- (b) False

No, the answer is incorrect.

Score: 0

Accepted Answers:

(b) False

19) Frederick W Taylor is a contributor of Classical Theory of Management. **1 point**

- (a) True
- (b) False

No, the answer is incorrect.

Score: 0

Accepted Answers:

(a) True

20) A manager has to perform different tasks. His/her job responsibility has been well specified since his/her joining in the post. Which one is a reality of **1 point** a manager's job?

- (a) Manager's job is less a science than an art
- (b) Manager is self starting, self-directing and autocratic
- (c) Manager has no regular duty to perform
- (d) Manager is systematic planner

No, the answer is incorrect.

Score: 0

Accepted Answers:

(a) Manager's job is less a science than an art

## Unit 4 - Week 2

Course outline
How does an NPTEL online course work?
Week 0 : Assignment 0
Week 1
Week 2
● Lecture 06 : Concept, Types, Importance and Process of Planning
○ Lecture 07 - Characteristics, Nature & Scope and Principles of Planning
● Lecture 08 - Traditional objective setting and methods of Planning
● Lecture 09 - Strategic Management and Planning
● Lecture 10 - Premising and Forecasting of Planning
● Week 2 Lecture Materials
○ Quiz : Assignment 2
○ Feedback Form of Week 2
Week 3
Week 4
Week 5
Week 6
Week 7
Week 8
Week 9
Week 10
Week 11
Week 12
Solution
Download Videos
Live Interactive Session
Text Transcripts

## Assignment 2

The due date for submitting this assignment has passed.  
As per our records you have not submitted this assignment.

Due on 2020-09-30, 23:59 IST.

1) Nowadays, planning is discussed in different dimensions. Strategic planning has been received special attention in management. Strategic planning as a **1 point** broad concept consists of-

- (a) Corporate and business strategy
- (b) Strategy formulation and strategy implementation
- (c) Inputs and outputs
- (d) Environmental analysis and internal analysis

No, the answer is incorrect.

Score: 0

Accepted Answers:

(d) Environmental analysis and internal analysis

2) You have joined in a company as Junior manager. You want to make planning for your organisation. To be efficient enough every manager must try to- **1 point**

- (a) Understand human behaviour
- (b) Predict human behaviour
- (c) Control human behaviour
- (d) All of the above

No, the answer is incorrect.

Score: 0

Accepted Answers:

(d) All of the above

3) Planning is defined in different dimensions. Most accepted description of planning involves deciding future course of action in advance. **1 point**

- (a) True
- (b) False

No, the answer is incorrect.

Score: 0

Accepted Answers:

(a) True

4) Which one is not related to characteristics of planning? **1 point**

- (a) Planning is flexible
- (b) Planning ensures in-efficiency
- (c) Planning is a basic function
- (d) Planning is continuous

No, the answer is incorrect.

Score: 0

Accepted Answers:

(b) Planning ensures in-efficiency

5) Which is not a barrier to effective planning? **1 point**

- (a) Lack of commitment to the planning process
- (b) Overreliance to the planning department
- (c) Over emphasis on the uncontrollable environmental factors
- (d) Lack of focus on the long run.

No, the answer is incorrect.

Score: 0

Accepted Answers:

(a) Lack of commitment to the planning process

6) Planning is important for every organisation, institute and agencies for effective operation of the organisation in terms of resource mobilization. What does **1 point** importance of planning involve?

- (a) Economizing operation
- (b) Time and cost calculation
- (c) Capital accumulation
- (d) None of these

No, the answer is incorrect.

Score: 0

Accepted Answers:

(a) Economizing operation

7) In the study of management there are different types of discipline. Which is treated as a discipline of the management? **1 point**

- (a) Human Resource Planning
- (b) Extension service
- (c) Technology transfer
- (d) Information dissemination

No, the answer is incorrect.

Score: 0

Accepted Answers:

(a) Human Resource Planning

8) When an organisational hierarchy clearly defines the objectives, it forms an ----- network that is stated as 'means-end-chain'. Fill up the blank **1 point** with suitable word from the following.

- (a) Informal
- (b) Internal
- (c) Integrated
- (d) Intra organisational

No, the answer is incorrect.

Score: 0

Accepted Answers:

(c) Integrated

9) Which one is not a principle of planning? **1 point**

- (a) Continuity
- (b) Promising plan
- (c) Creates rigidity
- (d) None of the above

No, the answer is incorrect.

Score: 0

Accepted Answers:

(c) Creates rigidity

10) One of the limitations of planning you have learnt includes- **0 points**

- (a) It reduces creativity
- (b) It ensures efficiency
- (c) It does not ensure success
- (d) None of the above

No, the answer is incorrect.

Score: 0

Accepted Answers:

(b) It ensures efficiency

11) Traditional objective setting relates to **1 point**

- (a) Organisational objectives
- (b) Financial objectives
- (c) Both (a) and (b)
- (d) None of the above

No, the answer is incorrect.

Score: 0

Accepted Answers:

(c) Both (a) and (b)

12) According to Drucker, P.F. there are certain areas of goal/objective setting, which one is not related with them? **1 point**

- (a) Natural resources
- (b) Physical resources
- (c) Financial resources
- (d) Market standing

No, the answer is incorrect.

Score: 0

Accepted Answers:

(a) Natural resources

13) Which one of the following is not a method of planning? **1 point**

- (a) Role play
- (b) Brainstorming
- (c) Performing
- (d) Benefit cost analysis

No, the answer is incorrect.

Score: 0

Accepted Answers:

(c) Performing

14) Review of organisational vision and mission is essential first to go for objective setting' **1 point**

- (a) True
- (b) False

No, the answer is incorrect.

Score: 0

Accepted Answers:

(a) True

15) Strategic management is the process of decision making and ----- Fill up blank with suitable option from the following. **1 point**

- (a) Organising
- (b) Coordinating
- (c) Directing
- (d) Planning

No, the answer is incorrect.

Score: 0

Accepted Answers:

(d) Planning

16) Strategy evaluation is a ----- of strategic management and planning. Fill up blank with suitable option from the following. **1 point**

- (a) Component
- (b) Objective
- (c) Function
- (d) None of the above

No, the answer is incorrect.

Score: 0

Accepted Answers:

(a) Component

17) One of the advantages of strategic management and planning is that it - **1 point**

- (a) Helps organisation to be inactive
- (b) Promotes sense of direction
- (c) Weakens operational efficiency
- (d) Both (b) and (c)

No, the answer is incorrect.

Score: 0

Accepted Answers:

(b) Promotes sense of direction

18) Planning premises is generally based on -----of the future. Fill up blank from suitable one of the followings. **1 point**

- (a) Planning and estimation
- (b) Estimation and prediction
- (c) Prediction and forecasting
- (d) None of the above.

No, the answer is incorrect.

Score: 0

Accepted Answers:

(b) Estimation and prediction

19) In view of the quantitative measurement, premises can be classified as- **1 point**

- (a) Internal and external
- (b) Tangible and intangible
- (c) Constant and variable
- (d) None of the above

No, the answer is incorrect.

Score: 0

Accepted Answers:

(b) Tangible and intangible

20) Forecasting is a process of predicting or estimating the future depending upon the data of- **1 point**

- (a) Present situation
- (b) Past situation
- (c) Both (a) and (b)
- (d) Future assumptions

No, the answer is incorrect.

Score: 0

Accepted Answers:

(c) Both (a) and (b)

## Unit 5 - Week 3

Course outline
How does an NPTEL online course work?
Week 0 : Assignment 0
Week 1
Week 2
Week 3
● Lecture 11 : Concept, Types, Importance and Process of Decision Making
● Lecture 12 : Different Models of Decision Making
● Lecture 13 : Decision Making Styles and Cognitive Biases in decision making
● Lecture 14 : Barriers of Effective Decision Making
● Lecture 15 : Group Decision Making
● Week 3 Lecture Materials
Quiz : Assignment 3
Feedback Form of Week 3
Week 4
Week 5
Week 6
Week 7
Week 8
Week 9
Week 10
Week 11
Week 12
Solution
Download Videos
Live Interactive Session
Text Transcripts

## Assignment 3

The due date for submitting this assignment has passed.

Due on 2020-10-07, 23:59 IST.

As per our records you have not submitted this assignment.

- 1) Decision making has been well defined by the persons. Find out from the following, who are they?

1 point

- (a) Stoner, Freeman and Garlick  
 (b) Stoner, Freud and Gilbert  
 (c) Stoner, Freeman and Gilbert  
 (d) Stanford, McClelland and Gilbert

*No, the answer is incorrect.*  
Score: 0Accepted Answers:  
(c) Stoner, Freeman and Gilbert

- 2) According to Aswathappa, K., which one is a type of decision making?

1 point

- (a) Formal decision  
 (b) Programme decisions  
 (c) Informal decision  
 (d) None of the above

*No, the answer is incorrect.*  
Score: 0Accepted Answers:  
(b) Programme decisions

- 3) 'Decision making is understood as making one's mind as it refers to making choice among available alternatives to resolve the problem' - what is the statement related with?

1 point

- (a) Barriers of decision making  
 (b) Importance of decision making  
 (c) Nature of decision making  
 (d) None of the above

*No, the answer is incorrect.*  
Score: 0Accepted Answers:  
(c) Nature of decision making

- 4) Intuitive and rational decision making are the ----- of decision making. Fill up the blank with suitable word from the following.

1 point

- (a) Functions  
 (b) Styles  
 (c) Objectives  
 (d) Importance

*No, the answer is incorrect.*  
Score: 0Accepted Answers:  
(b) Styles

- 5) Lombardo and Scalia have classified styles of decision making which includes-

1 point

- (a) Applied  
 (b) Theoretical  
 (c) Non directive  
 (d) Analytical

*No, the answer is incorrect.*  
Score: 0Accepted Answers:  
(d) Analytical

- 6) 'The goal of utilitarianism is to provide the greatest good for the greatest number. The view tends to dominate business decision making. It is consistent with goals like efficiency, productivity and high profits.' How is the statement related with?

1 point

- (a) An ethics of decision making.  
 (b) An objective of decision making.  
 (c) An importance of decision making.  
 (d) None of the above

*No, the answer is incorrect.*  
Score: 0Accepted Answers:  
(a) An ethics of decision making.

- 7) Which one is a technique of overcoming the barriers of decision making?

0 points

- (a) Diagnosing  
 (b) Interviewing  
 (c) Listening  
 (d) None of the above

*No, the answer is incorrect.*  
Score: 0Accepted Answers:  
(c) Listening

- 8) Different types of groups we have learnt are namely, formal, informal, power, command and also includes-

1 point

- (a) Authoritarian  
 (b) Functional  
 (c) Association  
 (d) Committee

*No, the answer is incorrect.*  
Score: 0Accepted Answers:  
(d) Committee

- 9) The third stage of Simon's model is included -

1 point

- (a) Intelligence  
 (b) Analysis  
 (c) Choice  
 (d) Design

*No, the answer is incorrect.*  
Score: 0Accepted Answers:  
(c) Choice

- 10) What can it be said, when two or more persons with some common characteristics are organised to work together and get things done by them?

1 point

- (a) An Organisation  
 (b) A Group  
 (c) Training  
 (d) Motivation

*No, the answer is incorrect.*  
Score: 0Accepted Answers:  
(b) A Group

- 11) Simon's model, 'suggests a system based on organisational information and database which helps strengthen system supported decision making'. Describe the nature of the statement

1 point

- (a) An importance of Simon's model  
 (b) A disadvantage of Simon's model  
 (c) An advantage of Simon's model  
 (d) None of the above

*No, the answer is incorrect.*  
Score: 0Accepted Answers:  
(c) An advantage of Simon's model

- 12) According to Stoner, Freeman and Gilbert, decision making is the process of identifying to deal with a -

1 point

- (a) Specific target  
 (b) Specific goal  
 (c) Both (a) and (b)  
 (d) Specific problem.

*No, the answer is incorrect.*  
Score: 0Accepted Answers:  
(d) Specific problem.

- 13) Programme decision is a/an -

1 point

- (a) Objective of decision making  
 (b) Type of decision making  
 (c) Function of decision making  
 (d) Limitation of decision making

*No, the answer is incorrect.*  
Score: 0Accepted Answers:  
(b) Type of decision making

- 14) Which one of the following conditions does not influence decision making?

1 point

- (a) Uncertainty  
 (b) Risk  
 (c) Strategy  
 (d) None of the above

*No, the answer is incorrect.*  
Score: 0Accepted Answers:  
(c) Strategy

- 15) Defining and diagnosing the problem is the -

1 point

- (a) Type of decision making  
 (b) Process of decision making  
 (c) Condition of decision making  
 (d) All the above

*No, the answer is incorrect.*  
Score: 0Accepted Answers:  
(b) Process of decision making

- 16) Decision making processes as you have learnt in the lecture with the references of-

1 point

- (a) Aswathappa, K.  
 (b) Benowitz, E.A  
 (c) Both (a) and (b)  
 (d) Drucker and Gilick

*No, the answer is incorrect.*  
Score: 0Accepted Answers:  
(c) Both (a) and (b)

- 17) Three essential stages of decision making discussed in the lecture of Simon's model include-

1 point

- (a) Intelligence, design, opportunity  
 (b) Intelligence, choice, forecasting  
 (c) Forecasting, design, choice  
 (d) Intelligence, design, choice

*No, the answer is incorrect.*  
Score: 0Accepted Answers:  
(d) Intelligence, design, choice

- 18) Which one of the following is not a model of decision making as discussed in the lecture session -

1 point

- (a) Behavioural model  
 (b) Political model  
 (c) Social model  
 (d) Classical model

*No, the answer is incorrect.*  
Score: 0Accepted Answers:  
(c) Social model

- 19) 'Information gathering and analysis of the facts' require to solve the problem is a stage of

1 point

- (a) Planning  
 (b) Coordination  
 (c) Group decision making  
 (d) Organising

*No, the answer is incorrect.*  
Score: 0Accepted Answers:  
(c) Group decision making

- 20) One of the barriers of decision making as discussed in the lecture session is-

1 point

- (a) Biased decision  
 (b) Limited analysis  
 (c) both (a) and (b)  
 (d) None of the above

*No, the answer is incorrect.*  
Score: 0Accepted Answers:  
(c) both (a) and (b)

## Unit 6 - Week 4

Course outline
How does an NPTEL online course work?
Week 0 : Assignment 0
Week 1
Week 2
Week 3
Week 4
● Lecture 16 : Concept, Importance and Steps of Management by Objectives
○ Lecture 17 : Concept, Importance and Steps of Management by Exception
● Lecture 18 : Style of Management (American, Japanese and Indian)
● Lecture 19 : Approaches of management including McKinsey's 7's approach
○ Lecture 20 : Introduction, strategies, techniques, benefits and rules of Self Management
● Week 4 Lecture Materials
○ Quiz : Assignment 4
○ Feedback Form of Week 4
Week 5
Week 6
Week 7
Week 8
Week 9
Week 10
Week 11
Week 12
Solution
Download Videos
Live Interactive Session
Text Transcripts

## Assignment 4

The due date for submitting this assignment has passed.  
As per our records you have not submitted this assignment.

Due on 2020-10-14, 23:59 IST.

- 1) There are time bound and measurable objectives for each managerial option. How is this related with management by objectives (MBO)?
- 1 point**

- a) Objective of MBO
- b) Nature of MBO
- c) Importance of MBO
- d) Characteristics of MBO

No, the answer is incorrect.

Score: 0

Accepted Answers:

*d) Characteristics of MBO*

- 2) What can be said as a strategy in which management steps in at the stage when there is significant deviations from planned outcomes?
- 1 point**

- a) Management by objectives
- b) Management by exceptions
- c) Strategic planning
- d) Scientific management

No, the answer is incorrect.

Score: 0

Accepted Answers:

*b) Management by exceptions*

- 3) We have seen employees and management jointly work in management by objectives but how is it happened to management by exceptions?
- 1 point**

- a) Employees and management work jointly
- b) Higher participation of employees
- c) No participation of employees
- d) Less participation of employees

No, the answer is incorrect.

Score: 0

Accepted Answers:

*d) Less participation of employees*

- 4) The last and final step of management by exceptions includes-
- 1 point**

- a) Performance assessment in comparison to norm
- b) Setting objectives
- c) Solving the exceptions to the norms
- d) Analysing the deviation

No, the answer is incorrect.

Score: 0

Accepted Answers:

*c) Solving the exceptions to the norms*

- 5) Management by objectives is also known as management by –
- 1 point**

- a) Strategic
- b) Input
- c) Results
- d) Output

No, the answer is incorrect.

Score: 0

Accepted Answers:

*c) Results*

- 6) Which one is related with self-management skills?
- 1 point**

- a) Taking leave
- b) Avoiding workload
- c) Stress management
- d) None of the above

No, the answer is incorrect.

Score: 0

Accepted Answers:

*c) Stress management*

- 7) Which one is not related to 7's Model of McKinsey?
- 1 point**

- a) Staff
- b) System
- c) Structure
- d) Society

No, the answer is incorrect.

Score: 0

Accepted Answers:

*d) Society*

- 8) Management by objectives was first popularized by -
- 1 point**

- a) L. Garlick
- b) P. Drucker
- c) K. Aswathappa
- d) C. Hill and McShane

No, the answer is incorrect.

Score: 0

Accepted Answers:

*b) P. Drucker*

- 9) Management by objectives is a process whereby the employees and the superiors come together to identify -
- 1 point**

- a) Common interest
- b) Common goals
- c) Common functions
- d) None of the above

No, the answer is incorrect.

Score: 0

Accepted Answers:

*b) Common goals*

- 10) In SMART objectives, what does 'A' stand for?
- 1 point**

- a) Accountable
- b) Auditable
- c) Affordable
- d) Assignable

No, the answer is incorrect.

Score: 0

Accepted Answers:

*d) Assignable*

- 11) Find out the number of steps of management by objectives have been developed by Drucker.
- 1 point**

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

No, the answer is incorrect.

Score: 0

Accepted Answers:

*a) Five*

- 12) In American management style we find employees work at individual responsibility but in case of Japan, we find employees work at-
- 1 point**

- a) Individual responsibility
- b) Directive styles
- c) Competitive mind
- d) Group responsibilities

No, the answer is incorrect.

Score: 0

Accepted Answers:

*d) Group responsibilities*

- 13) Which one is related to the elements of management by objectives?
- 1 point**

- a) Revision of job descriptions
- b) Freedom of implementation
- c) Both a) and b)
- d) None of the above

No, the answer is incorrect.

Score: 0

Accepted Answers:

*c) Both a) and b)*

- 14) Management by objectives in other term is called PRIDE which stands for -
- 1 point**

- a) Performance, result, individual development and exercise
- b) Personnel, result, individual development and examination
- c) Performance, result, integrated development and enrichment
- d) Performance, result, individual development and evaluation

No, the answer is incorrect.

Score: 0

Accepted Answers:

*d) Performance, result, individual development and evaluation*

- 15) Resource optimization, goal orientation, system approach key result areas, are the -
- 1 point**

- a) Elements of management by objectives
- b) Characteristics of management by objectives
- c) Advantages of management by objectives
- d) Both b) and c)

No, the answer is incorrect.

Score: 0

Accepted Answers:

*b) Characteristics of management by objectives*

- 16) Defining organisational goals is a -----of management by objectives. Fill up the blank from the given option as follows.
- 1 point**

- a) objective
- b) Step
- c) Function
- d) All the above

No, the answer is incorrect.

Score: 0

Accepted Answers:

*b) Step*

- 17) One of the limitations of management by objectives is that it does not develop conflicting objectives.
- 1 point**

- a) True
- b) False

No, the answer is incorrect.

Score: 0

Accepted Answers:

*b) False*

- 18) Management model of management by objectives, is based on objectives that are agreed on between -----and employees. Fill up the blank from the given option below.
- 1 point**

- a) Organisation
- b) Administration
- c) Management
- d) None of the above

No, the answer is incorrect.

Score: 0

Accepted Answers:

*c) Management*

- 19) Management by objectives is related to

- a) Planning
- b) Staffing
- c) Organising
- d) None of the above

No, the answer is incorrect.

Score: 0

Accepted Answers:

*a) Planning*

- 20) Management by objectives is the most widely accepted philosophy of management.
- 1 point**

- a) Fully correct
- b) Partially correct
- c) Not at all correct
- d) None of the above

No, the answer is incorrect.

Score: 0

Accepted Answers:

*a) Fully correct*

## Unit 7 - Week 5

Course outline
How does an NPTEL online course work?
Week 0 : Assignment 0
Week 1
Week 2
Week 3
Week 4
Week 5
● Lecture 21 : Concept, Importance, Process, Nature and Principle of Organization
● Lecture 22 : Organizational Design and Structure
● Lecture 23 : Coordination in Management
○ Lecture 24 : Differentiation in management
● Lecture 25 : Concept, Types, Importance, Steps, Factors and Advantages of Integration
● Week 5 Lecture Materials
○ Quiz : Assignment 5
○ Feedback Form of Week 5
Week 6
Week 7
Week 8
Week 9
Week 10
Week 11
Week 12
Solution
Download Videos
Live Interactive Session
Text Transcripts

## Assignment 5

The due date for submitting this assignment has passed.  
As per our records you have not submitted this assignment.

Due on 2020-10-21, 23:59 IST.

1 point

- 1) Which of the following reflects the nature of organisation better?
- (a) Group of people working together in a system towards achieving a goal.
  - (b) Great leader builds great organisations
  - (c) Both (a) and (b)
  - (d) None of the above

No, the answer is incorrect.

Score: 0

Accepted Answers:

(a) Group of people working together in a system towards achieving a goal.

1 point

- 2) Which one does clearly explain the primary purpose of organization and its existence?
- (a) Budget
  - (b) Strategic plan
  - (c) Mission statement
  - (d) Operational plan

No, the answer is incorrect.

Score: 0

Accepted Answers:

(c) Mission statement

1 point

- 3) It is seen that there are different types of organisation. Functional organisation, line organisation, business organisation, etc. Partnership organisation is another type. Partnership organisation is -
- (a) Owned and operated by two or more individuals
  - (b) Owned by two or more individuals
  - (c) Operated by two or more individuals
  - (d) None of the above

No, the answer is incorrect.

Score: 0

Accepted Answers:

(a) Owned and operated by two or more individuals

1 point

- 4) \_\_\_\_\_ is the function of management which ensures different departments and group work in sync, therefore, there is unity of actions among the employees, groups and departments.
- (a) Organising
  - (b) Staffing
  - (c) Planning
  - (d) Coordination

No, the answer is incorrect.

Score: 0

Accepted Answers:

(d) Coordination

1 point

- 5) The organisation with a strategy seeks to target specific niches can be called as -
- (a) Focused strategy
  - (b) Operational strategy
  - (c) Organisational architecture
  - (d) None of these

No, the answer is incorrect.

Score: 0

Accepted Answers:

(a) Focused strategy

1 point

- 6) Organisations have different motive and direction of operation. It may be profit making, man making, resource mobilizing and may be service providing for the society. A sense of obligation on the part of managers to build certain social criteria into their decision making is
- (a) Organisational responsibility
  - (b) Social responsibility
  - (c) Corporate responsibility
  - (d) Institutional responsibility

No, the answer is incorrect.

Score: 0

Accepted Answers:

(b) Social responsibility

1 point

- 7) Organisational architecture helps to sustainability of the concerned organisation. It is well tied up with strong administrative system and strategic action. Here organisational structure includes-
- (a) Structure
  - (b) People
  - (c) Place
  - (d) Productivity

No, the answer is incorrect.

Score: 0

Accepted Answers:

(c) Place

1 point

- 8) Which one of the following factors does not influence the differentiation strategy?
- (a) Distinctive
  - (b) Emotional
  - (c) Non profitable
  - (d) Affordable

No, the answer is incorrect.

Score: 0

Accepted Answers:

(c) Non profitable

1 point

- 9) Reduced price competition is an advantage of differentiation.
- (a) True
  - (b) False

No, the answer is incorrect.

Score: 0

Accepted Answers:

(a) True

1 point

- 10) The elements of an organisation are coordination, common goals, division of labour and ..... Fill up the blank with suitable option from the following.
- (a) Staffing
  - (b) Planning
  - (c) Integration
  - (d) All the above.

No, the answer is incorrect.

Score: 0

Accepted Answers:

(c) Integration

1 point

- 11) Organisational design is a process by which managers select and manage elements of structure.
- (a) True
  - (b) False

No, the answer is incorrect.

Score: 0

Accepted Answers:

(a) True

1 point

- 12) Which one is not a type of organisational structure?
- (a) Functional structure
  - (b) Catering structure
  - (c) Place structure
  - (d) Multidimensional structure.

No, the answer is incorrect.

Score: 0

Accepted Answers:

(b) Catering structure

1 point

- 13) Characteristics of a learning organisation related to
- (a) Personal mastery
  - (b) System Thinking
  - (c) Both (a) and (b)
  - (d) None of the above

No, the answer is incorrect.

Score: 0

Accepted Answers:

(c) Both (a) and (b)

1 point

- 14) Values that build a strong organisation include-
- (a) Strong work ethic
  - (b) Pride, joy and respect at work
  - (c) Ongoing training
  - (d) All the above

No, the answer is incorrect.

Score: 0

Accepted Answers:

(d) All the above

1 point

- 15) The inputs include several resources of the organisation which is/are related to-
- (a) Money, materials, knowledge
  - (b) Money, materials, knowledge, innovation
  - (c) Money, materials, knowledge, innovation and machines
  - (d) None of the above

No, the answer is incorrect.

Score: 0

Accepted Answers:

(c) Money, materials, knowledge, innovation and machines

1 point

- 16) An informal organisation refers to the patterns of behaviour and influence that arise out of the human interaction occurring within the -
- (a) Informal structure
  - (b) Formal structure
  - (c) Human relationship
  - (d) None of the above

No, the answer is incorrect.

Score: 0

Accepted Answers:

(b) Formal structure

1 point

- 17) Which purpose is served by the culture in an organisation from a positive point of view?
- (a) Promotion of innovation
  - (b) Promotion of career development
  - (c) Promotion of better coordination
  - (d) None of the above

No, the answer is incorrect.

Score: 0

Accepted Answers:

(a) Promotion of innovation

1 point

- 18) Organisations perform several functions. Which one is a function of organisation?
- (a) Resource allocation
  - (b) Instruction to employees
  - (c) Both (a) and (b)
  - (d) None of the above

No, the answer is incorrect.

Score: 0

Accepted Answers:

(c) Both (a) and (b)

1 point

- 19) Which of the following is the first step of integration in management?
- (a) Understanding business requirement
  - (b) Defining integration
  - (c) Managing version of connecting system
  - (d) Customizing the core set up

No, the answer is incorrect.

Score: 0

Accepted Answers:

(b) Defining integration

1 point

- 20) Organisational designs and structures are the backbone for the organisation.
- (a) Fully agree
  - (b) Partially agree
  - (c) Neither agree nor disagree
  - (d) Fully disagree

No, the answer is incorrect.

Score: 0

Accepted Answers:

(a) Fully agree

1 point

## Unit 8 - Week 6

Course outline
How does an NPTEL online course work?
Week 0 : Assignment 0
Week 1
Week 2
Week 3
Week 4
Week 5
Week 6
● Lecture 26 : Concept, Types, Importance and Process of Span of Management
● Lecture 27 : Concept, types, factors, advantages & disadvantages of Centralization and Decentralization
● Lecture 28 : Delegation
○ Lecture 29 : Different issues relating to authority and power
○ Lecture 30 : Different aspects of line and staff organization
● Week 6 Lecture Materials
○ Quiz : Assignment 6
○ Feedback Form of Week 6
Week 7
Week 8
Week 9
Week 10
Week 11
Week 12
Solution
Download Videos
Live Interactive Session
Text Transcripts

## Assignment 6

The due date for submitting this assignment has passed.

As per our records you have not submitted this assignment.

Due on 2020-10-28, 23:59 IST.

1 point

- 1) Which one is not the type of power that we have learnt from the lecture session?
- (a) Legitimate power
  - (b) Coercive power
  - (c) General power
  - (d) Expert power

No, the answer is incorrect.

Score: 0

Accepted Answers:

(c) General power

- 2) Which one is defining the best about the degree to which organizational tasks are sub divided into separate job chart?

1 point

- (a) Decentralisation
- (b) Division of labour
- (c) Span of control
- (d) Centralisation

No, the answer is incorrect.

Score: 0

Accepted Answers:

(b) Division of labour

- 3) Which one is related to factors affecting Centralisation?

1 point

- (a) Strategy
- (b) Discourage integration
- (c) Avoiding emergencies
- (d) Prompt uniformity of action

No, the answer is incorrect.

Score: 0

Accepted Answers:

(d) Prompt uniformity of action

- 4) What does delegation of authority indicate?

1 point

- (a) Decision making
- (b) Assigning responsibility to subordinates
- (c) Granting legitimate right of deciding
- (d) Decentralizing activities

No, the answer is incorrect.

Score: 0

Accepted Answers:

(c) Granting legitimate right of deciding

- 5) In span of management, a superior can successfully put his/her control over-

1 point

- (a) Management
- (b) Staff
- (c) Subordinates
- (d) Resources

No, the answer is incorrect.

Score: 0

Accepted Answers:

(c) Subordinates

- 6) Which one of the following factors affecting span of management?

1 point

- (a) Staff development
- (b) Fund allotment
- (c) Pay fixation
- (d) Delegation of authority

No, the answer is incorrect.

Score: 0

Accepted Answers:

(d) Delegation of authority

- 7) 'The scope of delegation is limited as far as possible' is related to -

1 point

- (a) Decentralisation
- (b) Centralisation
- (c) Democracy
- (d) All of the above

No, the answer is incorrect.

Score: 0

Accepted Answers:

(b) Centralisation

- 8) Functional managers are responsible to the upper level of management & staff.

1 point

- (a) True
- (b) False

No, the answer is incorrect.

Score: 0

Accepted Answers:

(a) True

- 9) Centralisation is practiced largely where uniformity of actions is desired for handling the -

1 point

- (a) Personnel matters
- (b) Organisational matters
- (c) Financial matters
- (d) None of the above

No, the answer is incorrect.

Score: 0

Accepted Answers:

(a) Personnel matters

- 10) The degree of decentralisation is determined by

1 point

- (a) Kind of authority is delegated
- (b) How far down it is delegated
- (c) Both (a) and (b)
- (d) None of the above

No, the answer is incorrect.

Score: 0

Accepted Answers:

(c) Both (a) and (b)

- 11) One of the benefits of decentralisation is-

1 point

- (a) Increasing cost
- (b) Manager becomes generalized
- (c) Promotes immorality to managers
- (d) Promotes coordination

No, the answer is incorrect.

Score: 0

Accepted Answers:

(d) Promotes coordination

- 12) There are several advantages of centralisation in management practice. Which one belongs to that?

1 point

- (a) Increases cost
- (b) Promotes uniformity
- (c) No controlling
- (d) All the above

No, the answer is incorrect.

Score: 0

Accepted Answers:

(b) Promotes uniformity

- 13) Assignment of any authority to another person generally from a manager to a subordinate for carrying out specific tasks is called-

1 point

- (a) Decentralisation
- (b) Delegation
- (c) Authentication
- (d) None of the above

No, the answer is incorrect.

Score: 0

Accepted Answers:

(b) Delegation

- 14) 'Effective delegation is crucial for management and leadership succession'

1 point

- (a) Fully agree
- (b) Somewhat agree
- (c) Neither agree nor disagree
- (d) Fully disagree

No, the answer is incorrect.

Score: 0

Accepted Answers:

(a) Fully agree

- 15) Accepted power -that is, power that people agree to follow up according to specific procedures is called-

1 point

- (a) Authority
- (b) Power
- (c) Both (a) and (b)
- (d) None of the above

No, the answer is incorrect.

Score: 0

Accepted Answers:

(a) Authority

- 16) Which statement best expresses the difference between power and authority?

1 point

- (a) Authority involves intimidation
- (b) Authority is based on the perceived legitimacy of the individual power
- (c) Authority is inherited but power is seized
- (d) All the above

No, the answer is incorrect.

Score: 0

Accepted Answers:

(b) Authority is based on the perceived legitimacy of the individual power

- 17) Which of the following types of authority does not reside primarily in a manager?

1 point

- (a) Dictatorial
- (b) Traditional
- (c) Legal-rational
- (d) None of the above

No, the answer is incorrect.

Score: 0

Accepted Answers:

(c) Legal-rational

- 18) The organisation wherein all the positions are in the direct line of authority from the top to the bottom, is called-

1 point

- (a) Virtual organisation
- (b) Learning organisation
- (c) Networking organisation
- (d) Line organisation

No, the answer is incorrect.

Score: 0

Accepted Answers:

(d) Line organisation

- 19) One of the advantages of line organisation includes-

1 point

- (a) Specialization under threat
- (b) Advices from all
- (c) Balanced decision
- (d) No research and development

No, the answer is incorrect.

Score: 0

Accepted Answers:

(c) Balanced decision

- 20) Line and staff organisation is a compromise of line organisation. It is more complex than line concern.

1 point

- (a) Fully correct
- (b) Partially correct
- (c) Fully incorrect
- (d) None of the above

No, the answer is incorrect.

Score: 0

Accepted Answers:

(a) Fully correct

## Unit 9 - Week 7

## Course outline

How does an NPTEL online course work?

## Week 0 : Assignment 0

## Week 1

## Week 2

## Week 3

## Week 4

## Week 5

## Week 6

## Week 7

● Lecture 31 : Concept, importance, process and methods of Staffing and HRM

● Lecture 32 : Recruitment and Selection

● Lecture 33 : Recruitment and Selection(Continued)

● Lecture 34 : Performance Appraisal

● Lecture 35 : Performance Appraisal(Continued)

● Week 7 Lecture Materials

● Quiz : Assignment 7

● Feedback Form of Week 7

## Week 8

## Week 9

## Week 10

## Week 11

## Week 12

## Solution

## Download Videos

## Live Interactive Session

## Text Transcripts

## Assignment 7

Due on 2020-11-04, 23:59 IST.

As per our records you have not submitted this assignment.

1) There are different types of staffing functions in management. Which staffing function is involved estimating the needs of human resource for the organization?

1 point

- (a) Recruitment
- (b) Selection
- (c) Manpower Planning
- (d) Training & Development

No, the answer is incorrect.

Score: 0

Accepted Answers:

(c) Manpower Planning

2) XYZ is a global consultancy organisation with professional team of managers. They follow scientific approach of human resource management. The component of human resource management relates to –

1 point

- (a) Personal development
- (b) Coordination
- (c) Leadership
- (d) Organizational behaviour

No, the answer is incorrect.

Score: 0

Accepted Answers:

(a) Personal development

3) One of your colleagues is in Charge of Human Resource Management. He is seeking your help to draft a policy for human resource development. You suggested him some components he needs to be taken care of. Find out which one is not your suggestion?

0 points

- (a) Manpower planning
- (b) Training and staff development
- (c) Both (a) and (b)
- (d) None of the above

No, the answer is incorrect.

Score: 0

Accepted Answers:

(c) Both (a) and (b)

4) Skills, knowledge and experience are very important aspects for a manager to successfully operate his/her organisation. Individual perception plays significant role in this direction. No manager can do well unless his/her perception is at the desired level. Managerial application of perception is:

0 points

- (a) Interpersonal working relationship
- (b) Selection of employees
- (c) Performance appraisal
- (d) All of these

No, the answer is incorrect.

Score: 0

Accepted Answers:

(c) Performance appraisal

5) Which one of the following is related to areas of activities under human resource planning?

1 point

- (a) Benefit cost analysis
- (b) Accounting and auditing
- (c) Supply forecasting
- (d) None of the above

No, the answer is incorrect.

Score: 0

Accepted Answers:

(c) Supply forecasting

6) Which one is an important item for job description?

1 point

- (a) Education
- (b) Training
- (c) Experience
- (d) Job title

No, the answer is incorrect.

Score: 0

Accepted Answers:

(d) Job title

7) .....is the process of finding and attracting capable applicants for employment. Fill up blank with suitable word from the following.

1 point

- (a) Selection
- (b) Recruitment
- (c) Vacancy circular
- (d) All of the above

No, the answer is incorrect.

Score: 0

Accepted Answers:

(b) Recruitment

8) Human resource planning helps systematically .....an organisation's future demand for and supply of employees. Fill up blank with suitable word

1 point

from the following.

- (a) Forecasting
- (b) Analysing
- (c) Assessing
- (d) Reporting

No, the answer is incorrect.

Score: 0

Accepted Answers:

(a) Forecasting

9) Job analysis specifies the tasks and duties of jobs and the qualification expected from prospective jobholders.

1 point

- (a) Agree fully
- (b) Agree partially
- (c) Neither agree nor disagree
- (d) Disagree fully

No, the answer is incorrect.

Score: 0

Accepted Answers:

(a) Agree fully

10) Which one is a method of performance appraisal?

1 point

- (a) Check lists
- (b) Annual confidential report
- (c) Field review method
- (d) All the above

No, the answer is incorrect.

Score: 0

Accepted Answers:

(d) All the above

11) External sources of recruitment include

1 point

- (a) Employee referral
- (b) Previous applicants
- (c) Former employee
- (d) Employment exchange

No, the answer is incorrect.

Score: 0

Accepted Answers:

(d) Employment exchange

12) Which one indicates the process of job analysis properly?

1 point

- (a) Job description, gather information, process information and job specification.
- (b) Gather information, process information, job description and job specification.
- (c) Job description, job specification, gather information and process information.
- (d) None of the above

No, the answer is incorrect.

Score: 0

Accepted Answers:

(b) Gather information, process information, job description and job specification.

13) Supply forecasting is an area of activities of .....? Fill up blank with suitable word from the following

1 point

- (a) Manpower planning
- (b) Human resource planning
- (c) Human resource development
- (d) None of the above

No, the answer is incorrect.

Score: 0

Accepted Answers:

(b) Human resource planning

14) Collecting job related data and using the same for several purposes is related to-

1 point

- (a) Job analysis
- (b) Job evaluation
- (c) Human resource planning
- (d) Induction

No, the answer is incorrect.

Score: 0

Accepted Answers:

(a) Job analysis

15) Recruitment and selection together constitute the process of employee hiring or procurement.

1 point

- (a) True
- (b) False

No, the answer is incorrect.

Score: 0

Accepted Answers:

(a) True

16) Which one related to the statement- 'estimating future manpower needs by reference to corporate and functional plans and forecasts of future activity levels.'

1 point

- (a) Supply forecasting
- (b) Demand forecasting
- (c) Budgeting and control
- (d) All the above

No, the answer is incorrect.

Score: 0

Accepted Answers:

(b) Demand forecasting

17) .....is the process of picking individuals with requisite qualifications and competence to fill jobs in the organisation.

1 point

- (a) Recruitment
- (b) Promotion
- (c) Selection
- (d) None of the above

No, the answer is incorrect.

Score: 0

Accepted Answers:

(c) Selection

18) Next to recruitment, the logical step is .....?

1 point

- (a) Training
- (b) Orientation
- (c) Employment
- (d) Selection

No, the answer is incorrect.

Score: 0

Accepted Answers:

(d) Selection

19) Which one of the following helps an organisation to staff itself with right people at the right time?

1 point

- (a) Recruitment
- (b) Selection
- (c) Employment
- (d) Human resource planning

No, the answer is incorrect.

Score: 0

Accepted Answers:

(d) Human resource planning

20) 'To assess the training and development needs of employees' is an objective of what?

1 point

- (a) Performance appraisal
- (b) Human resource planning
- (c) Manpower planning
- (d) None of the above

No, the answer is incorrect.

Score: 0

Accepted Answers:

(a) Performance appraisal

## Unit 10 - Week 8

**Course outline**

- How does an NPTEL online course work?
- Week 0 : Assignment 0**
- Week 1**
- Week 2**
- Week 3**
- Week 4**
- Week 5**
- Week 6**
- Week 7**
- Week 8**
  - Lecture 36 : Concept, Types, Importance, Techniques of Career strategy
  - Lecture 37 : Concept, Types, Importance, Techniques of Career strategy (continued)
  - Lecture 38 : Concept, Types, Importance, Techniques of Career strategy (continued)
  - Lecture 39 : Coordination-Concept, Issues and Techniques
  - Lecture 40 : Coordination-Concept, Issues and Techniques(Continued)
  - Week 8 Lecture Materials**
  - Quiz : Assignment 8\_new
  - Feedback Form of Week 8
- Week 9**
- Week 10**
- Week 11**
- Week 12**
- Solution**
- Download Videos**
- Live Interactive Session**
- Text Transcripts**

**Assignment 8\_new**

The due date for submitting this assignment has passed.  
As per our records you have not submitted this assignment.

**Due on 2020-11-15, 23:59 IST.**

1) What does the concept of career that we have learnt include? **1 point**

a) Both traditional and protean career  
 b) Traditional career only  
 c) Protean career only  
 d) None of the above

No, the answer is incorrect.  
Score: 0  
Accepted Answers:  
a) Both traditional and protean career

2) The dimension like mobility of traditional career is vertical but it is different for protean career. Find out the dimension like mobility of protean career from **1 point** the following.

a) Straight  
 b) Lateral  
 c) Vertical  
 d) Classical

No, the answer is incorrect.  
Score: 0  
Accepted Answers:  
b) Lateral

3) What does we call the multiple career situation, where a worker has two simultaneous careers? **1 point**

a) Controversial  
 b) Multipurpose  
 c) Sequential  
 d) Concurrent

No, the answer is incorrect.  
Score: 0  
Accepted Answers:  
d) Concurrent

4) -----is the process by which employees progress through a series of stages. Fill up blank with suitable option from the following. **1 point**

a) Organisation development  
 b) Career development  
 c) Infrastructure development  
 d) All of these

No, the answer is incorrect.  
Score: 0  
Accepted Answers:  
b) Career development

5) Which one is not a part of four career stages as you have seen in slide presentation? **1 point**

a) Establishment  
 b) Disengagement  
 c) Relationship  
 d) Exploration

No, the answer is incorrect.  
Score: 0  
Accepted Answers:  
c) Relationship

6) Who has introduced the concept of the Career Anchors? **1 point**

a) F.W.Taylor  
 b) David Abrahamson  
 c) Henri Fayol  
 d) Edgar Schein

No, the answer is incorrect.  
Score: 0  
Accepted Answers:  
d) Edgar Schein

7) Career development is important for companies to create and sustain a continuous learning environment. **1 point**

a) True  
 b) False

No, the answer is incorrect.  
Score: 0  
Accepted Answers:  
a) True

8) What can be happened to employees in case there is lack of career management? **1 point**

a) High motivation  
 b) Job satisfaction  
 c) Frustration  
 d) None of the above

No, the answer is incorrect.  
Score: 0  
Accepted Answers:  
c) Frustration

9) Which one is the appropriate process of career management? **1 point**

a) Self assessment, reality check, goal setting, action planning  
 b) Action planning, self assessment, reality check, goal setting.  
 c) Goal setting, action planning, self assessment, reality check  
 d) Reality check, action planning, self assessment, goal setting.

No, the answer is incorrect.  
Score: 0  
Accepted Answers:  
a) Self assessment, reality check, goal setting, action planning

10) Which one is not related to the user access element of career management website? **1 point**

a) Job data  
 b) Career management advice  
 c) Employee profile database  
 d) Salary information

No, the answer is incorrect.  
Score: 0  
Accepted Answers:  
c) Employee profile database

11) Which one is the responsibility of a Manager as Coach in Career Management? **1 point**

a) Link to career management resources  
 b) Assist in goal setting  
 c) Give feedback  
 d) Clarify concerns

No, the answer is incorrect.  
Score: 0  
Accepted Answers:  
d) Clarify concerns

12) Which one of the following is not an issue related to failure of coordination? **1 point**

a) Leadership  
 b) Organisation  
 c) Planning  
 d) Monitoring and supervision

No, the answer is incorrect.  
Score: 0  
Accepted Answers:  
b) Organisation

13) One of the techniques for establishing better coordination includes coordination by special appointee-- **1 point**

a) True  
 b) False

No, the answer is incorrect.  
Score: 0  
Accepted Answers:  
a) True

14) Mary Parker Follett is a Sociologist, Management Consultant and Political Philosopher. His contribution, we have learnt includes **1 point**

a) Process of coordination  
 b) Principles of coordination  
 c) Component of coordination  
 d) Advantages of coordination

No, the answer is incorrect.  
Score: 0  
Accepted Answers:  
b) Principles of coordination

15) Which one is treated as the essence of management and mother of the principles of management? **1 point**

a) Staffing  
 b) Coordination  
 c) Budgeting  
 d) Controlling

No, the answer is incorrect.  
Score: 0  
Accepted Answers:  
b) Coordination

16) Who was Henry Mintzberg? **1 point**

a) American Philosopher  
 b) Canadian Academician  
 c) German Psychologist  
 d) Italian Academician

No, the answer is incorrect.  
Score: 0  
Accepted Answers:  
b) Canadian Academician

17) One of the advantages or benefits of coordination in staffing and management includes - **1 point**

a) Good human relationship  
 b) Multiple sources of direction  
 c) Organisational weakness  
 d) Time taking and costly

No, the answer is incorrect.  
Score: 0  
Accepted Answers:  
a) Good human relationship

18) Which one is an obstacle to coordination? **1 point**

a) Good leadership  
 b) Integrating role  
 c) Effective communication  
 d) Insufficient resources

No, the answer is incorrect.  
Score: 0  
Accepted Answers:  
d) Insufficient resources

19) Standardisation of skills and knowledge is a mechanism of coordination developed by Henry Mintzberg. **1 point**

a) True  
 b) False

No, the answer is incorrect.  
Score: 0  
Accepted Answers:  
a) True

20) On the basis of function, coordination can be of ----- types. Fill up the blank. **1 point**

a) Two  
 b) Three  
 c) Four  
 d) Five

No, the answer is incorrect.  
Score: 0  
Accepted Answers:  
a) Two

## Unit 11 - Week 9

## Course outline

How does an NPTEL online course work?

## Week 0 : Assignment 0

## Week 1

## Week 2

## Week 3

## Week 4

## Week 5

## Week 6

## Week 7

## Week 8

## Week 9

(a) Lecture 41 : Concept, importance, elements of organizational change

(b) Lecture 42 : Concept, importance, elements of organizational change(Continued)

(c) Lecture 43 : Forces and factors of organizational change

(d) Lecture 44 : Resistance to change

(e) Lecture 45 : Theories of change and resistance to change

(f) Lecture 46 : Methods of dealing with change

(g) Lecture 47 : Methods of dealing with change(Continued)

(h) Week 9 Lecture Materials

(i) Quiz : Assignment\_9

(j) Feedback Form of Week 9

## Week 10

## Week 11

## Week 12

## Solution

## Download Videos

## Live Interactive Session

## Text Transcripts

## Assignment\_9

The due date for submitting this assignment has passed.

As per our records you have not submitted this assignment.

Due on 2020-11-18, 23:59 IST.

1 point

- 1) There are different phases in organization growth cycle. Which one of the following is not an organisational growth phase as per L. Greiner?

- (a) Authority  
 (b) Creativity  
 (c) Delegation  
 (d) Coordination

No, the answer is incorrect.

Score: 0

Accepted Answers:

(a) Authority

- 2) How many categories of organisational change have you learnt about?

1 point

- (a) Two  
 (b) Three  
 (c) Four  
 (d) Five

No, the answer is incorrect.

Score: 0

Accepted Answers:

(b) Three

- 3) 'Feeling appreciated, valued, or needed' are the issues related to which component of organisational change?

1 point

- (a) Variety  
 (b) Growth  
 (c) Connection  
 (d) Significance

No, the answer is incorrect.

Score: 0

Accepted Answers:

(d) Significance

- 4) Which one of the following is treated as one of the methods of organisational change?

1 point

- (a) Decreasing positivity  
 (b) Leadership  
 (c) Distance with others  
 (d) Utilisation of weakness in workplace

No, the answer is incorrect.

Score: 0

Accepted Answers:

(b) Leadership

- 5) Which one of the following is an important characteristic of organisational change?

1 point

- (a) A strategy not an action  
 (b) An event not a process  
 (c) A process not an event  
 (d) None of the above

No, the answer is incorrect.

Score: 0

Accepted Answers:

(c) A process not an event

- 6) Find out the factor from the following that does not affect organisational change?

1 point

- (a) Psychological  
 (b) Personal  
 (c) Social  
 (d) Geographical

No, the answer is incorrect.

Score: 0

Accepted Answers:

(d) Geographical

- 7) What type of radical change have you seen when incremental change like product improvement is happened?

1 point

- (a) Transform entire organisation  
 (b) New products create new markets  
 (c) Reach new equilibrium  
 (d) All of the above

No, the answer is incorrect.

Score: 0

Accepted Answers:

(b) New products create new markets

- 8) Which one of the following is not an internal force that affects organisational change?

0 points

- (a) Vision  
 (b) Continuous leadership  
 (c) Conflict  
 (d) Policy

No, the answer is incorrect.

Score: 0

Accepted Answers:

(c) Conflict

- 9) Which one is not an internal force affecting for organisational change?

1 point

- (a) Technology change  
 (b) Organisational silence  
 (c) Nature of workforce  
 (d) Managerial position

No, the answer is incorrect.

Score: 0

Accepted Answers:

(a) Technology change

- 10) Typical kinds of change efforts directed at human resources include changing culture in response to diversity, \_\_\_\_\_, changing top management team, etc. Fill up the blank.

1 point

- (a) Neglecting training and development  
 (b) Keeping employees out of the company culture  
 (c) Reward systems  
 (d) None of the above

No, the answer is incorrect.

Score: 0

Accepted Answers:

(c) Reward systems

- 11) How many types of resistance to change have you learnt from the lecture?

1 point

- (a) Six  
 (b) Five  
 (c) Four  
 (d) Three

No, the answer is incorrect.

Score: 0

Accepted Answers:

(d) Three

- 12) Which is the main reason for resistance to change sought to be realised?

1 point

- (a) Dare to unforeseen events  
 (b) Loss of status or job security  
 (c) Highly aligned reward system  
 (d) None of the above

No, the answer is incorrect.

Score: 0

Accepted Answers:

(b) Loss of status or job security

- 13) Difference in orientation, power and conflict are related to which level source of resistance to change?

1 point

- (a) Individual level  
 (b) Sub unit level  
 (c) Group level  
 (d) None of the above

No, the answer is incorrect.

Score: 0

Accepted Answers:

(b) Sub unit level

- 14) Which of the following is one of the advantages of resistance to change?

1 point

- (a) Avoids employees  
 (b) Analyses the risk  
 (c) Creates diverse risk plans  
 (d) All the above

No, the answer is incorrect.

Score: 0

Accepted Answers:

(b) Analyses the risk

- 15) Resistance is a very strong and contagious force. It is useful to prepare and have productive antidotes for the situation like regular checking posture, physical balance and breathing as a man.

1 point

- (a) True  
 (b) False

No, the answer is incorrect.

Score: 0

Accepted Answers:

(a) True

- 16) Which one of the following is not included in organisational level forces of resistance to change?

1 point

- (a) Organisational structure  
 (b) Organisational conflict  
 (c) Organisational culture  
 (d) Over determination

No, the answer is incorrect.

Score: 0

Accepted Answers:

(b) Organisational conflict

- 17) 'Establishing the new force for status quo' is found in which stage of three stage model theory?

1 point

- (a) Refreeze  
 (b) Moving  
 (c) Unfreeze  
 (d) None of the above

No, the answer is incorrect.

Score: 0

Accepted Answers:

(a) Refreeze

- 18) Who has developed Change Management Theory which has eight stages and every one of them focuses on employees' response to change?

1 point

- (a) Henri Fayol  
 (b) Ronald Havelock  
 (c) Kurt Lewin  
 (d) John Kotter

No, the answer is incorrect.

Score: 0

Accepted Answers:

(d) John Kotter

- 19) In which country Elton Mayo was born?

1 point

- (a) Australia  
 (b) Canada  
 (c) France  
 (d) Germany

No, the answer is incorrect.

Score: 0

Accepted Answers:

(a) Australia

- 20) The benefits like promoting motivation, source of information and acting as controlling process are related to which approach of dealing with change?

1 point

- (a) Education and communication  
 (b) Participation and involvement  
 (c) Manipulation and cooperation  
 (d) None of the above

No, the answer is incorrect.

Score: 0

Accepted Answers:

(a) Education and communication

## Unit 12 - Week 10

Course outline
How does an NPTEL online course work?
Week 0 : Assignment 0
Week 1
Week 2
Week 3
Week 4
Week 5
Week 6
Week 7
Week 8
Week 9
Week 10
● Lecture 48 : Behavioural reaction to organisational Change
● Lecture 49 : Behavioural reaction to organisational Change (Continued)
○ Lecture 50 : Approaches to manage organizational Change
○ Lecture 51 : Action Research model to manage organizational change
○ Lecture 52 : Organizational development
● Week 10 Lecture Materials
○ Quiz : Assignment_10
○ Feedback Form of Week 10
Week 11
Week 12
Solution
Download Videos
Live Interactive Session
Text Transcripts

## Assignment\_10

The due date for submitting this assignment has passed.  
As per our records you have not submitted this assignment.

Due on 2020-11-25, 23:59 IST.

1 point

- 1) What type of changes is considered as revolutionary change of the organisation?

- (a) Unit level changes
- (b) Holistic changes
- (c) Group level changes
- (d) None of the above

No, the answer is incorrect.

Score: 0

Accepted Answers:

(b) Holistic changes

- 2) Who developed the concept of total quality management (TQM)?

- (a) Edward Deming
- (b) FW Taylor
- (c) Kurt Lewin
- (d) None of the above

No, the answer is incorrect.

Score: 0

Accepted Answers:

(a) Edward Deming

- 3) Which of the following is the last stage of change process?

- (a) Planning the change
- (b) Implementing the change
- (c) Following up on the change
- (d) None of the above

No, the answer is incorrect.

Score: 0

Accepted Answers:

(c) Following up on the change

- 4) In the VUCA model we have seen that volatility has no effect on risk, instability and flux .

- (a) True
- (b) False

No, the answer is incorrect.

Score: 0

Accepted Answers:

(b) False

- 5) Organizations need to change strategies, structures, processes, and -----more often to adapt change. Fill up the blank -

- (a) Procedures
- (b) Programmes
- (c) Planning
- (d) Resources

No, the answer is incorrect.

Score: 0

Accepted Answers:

(a) Procedures

- 6) Which one is not related to the six stages change process?

- (a) Planning the change
- (b) Implementing the change
- (c) Identifying the problem
- (d) Diagnosing the problem

No, the answer is incorrect.

Score: 0

Accepted Answers:

(c) Identifying the problem

- 7) Which one is a reaction to change in organisation when behaviour of the employee is in 'fear of the unknown'?

- (a) Nothing wrong to try new things
- (b) Provide information and encourage
- (c) Delay and wait for better time
- (d) All of the above

No, the answer is incorrect.

Score: 0

Accepted Answers:

(b) Provide information and encourage

- 8) In the ADKAR Model, how many tangible and concrete outcomes have been pointed out to achieve for lasting change?

- (a) Four
- (b) Five
- (c) Six
- (d) Seven

No, the answer is incorrect.

Score: 0

Accepted Answers:

(b) Five

- 9) Who was Richard Thaler about whom you have learnt from the lecture?

- (a) Behavioural economist
- (b) Behavioural psychologist
- (c) Economist
- (d) Psychological counsellor

No, the answer is incorrect.

Score: 0

Accepted Answers:

(a) Behavioural economist

- 10) Force Field Theory of Change is developed by whom?

- (a) Edward Deming
- (b) FW Taylor
- (c) Kurt Lewin
- (d) None of the above

No, the answer is incorrect.

Score: 0

Accepted Answers:

(c) Kurt Lewin

- 11) Who introduced first the five stages of grief model popularly known as DABDA?

- (a) Edward Deming
- (b) FW Taylor
- (c) John Kotter
- (d) Kubler Ross

No, the answer is incorrect.

Score: 0

Accepted Answers:

(d) Kubler Ross

- 12) How many steps are there in action research you have learnt from the lecture?

- (a) Four
- (b) Five
- (c) Six
- (d) Seven

No, the answer is incorrect.

Score: 0

Accepted Answers:

(b) Five

- 13) Action research model is traditionally aimed both at helping specific organizations implement planned change and at developing more general knowledge

1 point  
that can be applied to other settings.

- (a) True
- (b) False

No, the answer is incorrect.

Score: 0

Accepted Answers:

(a) True

- 14) Which one is the limitation of action research model to manage organisational change?

- (a) Rigidity to pressure
- (b) Easy to frame questionnaire
- (c) Subjectivity
- (d) Difficult to consulting

No, the answer is incorrect.

Score: 0

Accepted Answers:

(c) Subjectivity

- 15) In which step of action research we have learnt institutionalizing action research?

- (a) Second
- (b) Third
- (c) Fourth
- (d) Fifth

No, the answer is incorrect.

Score: 0

Accepted Answers:

(d) Fifth

- 16) In which approach/model do we see, it fulfills certain conditions for which a favourable environment conducive for organisational change may be created?

- (a) Organisational Development
- (b) Action Research
- (c) Three stages change model
- (d) All the above

No, the answer is incorrect.

Score: 0

Accepted Answers:

(a) Organisational Development

- 17) There are three ways of managing change in Three Stage Model Theory, such as - unfreezing, moving and refreezing. What does the way 'moving' mean?

- (a) Reducing the forces for status quo
- (b) Reinforcing new values, attitudes and behaviours
- (c) Developing new attitudes, values and behaviors
- (d) None of the above

No, the answer is incorrect.

Score: 0

Accepted Answers:

(c) Developing new attitudes, values and behaviors

- 18) An organisation cannot and should not remain constant over time. Even if the management does not want to change, external pressures force it to change.

1 point  
(a) Agree fully  
(b) Agree partially  
(c) Neither agree nor disagree  
(d) Disagree fully

No, the answer is incorrect.

Score: 0

Accepted Answers:

(a) Agree fully

- 19) Organisational development is not at all effective among blue collar workers.

- (a) True
- (b) False

No, the answer is incorrect.

Score: 0

Accepted Answers:

(b) False

- 20) Organisational development is a planned, systematic process of ----- based on behaviour science research and theory. Fill up the blanks

1 point  
with the suitable words from the following.

- (a) Organisational behaviour
- (b) Organisational change
- (c) Organisational policy
- (d) None of the above

No, the answer is incorrect.

Score: 0

Accepted Answers:

(b) Organisational change

## Unit 13 - Week 11

## Course outline

How does an NPTEL online course work?

## Week 0 : Assignment 0

## Week 1

## Week 2

## Week 3

## Week 4

## Week 5

## Week 6

## Week 7

## Week 8

## Week 9

## Week 10

## Week 11

(a) Lecture 53 : Leadership and Its Theories

(b) Lecture 54 - Team and Team Work in Management

(c) Lecture 55 : Human factors and Motivation

(d) Lecture 56 : Communication and Its Barriers

(e) Week 11 Lecture Materials

(f) Quiz : Assignment\_11

(g) Feedback Form of Week 11

## Week 12

## Solution

## Download Videos

## Live Interactive Session

## Text Transcripts

## Assignment\_11

The due date for submitting this assignment has passed.

**Due on 2020-12-02, 23:59 IST.**

As per our records you have not submitted this assignment.

1) \_\_\_\_\_ is the process of encouraging and helping others to work enthusiastically towards objectives. **1 point**

- (a) Management
- (b) Training
- (c) Leadership
- (d) Planning

No, the answer is incorrect.

Score: 0

Accepted Answers:

(c) Leadership

2) The leadership function of management is very important to a manager in successful operation of his/her organisation. Sometimes, he/she is autocratic and in some other time he/she is democratic. \_\_\_\_\_ leadership style leader depends entirely on his subordinates to establish their own goals and to make their own decisions. Fill up the blank. **1 point**

- (a) Participative
- (b) Free Rein or Laissez-faire
- (c) Authoritarian
- (d) All of the above

No, the answer is incorrect.

Score: 0

Accepted Answers:

(b) Free Rein or Laissez-faire

3) You have learnt about four step approaches of team work. Which one is not related to the four step approaches? **1 point**

- (a) Execute
- (b) Plan
- (c) Assess
- (d) Supervise

No, the answer is incorrect.

Score: 0

Accepted Answers:

(d) Supervise

4) What do we call the teams that use computer technology to tie together physically dispersed members in order to achieve a common goal? **1 point**

- (a) Problem solving teams
- (b) Virtual teams
- (c) Cross functional teams
- (d) All of the above

No, the answer is incorrect.

Score: 0

Accepted Answers:

(b) Virtual teams

5) You have learnt about human factors like culture, budget, communication, security policy enforcement and management support. In which category do all these belong to? **1 point**

- (a) Direct factor
- (b) Indirect factor
- (c) Both direct and indirect factor
- (d) None of the above

No, the answer is incorrect.

Score: 0

Accepted Answers:

(b) Indirect factor

6) A manager may be highly qualified and skilled enough but that can not be the instruments to him/her to get work done by his/her subordinates unless **1 point**

he/she has skills of

- (a) Communication
- (b) Directions
- (c) Conversation
- (d) Speaking

No, the answer is incorrect.

Score: 0

Accepted Answers:

(a) Communication

7) Communication in management is very important as it serves the purpose of sending necessary information, direction, decision and message from top to bottom of the organisation and receiving feedback. Find out the best suitable term used in managerial communication to define two sources of it, is - **1 point**

- (a) Top to bottom
- (b) Sender and Receiver
- (c) Giver and taker
- (d) Vertical to horizontal

No, the answer is incorrect.

Score: 0

Accepted Answers:

(b) Sender and Receiver

8) Government has been mobilizing its administrative and other units for ensuring effective communication about personnel policies of the government but **1 point** still there are staff agitation among grassroot level employees like Group-D employees and multitasking staff. It is understood that there is a communication barrier. Find out which one/are related to communication barriers?

- (a) Emotional barriers and taboos
- (b) Differences in perception and attitude
- (c) Different languages
- (d) All the above

No, the answer is incorrect.

Score: 0

Accepted Answers:

(d) All the above

9) The behaviour of individual when he is directing the activities of a group towards shared goal, is called- **1 point**

- (a) Entrepreneurial
- (b) Administerial
- (c) Managerial
- (d) Leadership

No, the answer is incorrect.

Score: 0

Accepted Answers:

(d) Leadership

10) Formal leadership occurs when a manager leads by exercising informal authority derives from the manager's official position. **1 point**

- (a) True
- (b) False

No, the answer is incorrect.

Score: 0

Accepted Answers:

(b) False

11) According to style of functioning, the leader assumes full responsibility for all actions. Mainly he relies on implicit obedience from the group in following his **1 point** orders. What is this style called?

- (a) Appointed leader
- (b) Traditional leader
- (c) Formal leader
- (d) Authoritarian leader

No, the answer is incorrect.

Score: 0

Accepted Answers:

(d) Authoritarian leader

12) Which one of the followings does not include theories of leadership? **1 point**

- (a) Trait theory
- (b) Contingency theory
- (c) Psycho analytical theory
- (d) Need theory

No, the answer is incorrect.

Score: 0

Accepted Answers:

(c) Psycho analytical theory

13) The contributors with significant leadership theories do not include- **1 point**

- (a) McClelland
- (b) Herzberg
- (c) Freud
- (d) Thomas Carlyle

No, the answer is incorrect.

Score: 0

Accepted Answers:

(c) Freud

14) Which one of the following is not an organisational communication? **1 point**

- (a) Interpersonal communication
- (b) Group level communication
- (c) Mass communication
- (d) Verbal communication

No, the answer is incorrect.

Score: 0

Accepted Answers:

(d) Verbal communication

15) One of the functions of leadership includes- **1 point**

- (a) Avoids initiative
- (b) Non representing
- (c) Develops teamwork
- (d) None of the above

No, the answer is incorrect.

Score: 0

Accepted Answers:

(c) Develops teamwork

16) In the ERG Theory of Motivation, Alderfer has explained 'R' as- **1 point**

- (a) Relationship
- (b) Rationality
- (c) Reciprocal
- (d) Relatedness

No, the answer is incorrect.

Score: 0

Accepted Answers:

(d) Relatedness

17) 'Self actualisation' is the highest need defined by- **1 point**

- (a) Herzberg
- (b) Maslow
- (c) Alderfer
- (d) McClelland

No, the answer is incorrect.

Score: 0

Accepted Answers:

(b) Maslow

18) Framework of employee motivation includes- **1 point**

- (a) Identifies needs
- (b) No punishment/rewards
- (c) Un assessing needs/deficiencies
- (d) Not performs

No, the answer is incorrect.

Score: 0

Accepted Answers:

(a) Identifies needs

19) Which one of the following is a form of motivation you have learnt? **1 point**

- (a) Attitude motivation
- (b) Affiliation motivation
- (c) Fear based motivation
- (d) All the above

No, the answer is incorrect.

Score: 0

Accepted Answers:

(d) All the above

20) Two factor theory of motivation includes the elements of- **1 point**

- (a) Agree and disagree
- (b) Inclusion and exclusion
- (c) Satisfaction and dissatisfaction
- (d) Safety and security

No, the answer is incorrect.

Score: 0

Accepted Answers:

(c) Satisfaction and dissatisfaction</p

## Unit 14 - Week 12

Course outline
How does an NPTEL online course work?
Week 0 : Assignment 0
Week 1
Week 2
Week 3
Week 4
Week 5
Week 6
Week 7
Week 8
Week 9
Week 10
Week 11
Week 12
● Lecture 57 : Controlling: Issues, Types, Techniques and Importance
○ Lecture 58 : Budgeting, concept, importance, process and benefits
○ Lecture 59 : Reporting - concepts, types, importance and advantages
● Week 12 Lecture Materials
○ Quiz : Assignment_12
○ Feedback Form of Week 12
Solution
Download Videos
Live Interactive Session
Text Transcripts

## Assignment\_12

The due date for submitting this assignment has passed.  
As per our records you have not submitted this assignment.

Due on 2020-12-09, 23:59 IST.

- 1) It is a concrete, precise process of the total operation of an enterprise in monetary terms. What does 'It' mean? 1 point

- (a) Controlling
- (b) Budgeting
- (c) Reporting
- (d) Directing

No, the answer is incorrect.

Score: 0

Accepted Answers:

(b) Budgeting

- 2) Which one of the following does force managers to consider in the process of developing a budget? 1 point

- (a) Target group
- (b) Objectives
- (c) Programmes
- (d) Employees

No, the answer is incorrect.

Score: 0

Accepted Answers:

(b) Objectives

- 3) Which component of management function has feature that it motivates the employees and boosts employee morale? 1 point

- (a) Budgeting
- (b) Staffing
- (c) Controlling
- (d) Planning

No, the answer is incorrect.

Score: 0

Accepted Answers:

(c) Controlling

- 4) An enterprise has many aspects to consider in master budgeting. Which one of the following is related to them? 1 point

- (a) Expenditure budget
- (b) Stock budget
- (c) Direct labour budget
- (d) Infrastructure budget

No, the answer is incorrect.

Score: 0

Accepted Answers:

(c) Direct labour budget

- 5) In modern management, controlling is considered to be 1 point

- (a) The second function of management
- (b) The first function of management
- (c) The fifth function of management
- (d) The third function of management style

No, the answer is incorrect.

Score: 0

Accepted Answers:

(c) The fifth function of management

- 6) In organisation management we find, managers adopt different methods of control in terms of manpower development, planning, fund utilisation etc. Here 1 point

- the methods of control include-
- (a) Policies
  - (b) Job description
  - (c) Budget
  - (d) All the above

No, the answer is incorrect.

Score: 0

Accepted Answers:

(d) All the above

- 7) You joined in a company since few years back and have been observing various difficulties in your work. There is no control over human resource, fund 1 point

mobilization and operation of the company. Being a manager, you want to establish a control in your company. What type of control is related to management practice?

- (a) Feedforward control
- (b) Fund mobilization control
- (c) Contingency control
- (d) None of the above

No, the answer is incorrect.

Score: 0

Accepted Answers:

(a) Feedforward control

- 8) In the examples for the control process, in which step you have learnt about comparing actual performance with standard? 1 point

- (a) Step 1
- (b) Step 2
- (c) Step 3
- (d) Step 4

No, the answer is incorrect.

Score: 0

Accepted Answers:

(c) Step 3

- 9) Control is a primary -----function of management in an organisation. Fill up blank with suitable word from the following. 1 point

- (a) Task oriented
- (b) Result oriented
- (c) Fund oriented
- (d) Goal oriented

No, the answer is incorrect.

Score: 0

Accepted Answers:

(d) Goal oriented

- 10) Which one of the followings is related to the features of the controlling? 1 point

- (a) Does not set the discipline and order
- (b) Ensures future planning by revising standards
- (c) Does not achieve organisational goals
- (d) None of the above

No, the answer is incorrect.

Score: 0

Accepted Answers:

(b) Ensures future planning by revising standards

- 11) The types of control includes- 1 point

- (a) Pre facto control
- (b) Post facto control
- (c) Benchmark control
- (d) Concurrent control

No, the answer is incorrect.

Score: 0

Accepted Answers:

(c) Concurrent control

- 12) In what type of common technique we have learnt about personal observation? 1 point

- (a) Both advance control technique and traditional technique
- (b) Advance control technique
- (c) Traditional technique
- (d) None of the above

No, the answer is incorrect.

Score: 0

Accepted Answers:

(c) Traditional technique

- 13) How many guiding points have you learnt under motivating Technique? 1 point

- (a) Three
- (b) Four
- (c) Five
- (d) Six

No, the answer is incorrect.

Score: 0

Accepted Answers:

(c) Five

- 14) By which one the relation between planning and control can be better understood? 1 point

- (a) Both are not interrelated
- (b) Both are forward looking functions
- (c) Both have information gap
- (d) None of the above

No, the answer is incorrect.

Score: 0

Accepted Answers:

(b) Both are forward looking functions

- 15) Who has developed a mathematical formula to explain the complexity of span of control if more subordinates are added to the executive? 1 point

- (a) Maslow
- (b) Gracunas
- (c) Fayol
- (d) Taylor

No, the answer is incorrect.

Score: 0

Accepted Answers:

(b) Gracunas

- 16) Controlling is a backward-looking function while planning is a forward-looking function. 1 point

- (a) Not at all agree
- (b) Somewhat agree
- (c) Neither agree nor disagree
- (d) Agree fully

No, the answer is incorrect.

Score: 0

Accepted Answers:

(d) Agree fully

- 17) Which one of the following is defined as 'a body of information organized for presentation or transmission to others'? 1 point

- (a) Controlling
- (b) Budgeting
- (c) Reporting
- (d) None of the above

No, the answer is incorrect.

Score: 0

Accepted Answers:

(c) Reporting

- 18) Controlling motivates the employees and boosts employee morale. 1 point

- (a) True
- (b) False

No, the answer is incorrect.

Score: 0

Accepted Answers:

(a) True

- 19) Controlling and planning are .....for controlling gives an important input into the next planning cycle. Fill up blank with appropriate word from the 1 point

- (a) Correlated
- (b) Interrelated
- (c) Coexisted
- (d) None of the above

No, the answer is incorrect.

Score: 0

Accepted Answers:

(b) Interrelated

- 20) How all these terms like- completeness, legitimacy, user-friendliness, reliability are related with? 1 point

- (a) Essentials of good reporting
- (b) Importance of reporting
- (c) Principles of reporting
- (d) None of the above

No, the answer is incorrect.

Score: 0

Accepted Answers:

(c) Principles of reporting