

Unit I :- Introduction to Management concepts and managerial Skills

1. Following are mentioned few duties which is not the duty of management?

- (a) To keep stability
- (b) To motivate staff
- (c) To reduce wastages**
- (d) To do manufacturing

2 Out of mentioned below, which is not the output of management

- (a) Desired results
- (b) Goal achievement
- (c) Technology**
- (d) Status in market

3. Getting the things done from others is called as _____.

- (a) Management**
- (b) Adjustment
- (c) Organization
- (d) Direction

4. What is management?

- (a) It is a science
- (b) it is an art
- (c) both (a) and (b) are wrong
- (d) both (a) and (b) are correct**

5. Reputation build is concerned with

- (a) Profitability
- (b) Customer orientation
- (c) Viability**
- (d) None of the above

6. When there is no management, then what will not happen?

- (a) Overlapping of duties
- (b) Wastages of resources
- (c) Poor functioning of executives
- (d) Mature work culture**

7. Management is there from

- (a) After 1700
- (b) After 1800
- (c) After 1900
- (d) Historical period**

8 Match the pairs:

- 1 Adam Smith
- 2 F.W.Taylor
- 3 Maslow
- 4 Henry Fayol

- (i) Need Hierarchy
- (ii) Economics
- (iii) Principles of Management
- (iv) Scientific Management

(a) 1 - (ii). 2 (iv), 3-(i),4- (iii)

(b) 1 - (ii). 2 - (iii), 3 - (iv), 4 - (i)

(c) 1 - (iv), 2-(iii), 3-(i),4-(ii)

(d) 1 - (iv), 2 - (i), 3- (ii),4 - (iii)

9. McGregor has given his contribution in

- (a) Concept of bureaucracy
- (b) Motion study
- (c) Theory X and Theory Y**
- (d) Time study

10. F.W. Taylor has given his highest contribution in

- (a) Economics and management
- (b) Principles of management
- (c) Functions of management
- (d) Scientific management**

11. Principles of management is the contribution of_____.

- (a) Adam Smith
- (b) Henry Fayol**
- (c) Mary Parker
- (d) F.W. Taylor

12. Below are mentioned stages of evolution in management which is not correct?

- (a) The beginning of management thought
- (b) The war management concept**
- (c) The pre war management concept
- (d) Management theory in post war era

13. "Management is getting the things done by others" - is said by

- (a) Henry Fayol
- (b) Drucker
- (c) Mary Parker**
- (d) Fayol

14. Management is not_____.

- (a) An economic resource
- (b) A system of authority
- (c) A class or elite
- (d) All are wrong**

15. Management is_____.

- (a) Methodology
- (b) Social science
- (c) Team activity
- (d) All are correct**

16. Henry Fayol has given principles of management

- (a) 14**
- (b) 12
- (c) 16
- (d) 13

17. Following is not the principle of management

- (a) Initiative
- (b) Scalar chain
- (c) Staffing**
- (d) Responsibility

18. Following is not the principle of management.

- (a) Team work
- (b) Organizing**
- (c) Division of work
- (d) Remuneration

19. Following is not the principle of management

- (a) Centralization
- (b) Authority
- (c) Decentralization**
- (d) Esprit de corps

20. Following is not the principle of management

- (a) Authority
- (b) Discipline
- (c) Equity
- (d) Planning**

21. Position, designation, seniority defines_____.

- (a) Centralization
- (b) Initiative
- (c) Authority**
- (d) Scalar chain

22. Meaning of _____is right to command .

- (a) Stability
- (b) Authority**
- (c) Scalar chain
- (d) Initiative

23. Which statement is wrong?

- (a) Authority cannot be delegated**
- (b) Authority is the power to act
- (c) Higher the post, higher is the authority
- (d) Authority is right to command

24, What is the second side of coin of authority?

- (a) Position
- (b) Power
- (c) Responsibility**
- (d) Remuneration

25. Discipline starts from_____

- (a) Top to Bottom**
- (b) Bottom to top
- (c) From middle
- (d) All are wrong

26. Which statement is wrong?

- a) Discipline has no excuses
- (b) Organization needs discipline
- (c) Discipline starts from bottom to top**
- (d) Lack in discipline leads to loss of control

27. When many functions are controlled by a central authority, it is called as_____

- (a) Authority
- (b) Management
- (c) Discipline
- (d) Centralization**

28 _____ gives power in the hands of center

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

29 Which statement is wrong?

- (a) Controls are concentrated at the centre
- (b) Many functions are controlled by a central authority
- (c) Centralization gives power in the hands of centre
- (d) Centralization considers local level issues always**

30. Out of following which is not the correct advantage of 'Division of Work'?

- (a) Extra pressure of work on very few is reduced
- (b) Monopoly in skills by few is reduced
- (c) Quality of work gets reduced**
- (d) Work gets completed in less time

31 To start with enthusiasm is called as _____.

- (a) Initiative**
- (b) Dynamism
- (c) Leadership
- (d) Management

32 Which statement is wrong?

- (a) Initiative leads into new horizons of work
- (b) Support by others is not expected after anybody's Initiative**
- (c) Initiative may solve difficult problems
- (d) Someone should take initiative

33. Remuneration is not based on _____.

- (a) Performance
- (b) Responsibility
- (c) Emotions**
- (d) Designation

34. Requirement of remuneration is not _____.

- (a) It must be in time
- (b) Employee satisfaction
- (c) Higher performance higher remuneration
- (d) Based on reference and contacts**

35. Which statement is wrong?

- (a) In team work, there is more contribution from many
- (b) Talent of each member cannot be used**
- (c) Teamwork creates good work culture
- (d) Big task is easier due to teamwork

36. Due to unity of direction

- (a) Deviation from the defined path is prevented**
- (b) Work is dividend
- (c) Authority is delegated
- (d) Teams are formed

37. Concentration in work is possible by

- (a) Authority
- (b) Responsibility
- (c) Stability**
- (d) Unity of command

38. Equity is seen by few ways. Which is not the correct from following?

- (a) Pickup facility
- (b) Dress code
- (c) Canteen facility
- (d) Chair and Cabin**

39. Which statement is wrong?

- (a) Equity means equal wages**
- (b) Equity gives dignity
- (c) Equity means no bias
- (d) Equity gives good work culture

40. What is Esprit de Corps?

- (a) It is function of management
- (b) It is principle of management**
- (c) It is management concept in Russia
- (d) It is name of company

41 Out of following which is not the function of management?

- (a) Planning
- (b) Controlling
- (c) Discipline**
- (d) Directing

42. Out of following which is not the function of management?

- (a) Decision making
- (b) Remuneration**
- (c) Organizing
- (d) Staffing

43. Deciding in advance what to do, how to do and when to do is

- (a) Planning**
- (b) Organizing
- (c) Decision-making
- (d) Motivating

44. Which is not the correct type of plan?

- (a) Corporate plan
- (b) Action plan
- (d) Operational plan**
- (d) Management plan

45. Why plan fails?

- (a) Lack of knowledge
- (b) Insufficient data
- (c) Over confidence
- (d) All are correct**

46. Which statement is wrong?

Plan fails due to _____

- (a) No feedback system
- (b) Less devotion to work
- (c) Conspiracy from enemy and bad luck**
- (d) Incorrect person to do plan

47 Out of following which is not the objective of good plan ?

- (a) To reduce uncertainty
- (b) To Increase productivity
- (c) To avoid heavy mental pressures
- (d) To get money**

48. Which statement is wrong?

- (a) Planning affects performance
- (b) Planning is sometimes essential**
- (c) Planning puts focus on objectives
- (d) Planning is necessary to facilitate control

49. Which statement is wrong?

- (a) Proper planning helps in motivating
- (b) Planning reduces risk
- (c) Planning is thinking after failures**
- (d) Planning improves the processes

50. First step in planning is

- (a) Establish goals**
- (b) identify resources
- (c) Prioritize goals
- (d) Establish tasks

51. Which is the next function after planning?

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

52. The assignment of each grouping to a manager with the authority necessary to supervise it is to as_____.

- (a) Planning
- (b) Organizing**
- (c) Staffing
- (d) Controlling

53. Out of following which is the first activity in organizing?

- (a) Assigning the activities to managers
- (b) Grouping the activities
- (c) Delegation of authority to managers
- (d) Identifying the activities**

54. Providing correct way of working is

- (a) Planning
- (b) Organizing
- (c) Directing**
- (d) Controlling

55. Which statement is wrong?

- a) Directing is one time activity**
- (b) Directing should not be autocratic
- (c) Directing needs good vision in leadership
- (d) Directing needs communication and motivation as supportive functions

56 _____ is like a brake system in automobiles

- (a) Directing
- (b) Planning
- (c) Controlling**
- (d) Management

57. Work on correct track with correct speed is possible by

- (a) Planning
- (b) Organizing
- (c) Directing
- (d) Controlling**

58. Out of following which is not the characteristic of controlling?

- (a) It is a starting function**
- (b) It needs at any time
- (c) It is flexible
- (d) It is dynamic in nature

59. Marketing mix is not the combination of

- (a) Product Mix
- (b) Pricing Mix
- (c) Promotion Mix
- (d) Advertisement**

60. Control system having feedback is _____

- (a) Reverse system
- (b) Feedback control
- (c) Open loop system
- (d) Closed loop system**

61. First step in decision-making is _____.

- (a) Recognize the problem**
- (b) Evaluation
- (c) Analysis
- (d) Finding out alternatives

62. Which of the following is the advantage of effective decision-making?

- (a) No delays
- (b) Quick actions
- (c) No confusion
- (d) All are correct**

63. Which is not the technique for effective decision-making in core company?

- (a) Linear programming
- (b) Simulation
- (c) Outsourcing**
- (d) Dynamic programming

64. Employees get energized due to

- (a) Controlling
- (b) Planning
- (c) Motivation**
- (d) Decision-making

65. Scientific management theory started from

- (a) 1900
- (b) 1920
- (c) 1870
- (d) 1890**

66. Motion study is associated with

- (a) Adam Smith
- (b) Taylor
- (c) Frank and Lillian Gilbert**
- (d) Maslow

67. Behavioural Management Theory is put up by

- (a) Maslow
- (b) Mary Parker Follett**
- (c) Gilberth
- (d) Max Weber

68. Extra pressure of work on 'very few' is avoided in _____

- (a) Authority
- (b) Centralization
- (c) Division of work**
- (d) None

69. _____ anticipates problems and uncertainties.

- (a) Planning**
- (b) Controlling
- (c) Motivation
- (d) Directing

70. Directing needs good _____ in _____.

- (a) Coordination, Control
- (b) Vision, Leadership**
- (c) Control, Vision
- (d) None

71. Control is _____ in nature and it needs at _____ time.

- (a) Static, any
- (b) Static, starting
- (c) Dynamic, any**
- (d) Dynamic, starting

72. What is the next step after finding the alternatives?

- (a) Critical evaluation of the alternatives**
- (b) Analysis
- (c) Recognizing the problem
- (d) Implementing the alternative

73. Which is the important factor in deciding structure of organization?

- (a) Type of product
- (b) Specialization
- (c) Functions
- (d) All**

74. Vertical dimension of organization structure defines

- (a) Departmentation
- (b) Hierarchy**
- (c) Both hierarchy and departmentation
- (d) None of the above

75. Scalar organization is also known as

- (a) Line organization**
- (b) Project organization
- (c) Staff organization
- (d) Functional organization

76 Line organization is of _____ type

- (a) Horizontal
- (b) Vertical**
- (c) Both
- (d) None

77. Decisions are very quick in

- (a) **Line organization**
- (b) Functional organization
- (c) Line and staff organization
- (d) Project organization

78. Which is not the correct advantage of 'Line organization?

- (a) It is simple
- (b) Confusion is less
- (a) **Specialised**
- (d) Easy to understand

79. The structure of organization depends on

- (a) Scope of functions
- (b) Span of control
- (c) Number of employees
- (d) **All the above**

80. The structure of organization is not dependent on

- (a) Span of control
- (b) Communication
- (c) **Profit margin**
- (d) Resources available

81. What are the essentials of organization?

- (a) Organizational chart
- (b) Delegation
- (c) Integration
- (d) **all**

82. Which is unimportant word in the definition of organization?

- (a) Group of persons
- (b) **Profit**
- (c) Common aim
- (d) United together

83. Following group is not an organization.

- (a) **Group of 15 people on bus stop**
- (b) Employees doing discussions in work area
- (c) Meeting members in a company
- (d) Labour working on a site

84. Which are the aims of forming organization?

- (a) Teamwork
- (b) Combined efforts
- (c) Responsibility on all
- (d) All are correct**

85. Which statement is wrong?

- (a) Organization is a group of working people
- (b) It has aims and objectives
- (c) Organization has no boundaries**
- (d) Organization is a system

86. Military type organization is seen in

- (a) Line**
- (b) Staff
- (c) Line and Staff
- (d) Project

87. Which is the first step in organization forming?

- (a) Assignment of duties
- (b) Aims are determined**
- (c) Identifying activities
- (d) Formulating plans

88. Structure of organization is represented by

- (a) Organization chart**
- (b) Organization brochure
- (c) Organization draft
- (d) None of the above

89. Project organization has few forms. Which is correct one?

- (a) Balanced matrix
- (b) Project matrix
- (c) Functional matrix
- (d) All**

90. Which is the correct limitation of project organization?

- (a) Heavy pressures of work
- (b) Complication of functions
- (c) Differences of opinions
- (d) All**

91. Where line organization is applicable?

- (a) Workshops
- (b) Small firms
- (c) Small process industries with automation
- (d) All**

92. Functional organization is also called as

- (a) Line organization
- (b) Staff organization**
- (c) Project organization
- (d) None of the above

93. Functional organization is

- (a) Horizontal**
- (b) Vertical
- (c) Both (a) and (b)
- (d) None

94. Which is the correct advantage of staff organization?

- (a) Performance better than line
- (b) Standardization in process
- (c) More productivity than line
- (d) All**

95. Which is not the correct disadvantage of staff organization?

- (a) Discipline is lacking
- (b) Lack of specializations**
- (c) Ego of specialty
- (d) Difficult to handle experts

96. Line and Staff organization is

- a) Horizontal
- (b) Vertical**
- (c) Both Horizontal and Vertical
- (d) None

97. Which organization is temporary in nature?

- (a) Line
- (b) Staff
- (c) Line and Staff
- (d) Project**

98. Which is not the correct disadvantage of "Line organization?

- (a) Poor performance
- (b) Lack of specialization
- (c) Overlapping of activities
- (d) Nobody is overloaded**

99. At which place line organization is not possible?

- (a) Small workshops
- (b) Tiny firms
- (c) Military department
- (d) Government company**

100 _____ is a process of dividing large organization into small and flexible administrative units

- (a) Departmentation**
- (b) Defragmentation
- (c) Divisions formation
- (d) None

101 Car division in Tata Motors is example of _____

- (a) Departmentation by product**
- (b) Departmentation by function
- (c) Departmentation by process
- (d) None

102 Which statement is wrong ?

In product type departmentation

- (a) Attention is given to the product
- (b) Product may become brand name
- (c) People become expert in the work allotted to them
- (d) No duplication of work**

103 Sales Department in Nokia is the example of _____

- (a) Departmentation by product
- (b) Departmentation by process
- (c) Departmentation by function**
- (d) None

104 "Heat treatment shop in Kirloskar, is the example of _____

- (a) Departmentation by product
- (b) Departmentation by process**
- (c) Departmentation by function
- (d) None

105 Which the principle of organization

- (a) authority and responsibility
- (b) Span of control
- (c) Delegation
- (d) All**

106 "Number of subordinates handled by one manager effectively" is called as _____

- (a) Delegation
- (b) Responsibility
- (c) Span of control**
- (d) None

107 _____ check the result, _____ shows the result

- (a) Authority, responsibility**
- (b) Responsibility. Authority
- (c) Authority, Authority
- (d) Responsibility, Responsibility

108 Which is not the advantage of delegation

- (a) Work load is reduced
- (b) Stress level on manager reduces
- (c) Work can be finished in time
- (d) Controls from centre increases**

109 Ability to adjust, change, bend is _____

- (a) Flexibility**
- (b) Balance
- (c) Stability
- (d) Ability

110 Following is not the type of communication

- (a) Oral
- (b) Written
- (c) Horizontal
- (d) Clear**

111 Instructions is the _____ communication

- (a) Upward
- (b) Downward**
- (c) Informal
- (d) Horizontal

112 Meeting is the _____ communication

- (a) Formal**
- (b) Non-verbal
- (c) Written
- (d) Both b & c

113. "Request" is the _____ communication

- a) Upward**
- (b) Downward
- (c) Both (a and b)
- (d) None

114. Which is barrier in communication?

- (a) Language problem
- (b) Poor knowledge
- (c) Confused information
- (d) all**

115 People, structure, departments, functions form into _____

- (a) Management
- (b) Organization
- (c) Team
- (d) None**

116 While assigning duties following must be avoided

- (a) Overlapping
- (b) Under utilization
- (d) Overloading
- (d) All**

117. Organization will never work without clear cut identification of _____ and _____

- (a) Payment, bonus
- (b) Authority, Responsibility**
- (c) Duty, Responsibility
- (d) Authority Order

118 Network of formal relationships is

- (a) Organizational structure
- (b) Essentials for organization
- (c) Organizational chart**
- (d) None

119. Each one is accountable to immediate senior authority in _____organization

- (a) Line**
- (b) Staff
- (c) Project
- (d) None

120 "Everybody is smart; difficult to handle" experts is observed in _____organization

- (a) Line
- (b) Line and Staff
- (c) Staff**
- (d) None

121 A person is assigned to oversee the project and interacts on an equal basis with functional managers in_____

- (a) Functional matrix
- (b) Balanced matrix**
- (c) Project matrix
- (d) None

122 Due to departmentation_____

- (a) People become specialised**
- (d) Accountability of work is not easier
- (c) More overlapping of work
- (d) Control in work is difficult

123 _____gives weightage to information

- (a) Departmentation
- (b) Authority**
- (c) Responsibility
- (d) Delegation

124 Authority enjoys_____ and_____

- (a) Duty, responsibility
- (b) Designation responsibility
- (c) Status, dignity**
- (d) None

125 Referent Authority has_____

- (a) Use of punishment
- (b) Use of award
- (c) Use of skill
- (d) Use of influence**

126. Some of my repetitive and easier work is allotted to my junior and now I am busy in some important work. What is this?

- (a) Division of work
- (b) Delegation**
- (c) Use of power
- (d) Exploitation

127 "Whats app" is _____ communication

- (a) Formal
- (b) Informal**
- (c) Oral
- (d) All

128. Staffing includes_____.

- (a) Selection
- (b) Training
- (c) Promotions
- (d) All the above**

129 Staffing deals with_____

- (a) Manpower**
- (b) Materials
- (c) Travelling arrangement
- (d) Production Planning

130 Staffing is associated with

- (a) Marketing
- (b) OR
- (c) HR**
- (d) Finance

131 Training activity is more concerned with

- (a) Process planning
- (b) Finance
- (c) Staffing**
- (d) None of the above

132 Specify the correct flow: (1) Selection (2) Interview, (3) Advertisement (4) Vacancy created, (5) Offer Letter (6) Training (7) Joining

- (a) 1-2-3-4-5-6-7
- (b) 2-4-3-1-5-7-6
- (c) 4-3-2-1-5-7-6**
- (d) 4-2-3-1-5-6-7

133 Following is not the characteristic of management

- (a) Catalyst
- (b) Goal oriented
- (c) Authority
- (d) Acceptance**

134 Management is _____

1 continuous process

2 goal oriented

- (a) only 1 correct
- (b) only 2 correct
- (c) both correct**
- (d) both incorrect

135. Management

1. Works like unifying force

2 Shows harmony effect

- (a) only 1 correct
- (b) only 2 correct
- (c) both correct**
- (d) both incorrect

136 Management is subject

- (a) Multidisciplinary**
- (b) Disciplinary
- (c) Converging
- (d) None of the above

137 Following subject is part of the management

- (a) Sociology
- (b) Public administration
- (c) Psychology
- d) All**

138 Following is the conceptual managerial skill

- (a) Decision-making**
- (b) Motivating
- (c) Communication
- (d) Leadership

139 Following is not the human relations managerial skill.

- (a) Communicating
- (b) Leadership
- (c) Organizational**
- (d) Motivating

140 Skill of motivation comes under_____

- (a) Technical
- (b) Conceptual
- (c) Human Relation**
- (d) None of the above

141. Decision-making skill comes under_____

- (a) Technical skills
- (b) Conceptual skills**
- (c) Human Relations skills
- (d) None of the above

142. Organization skill comes under_____

- (a) Technical
- (b) Conceptual**
- (c) Human Relations
- (d) None

143 Leadership skill comes under_____

- (a) Technical
- (b) Conceptual
- (c) Human Relations**
- (d) None

144 Strategic planning decides_____ goals

- (a) Major**
- (b) Minor
- (c) All
- (d) All Incorrect

145. Tactical planning decides the_____use of resource for achieving_____goals

- (a) Summarized, Few
- (b) Detailed Each**
- (c) Detailed Main
- (d) Summanzed Each

146. Strategic planning is
1 done at higher level of management
2 more uncertain
(a) 1 correct
(b) 2 correct
(c) Both correct
(d) Both wrong

147 Strategic planning is _____
1 Short term
2 More uncertain
(a) Only 1 correct
(b) Only 2 correct
(c) Both correct
(d) Both wrong

148 Strategic planning is _____.
1 More detailed
2 Less uncertain
(a) Only 1 correct
(b) Only 2 correct
(c) Both correct
(d) Both wrong

149. Tactical planning is _____
1 Long term
2 More detailed
(a) Only 1 correct
(b) Only 2 correct
(c) Both correct
(d) Both wrong

150. Production management is also known as _____
(a) Operations management
(b) Finance management
(c) HR management
(d) None of the above

151 Objectives of production management are _____.
(a) Right Quality and Quantity
(b) Predetermined Time
(c) Pre-established Cost
(d) All the above

152 While ascertaining profitability, the following aspects must be considered

- 1 Cost of control
- 2 Pricing
- 3 Forecasting of future profits
- 4 Measuring the cost of capital

(a) All the above

- (b) 1&2
- (c) 3&4
- (d) 1&3

153. Effective utilization of human resource is object of _____

- (a) Finance
- (b) HRM**
- (c) Operations
- (d) Marketing

154. Marketing is exchange of values between the _____ and the _____

- (a) Production & Purchasing
- (b) Seller & Buyer**
- (c) Input & Output
- (d) None of the above

155. Customer orientation, integrated effort, viability are the basic elements of _____

- (a) Production management
- (b) Finance
- (c) Marketing management**
- (d) HRM

156. Sales cannot be promoted by _____

- (a) Advertisement
- (b) Personal Selling
- (c) Design**
- (d) Sales promotion

UNIT II :- Planning and Organizing at Supervisory Level

1. Following are the physical resources

- (a) Man
- (b) Machine
- (c) Material
- (d) All**

2 This is concept in manpower planning

- (a) Matching needs of customer with business
- (b) Matching quality with quantity
- (c) Matching human needs with job needs**
- (d) All are wrong

3. Supervisor is _____.

- (a) Engineer
- (b) Manager
- (c) Team leader
- (d) All the above**

4 Who plan capacity of machine?

- (a) Operator
- (b) Supervisor**
- (c) CEO
- (d) Quality Inspector

5 Cycle time is concerned with

- (a) Automobile
- (b) Operators work
- (c) Machine and Process**
- (d) Time office

6 What are the advantages of prescribing standard forms in planning?

- (a) Systematic planning
- (b) Standardization
- (c) Factual information
- (d) All the above**

7 Which information is not necessary in Raw material acceptance form?

- (a) Quantity**
- (b) None of material
- (c) Cycle time
- (d) Inspected by

8 Which information is not necessary in job description?

- (a) Job name
- (b) Operations
- (c) Cycle time
- (d) All**

9 Machine load chart is not doing this

- (a) Check the feasibility of production programmes
- (b) Assist the efficient planning
- (c) Training of operators**
- (d) Fixing of reliable delivery promises

10 _____ is an instrument of management used in planning, programming and control of business financial activity

- (a) Inspection
- (b) Budget**
- (c) Quality
- (d) Audit

11 _____ is a financial statement prepared and approved prior to a defined period of time

- (a) Audit
- (b) Control charts
- (c) Budget**
- (d) Order of payment

12 _____ means forecasting and preplanning with reference to finance.

- (a) Budget**
- (b) Audit
- (c) Control
- (d) Inspection

13 Following is not the information needed for planning at supervisory level

- (a) Number of jobs to be done
- (b) Time expectation
- (c) Profile margin**
- (d) Sequence of operations

14. Following is not done planning by supervisor

- (a) Selection of machines
- (b) Assigning workers
- (c) Allocate time for operations
- (d) Marketing of products**

15 What are the important informations to supervisor while planning?

- (a) Quantity of jobs
- (b) Delivery time
- (c) Quality standards
- (d) All**

16 While selecting machines what kind of information is not necessary to supervisor?

- (a) Total machines
- (b) Cycle time
- (c) Operations required
- (d) Maintenance standards**

17, While allotting work to workers what information is not important?

- (a) Qualification**
- (b) Skills
- (c) Abilities
- (d) Specialities

18 In planning_____

1 Rescheduling must not be avoided

2 If needed, do rescheduling

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

19. While planning which parameters does supervisor observe

- (a) Manpower
- (b) Schedule
- (c) Oversight
- (d) All**

20 (1) Supervisor makes short-term planning

(2) Managers make long-term planning

(3) Supervisor do scheduling of daily activities

- (a) Only 1 is correct
- (b) Only 2 is correct
- (c) Only 1 and 2 correct
- (d) All correct**

21 Securing raw material from stores is the responsibility of

- (a) Supervisor**
- (b) Line manager
- (c) Purchase manager
- (d) Materials manager

22. Supervisor is focussed in planning

- (a) Completely
- (b) Internally**
- (c) Externally
- (d) None of the above

23. Supervisor plans budget on expenses and manager plans budget on expenses

- (a) Small, Large**
- (b) Large Small
- (c) External, Internal
- (d) None of the above

24. What is the upward correct chronology?

1. Worker, 2. Foreman, 3. Supervisor, 4. Manager, 5. Shift incharge, 6. Helper

(a) 1-6-3-5-2-4

(b) 6-1-3-2-5-4

(c) 6-1-2-3-5-4

(d) 1-6-3-2-4-5

25. Safe working condition is the responsibility of

1. Worker, 2. Supplier, 3. Supervisor, 4. Manager, 5. Factory Head, Customer

(a) 2, 3, 4, 6

(b) 1, 3, 5, 6

(c) 1, 2, 3, 4

(d) 1, 3, 4, 5

26. (1) Planning of material is responsibility of supervisor

(2) Planning of manpower is the responsibility of HR manager and not of supervisor

(a) Only 1 is correct

(b) Only 2 is correct

(c) Both are correct

(d) Both are wrong

27. Following qualities are not required in organizing skills of supervisor.

(a) Planning

(b) Decision making

(c) Financial knowledge

(d) Time management

28. When there is change in technology

(a) Plan fails

(b) Plan has to be modified

(c) Plan must be rescheduled

(d) All of the above

29. When emergency situation comes

- (a) Continue previous Planning
- (b) Change the situation
- (c) Change the plan**
- (d) None of the above

30. Planning by supervisor is

- 1 Interdependent process
- 2 A continuous process
- 3 Integration of various activities
- 4 Looking into past
- (a) 1 and 2 correct
- (b) 2 and 3 correct
- (c) 1, 2 and 3 correct**
- (d) 2, 3 and 4 correct

31 Supervisor can delegate his task to

- 1 Foreman
- 2 Worker
- 3. Colleague
- 4 Senior manager
- (a) 1 and 2 only
- (b) 1 and 3 only
- (c) 2 and 4 only
- (d) 1 2 and 3**

32. Good relations in a group helps to

- (a) Increase comfort level
- (b) Closeness
- (c) Friendships
- (d) Only (a) is more correct**

33. Supervisor organizes

1 Man 2. Machine 3. Material, 4. Money, 5. Work orders.

(a) Only 1, 2,5

(b) Only 1, 3,5

(c) Only 1,2,3

(d) All

34. Supervisor fails to plan if

(a) He is not dynamic

(b) He is not educated

(c) He is not popular

(d) He is not senior

S.K. Rawat

Unit III Directing and Controlling at Supervisory Level

1. What is meant by understanding team?

- (a) Speciality of team
- (b) Number of team members
- (c) Requirements of team
- (d) All**

2 Why understanding team is needed?

- (a) To assign team work
- (b) To control activities of team
- (c) To satisfy needs of team
- (d) All**

3. What are benefits to supervisor of understanding team?

- (a) To take perfect decisions**
- (b) Promotion
- (c) Status
- (d) Increments

4 Due to link with maintenance department, supervisor

- (a) Can give intimation of breakdown
- (b) Can avoid production stoppages
- (c) Both are correct**
- (d) Both are incorrect

5 Due to link of supervisor with stores and inventory.

- 1 Material can be received in time
- 2 Accumulation of material is avoided
- (a) 1 is correct
- (b) Both correct
- (c) 2 is correct**
- (d) Both wrong

6 Due to link of supervisor with quality control_____.

- 1 Errors can be understood
- 2 Errors can be rectified
- (a) 1 is correct
- (b) Both correct
- (c) 2 is correct**
- (d) Both wrong

7 Communication with all department is _____

- (a) Open loop
- (b) Closed loop**
- (c) Oral
- (d) Non verbal

8 Why directions by supervisor are necessary?

- (a) To avoid mistakes
- (b) People get direction
- (c) Time is saved
- (d) All**

9. Directions by supervisor cannot avoid following problem.

- (a) Waste of time
- (b) Rework**
- (c) Machine capacity
- (d) Repetitive mistakes

10 Deviation in work is possible if there is no _____

- (a) Directions
- (b) Instructions
- (c) Control
- (d) All**

11 Following are the features of complete instructions

- (a) Instructions at proper time
- (b) By proper person
- (c) Simple and clear
- (d) All**

12 Instructions by supervisor should be

- 1 Clear
- 2 Simple
- 3 On time
- 4 Specific

- (a) 1, 2 correct 3, 4 wrong
- (b) 1,2 wrong 3,4 correct
- (c) All correct**
- (d) All wrong

13. Good supervisor is not the following

- (a) Counsellor
- (b) Advisor
- (c) Mentor
- (d) Teacher**

14. Why counseling by supervisor is needed?

- (a) Loss of confidence
- (b) Dull working conditions
- (c) Need support
- (d) All**

15 Following is not the quality of supervisor as counsellor

- (a) Emotional**
- (b) Stable
- (c) Motivator
- (d) Listener

16. To give future predictions_____.

1 Understanding present is not important

2 Logical thinking is needed

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

17 Future losses can be minimized by_____.

- (a) Future predictions**
- (b) Planning
- (c) Organizing
- (d) Staffing

18. To avoid confusion taken by higher management decisions must be_____.

- (a) Elaborated**
- (b) Cancelled
- (c) Forced
- (d) Reversed

19. How decisions can be elaborated?

- (a) By written document
- (b) By conducting meeting
- (c) By counselling
- (d) All**

20. What are not ways to lay disciplinary standards?

- (a) Disciplinary actions
- (b) Training for discipline
- (c) Policy decisions in discipline
- (d) Forgiving for few times**

21 Steps in controlling process are_____.

- (a) Setting performance standards
- (b) Measurement of actual performance
- (c) Comparing actual performance with standards
- (d) All the above**

22. What is chronology of steps in control process?

- 1 Setting performance
- 2 Comparing actual performance
- 3 Taking corrective actions
- 4 Measurement of actual performance
- (a) 1-4-2-3**
- (b) 1-2-4-3
- (c) 1-3-2-4
- (d) 2-1-4-3

23. Out of following which is not the quantitative standards?

- (a) Cost
- (b) Time
- (c) Relations**
- (d) Amount

24 Out of following which is not the qualitative standards?

- (a) Relations
- (b) Goodwill
- (c) Motivation
- (d) Time**

25. Which is the method for measuring actual performance?

- (a) Sample checking
- (b) Counting
- (c) Personal observation
- (d) All the above**

26. Critical point control method is concerned with_____.

- (a) Taking corrective action
- (b) Measurement of actual performance
- (c) Analysing deviations**
- (d) None of the above

27 After identifying the deviations _____

- (a) Causes are analyzed**
- (b) Actions are taken on workers
- (c) Measurements are taken
- (d) Performance standards are calculated

28. If machinery is obsolete then what is corrective action?

- (a) Do technological upgradation of machinery**
- (b) Replace it
- (c) Sell it
- (d) Destroy it

29. If the cause of deviation is defective process then corrective action is _____.

- (a) Replace the process by new one
- (b) Postpone the work
- (c) Change the specification standards**
- (d) None of the above

30. If material used is defective, then how to correct ?

- (a) Change the material
- (b) Cancel the process
- (c) Take action on supplier
- (d) Change the quality standards of the material**

31 If the machinery is defective then how to take corrective action on this ?

- (a) Repair the existing machine**
- (b) Sell out the machinery
- (c) Upgrade the machinery
- (d) None of the above

32. If physical condition of work is defective then how to take corrective action ?

- (a) Improvement in physical condition**
- (b) Change the operator
- (c) Take action on architecture
- (d) None of the above

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

- (a) Observation
- (b) Performance evaluation
- (c) Spot inspections
- (d) All**

34. Following is not the quantitative control technique_____.

- (a) Ratio analysis
- (b) Breakeven Analysis
- (c) Observation**
- (d) Audits

35. What are the types of audits?

- (a) Internal
- (b) External
- (c) Management
- (d) All**

36. For effective controlling by supervisor essential parameters are_____.

- (a) Timely and forward looking
- (b) Flexible
- (c) Comprehensive
- (d) Above all**

37.1 Controlling should never be flexible

2. Objectives of control should be clear

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

38 The benefit obtained from a control system should be_____than the cost involved in implementing it.

- (a) More**
- (b) Less
- (c) Equal
- (d) None of the above

39. 1. Control System should be periodically reviewed.

2 Control system should be flexible

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

40 Why workers do resistance to managerial control?

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

41 Too many controls _____ workers

- (a) Motivate
- (b) Assist
- (c) Irritate**
- (d) Benefit

42. Employees always dislike controls because _____

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

43 Which is not the control technique?

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

44 Inspection of jobs is _____.

- (a) Past control**
- (b) Future control
- (c) Clan control
- (d) New control

45 Funds flow analysis is _____.

- (a) Past control
- (b) Future control**
- (c) Clan control
- (d) Old control

46 Prices of products are due to which control?

- (a) Past control
- (b) Future control
- (c) Market control**
- (d) Clan control

47 _____ is established by generating trust tradition and shared belief.

- (a) Past control
- (b) Future control
- (c) Market control
- (d) Clan control**

48. Controls due to government rules are_____.

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

49. Financial and accounting based control are_____.

- (a) Future
- (b) Old**
- (c) Market
- (d) Clan

50 _____control techniques provide that information which is not available with old techniques.

- (a) Old
- (b) New**
- (c) Clan
- (d) Market

51. What are the needs of Direction by supervisor?

- (a) Harmony of objectives
- (b) Direct supervision
- (c) Unity of command
- d) All**

52. In giving direction when supervisor says "goal of workers and organization are same

Then such directions are called_____

- (a) Unity of command
- (b) Harmony of objectives**
- (c) Direct supervision
- (d) Follow through

53. 1. Direction should not be face to face

2 There should be unity of command in directions.

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

54. Supervisor gives directions, checks their performance and help the workers. This is called__

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

55. Face to face suggestions are

- (a) **More effective**
- (b) Less effective
- (C) Not necessary
- (d) Avoided

56. 1 Order should be clear and complete
2 Order should be non-compatible

(a) **Only 1 correct**

- (b) Only 2 correct
- (c) Both correct
- (d) Both wrong

57. When instructions are in written form

- 1 Subject is important
- 2.Details are not involved
- 3 No geographical distance with subordinate.

(a) 1 and 2 correct

(b) **2 and 3 incorrect**

- (c) 1 and 3 correct
- (d) 1 and 3 incorrect

58 Match the pairs

- 1. Harmony of objects
- 2. Force
- 3 Paternalism
- 4 Bargain

(A) Do What I say or otherwise

(B) Do What I say because I am good to you

(C) You do as I say

(D) If we perform together, each will benefited

(a) **1-D, 2-A, 3-B,4-C**

(b) 1-D, 2- A, 3-C, 4-B

(c) 1 – A, 2-D,3 – B, 4- C

(d) 1-B,2-C, 3-D, 4-A

59 "Do What I say or Otherwise" is _____instruction

(a) **Force**

- (b) Paternalism
- (c) Bargain
- (d) Harmony

60 "Do What I say because I am good to you....." is _____ instruction.

- (a) Force
- (b) Paternalism**
- (c) Bargain
- (d) Harmony

61 "You do As I say in certain respects and I do as you say in certain other respects" is _____ instruction

- (a) Force
- (b) Paternalism
- (c) Bargain**
- (d) Harmony

62. "If we perform together each will achieve his goal" is _____ instruction

- (a) Force
- (b) Paternalism
- (c) Bargain
- (d) Harmony of objectives**

63. Good instruction is _____

- (a) Reasonable
- (b) Enforceable
- (c) Clear
- (d) All**

64. Good instruction is _____

- (a) Understandable
- (b) Complete
- (c) Appropriate tone
- (d) All**

65 Good instruction is not _____.

- (a) Reasonable
- (b) Oral**
- (c) Complete
- (d) Clearly defined

66 1. Direction starts from top and goes to bottom

2. Direction is not continuous process

(a) Only 1 correct

- (b) Only 2 correct
- (C) Both correct
- (d) Both wrong