

Management Trial/ Self-assessment questions

1. The thinking "happy workers are productive workers" had come up from _____ of management.
 - a) The Classical School
 - b) The Behavioral school**
 - c) The quantitative or management science school
 - d) All of the Above
2. The main point of _____ is about choosing the most suitable management principles and processes as per the unique characteristics of situation.
 - a) The Contingency school
 - b) The behavioral school
 - c) The quantitative or management science school
 - d) The Systems School
3. Employees get energized through.....
 - a) Controlling
 - b) Planning
 - c) Motivation**
 - d) Decision-Making
4. Which is the last need (highest) among Maslow's Hierarchy of Needs ?
 - a) Self-actualization needs**
 - b) Social needs
 - c) Physiological needs
 - d) Safety needs
5. Which of the following is the proper ascending sequence (down to up) of Maslow's needs?
 1. Physiological needs

8. Who is referred to as the Father of Modern Management?

- a) **Henri Fayol**
- b) Abraham Maslow
- c) Fredrick Winslow Taylor
- d) Mary Parker Follett

9. Fredrick Winslow Taylor stressed on:

- a) Selecting the right people for the right job
- b) Division of labour
- c) Unity of command
- d) Unity of direction

10. "Getting the things done through people" is the definition of management according to who?

- a) Henri Fayol
- b) Abraham Maslow
- c) Fredrick Winslow Taylor
- d) Mary Parker Follett

11. Douglas McGregor is associated with which management concept?

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

12. Henry Fayol developed the famous _____ principles of management

- a) 40
- b) 12
- c) **14**
- d) 10

13. Which of the following is not a principle of management?

- a) Initiative
- b) **Motivation**
- c) Remuneration of personnel
- d) Equity

14. _____ sets the vision and mission of the organization

- a) Top Management
- b) Middle Management
- c) Frontline Management
- d) Board of Directors

15. "Analysis of causes of deviation" is a part of which management function?

- a) Motivation
- b) Teamwork
- c) **Controlling**
- d) Leadership

16. Which of the following is not a basic function of management?

- a) Controlling
- b) Organizing

c) Processing

d) Leading

17. _____ is a communication that flows from a higher level to lower level in the organization.

a) Horizontal communication

b) Upward Communication

c) Downward Communication

d) None of the above

18. Getting work done with minimum of effort, expense or waste is

a) Efficiency

b) Effectiveness

c) Productivity

d) Planning

19. _____ is the process of getting activities completed efficiently and effectively with and through other people.

a) Planning

b) Controlling

c) Management

d) Leadership

20. The five management functions of planning, organizing, commanding , coordinating and controlling were proposed by who?

a) F.W. Taylor

b) Henry Ford

c) Mary Parker Follett

d) Henri Fayol

21. The structure of organization depends on

- a) Scope of functions
- b) Span of Control
- c) Number of employees
- d) All of the Above

22. The pictorial presentation of the organisation depicting the role(s) of every employee is called

- a) Organisational picture
- b) Organization brochure
- c) Organization draft
- d) Organizational chart

23. Which of the following statements about grapevine is not true?

- a) Grapevine is generally used formally in organizations
- b) Grapevine can generate harmful rumors
- c) Grapevine is used largely to serve the self-interests of some organisational members
- d) Some managers use grapevine to their advantage

24. The Two Factor theory of motivation distinguishes between motivators and hygiene factors.
Which of the following is a hygiene factor?

- a) Achievement
- b) Interpersonal relations
- c) Recognition
- d) Challenging work

25. Which of the following decision-making models emphasizes short-run solution of a problem rather than long-term goal accomplishment?

- (a) Rational model
- (b) Satisficing model**
- (c) Incremental model

26. According to "expectancy theory", the probability of an individual acting in a particular way depends on

- I. The personality of the individual and the likelihood it will change.
- II. The organisation and its potential to be moving in the right direction.
- III. The situation.
- IV. The strength of that individual's belief that the act will have a particular outcome and on whether the individual values that outcome.

- (a) Only (I)
- (b) Only (IV)
- (c) Both (I) and (III)
- (d) Both (II) and (IV)

27. As Mr. Musah is reviewing the progress of his organization in meeting regarding its organizational goals, he is struck by the fact that his organization has an organizational structure that might be causing problems. The current structure diffuses accountability, makes it difficult to respond to changing conditions quickly, and results in situations where someone might have two bosses. Which of the following organization forms best fits these disadvantages being experienced by Mr. Musah?

- a) Geographical structure
- b) Matrix structure**
- c) Divisional structure
- d) Customer structure

28. In rational decision making, the strengths and weaknesses of each alternative become obvious in which step of the decision making-process?

- a) Identifying the problem

B) Identifying the decision criteria

c) Analyzing the alternatives

d) Implementing the alternative

29. Which management level deal with the actual operations of an organization's units?

a) Top level

b) Middle level

c) Functional level

d) Administrative level

30. Douglas McGregor identified two opposing perspectives (Theory X and Theory Y) that he believed typified managerial views of employees. Which of the following is not true about his theory?

a) Theory X managers view people as having an inherent dislike for work

b) Theory X managers assume that people are self-motivated and do not want to be directed

c) Theory Y managers assume that the average person will accept, even seek, responsibility

d) Theory Y managers assume that people are internally motivated to accomplish the goals and objectives.

31. Managers at all three levels of management require different kinds of skills to perform the functions associated with their jobs. A major difference in skill requirements between middle level and top-level managers is that

a) Top managers must generally be more skilled than middle managers in every respect

b) Top managers require better interpersonal skills but less conceptual skills than middle managers

c) Top managers generally require better technical and interpersonal skills than middle managers

d) Top managers generally require a higher level conceptual skills but less technical skills than middle managers

32. The communication process is made up of various components. Which of the following is the actual product transmitted by the sender?

a) Feedback

b) Filter

c) Message

d) Channel

33. Despite the many advantages of planning, there may be some obstacles and limitations in this process, since everything has got drawbacks. Which of the following would not be considered a potential advantage of planning?

a) It helps managers to be future oriented

b) It enhances decision coordination

(c) It increases the amount of time available for other managerial functions

d) It emphasizes organizational objectives

34. According to Maslow, a person who is looking for affection, belongingness, acceptance, and friendship is at which need level of the hierarchy?

a) Physiological

b) Safety

c) Social

d) Esteem

35. When decision makers construct simplified models that extract the essential features from a problem without capturing all the complexities of a problem, they are acting under which of the following?

a) **Bounded rationality**

b) Unbounded rationality

c) Uncertainty

d) Rational model

36. Organization may need to make structural adjustments in reaction to changes. The forces of change can be internal or external to the organization. Which of the following is not an internal force of change?

- a) Organizational strategy
- b) **Technology**
- c) Employee attitude
- d) Organizational culture

37. Communication can well be treated as the force that binds the organizational participants together. We cannot expect effective management without communication. Which of the following factors does not help in effective communication?

- a) Considering the total physical and human setting whenever you communicate
- b) Consulting with others, when appropriate, in planning communication
- c) **Delaying communication for as long as possible**
- d) Focusing the communication primarily at meeting the demands of an immediate situation

38. Interpretation of messages plays a very important role in communication within or outside organizations. The interpretation of a message by the receiver is known as

- a) Message interference
- (b) **Decoding**
- (c) Noise
- (d) Semantics

39. In strategic management, how long does a long term goal last approximately?

- a) Less than 12 months
- b) 1 to 5 years

c) More than 5 years

d) 3 to five years

40. A common definition of 'Organisational Behavior' is that it is the study of.....

a) Patterns of organisational structure

b) Individual behaviour

c) Group behaviour

d) All of the above

41. The four main dimensions which influence behavior in work organisations are.....

a) Individual, organisation, group, gender

b) Individual, group, organisation, environment

c) Group, environment, organisation, gender

d) Environment, group, individual, gender

42. Which of the following is not an advantage of cross-cultural awareness?

a) Increased self-awareness

b) Lessening ignorance, prejudice and stereotyping

c) Sensitivity to difference

d) Miscommunication

43. _____ are individuals who get things done through other people.

a) Leaders

b) Psychologists

c) Organizations

d) Managers

44. Which French industrialist said that a manager's functions consist of planning, organizing, commanding, coordinating, and controlling?

a) Henri Ford

b) Henry Mintzberg

c) Abraham Maslow

d) Henri Fayol

45. Through the _____ function, managers monitor the performance of the organization and significant deviations.

a) Organizing

b) Planning

c) Leading

d) Controlling

46. _____ means that organizations are becoming a more heterogeneous mix of people in terms of gender, age, race, ethnicity, and sexual orientation.

a) Gender inclusion

b) Workforce diversity

c) Equal employment opportunity

d) Collective management

47. All the following are major diversity groups in the workplace EXCEPT?

a) Race

b) Gender

c) Lifestyle

d) Sexual orientation

48. The main functions of management include.....

- a) Planning and creativity
- b) Planning and leading
- c) Figure head and spokesperson
- d) Public relations and leading

49. "It all depends on the variables of a situation" best describes which management approach?

- a) Classical approach
- b) Human relations approach
- c) Contingency approach
- d) Systems approach

50. The observation of people at work to reveal the one best way to do a task is associated with which management theory?

- a) Management science
- b) Scientific management
- c) Human relations management
- d) Classical management

51. The concept of bureaucracy was proposed by

- a) Max Weber
- b) Henry Fayol
- c) F. W. Taylor
- d) Adams Smith

52. The principle of management that proposes that "there should be a line of authority from the highest level of the organisation to lowest level" is known as

- a) Order
- b) Unity of direction
- c) Scalar chain

d) Unity of command

53. An organisation's mission is

- a) Where the organisation seeks to be
- b) The concept for unifying the efforts of organisational members
- c) **The fundamental purpose of the organisation**
- d) All of the above

54. Systems that operate without interference from outside their boundaries are called _____ systems.

- a) Isolated
- b) Mechanistic
- c) Open
- d) Closed

55. Organisational Behavior is a multidisciplinary discipline. From which of the following discipline(s) does OB borrow its concepts?

- a) Psychology
- b) Sociology
- c) Anthropology
- d) All of the above

56. "Doing the right things" implies being

- a) Effective
- b) Efficient
- c) Productive
- d) Profitable

57. What is the primary reason why you should study management and organisational behaviour?

- a) The chances are high you will spend much of your life working for or within organisations.
- b) It is fun to learn why people often do unexpected things in organisations and how to prevent them.
- c) The lessons of managerial success can be learned as seven basic habits of organisational behaviour. D. The fastest way to become rich is by working for a firm that provides generous stock options.

58. At what organisational level is it necessary to balance strategic actions with environmental and resource conditions?

- a) Departmental.
- b) Middle management.
- c) Top management
- d) All of the above

59. With respect to SWOT analysis, which of the following are internal to the organisation?

- a) Strengths and Weaknesses
- b) Opportunities and Threats
- c) All of the above.
- d) A and B only

60. In SWOT terminology, what would price cuts by rivals be considered?

- a) A strength
- b) A weakness
- c) An opportunity
- d) A threat

61. _____ is the strategy of purchasing services or components from suppliers to prevent

Over-extending the firm beyond its core capabilities?

- a) Differentiation
- b) Competitive advantage
- c) **Outsourcing**
- d) Decentralization

62. The selection, organisation, and interpretation of sensory data is called

- a) Aptitude.
- b) Ability.
- c) **Perception.**
- d) Awareness.

63. The fact that people tend to focus on things that fit their frame of reference is called

- a) Selective distortion
- b) Selective bias
- c) **Selective perception**
- d) Stereotyping

64. Peggy has made some uncharacteristic errors in her work lately, which has troubled her boss.

When her boss says, "Peggy, this just isn't like you," what attribution theory criterion is being

applied?

- a) Distinctiveness.
- b) **Consistency.**
- c) Consensus.
- d) Closure.

65. Motivation includes which of the following?

- a) A need, motive, or goal that triggers action
- b) A selection process that directs the choice of action towards the desired goal
- c) The intensity of effort that is applied to an action
- d) **All of the above**

66. According McClelland's theory of motivation, a very friendly manager is most likely to have which dominant work-related motive?

- a) Achievement
- b) Power
- c) Affiliation
- d) Autonomy

67. Persons with a high need for _____ find satisfaction in the fairly difficult goals and do not like tasks that depend entirely on chance.

- a) Achievement
- b) Power
- c) Affiliation
- d) competence

68. Which is the proper progression in Maslow's hierarchy of needs?

- A. Belonging, physical needs, safety, esteem, and self-actualization.
- B. Physical needs, safety, belonging, esteem, and self-actualization.
- C. Safety, physical needs, belonging, esteem, and self-actualization.
- D. Physical needs, safety, belonging, self-actualization, and esteem.

69. "Does how hard I try really affect my performance?" is a question related to which motivation theory?

- A. Hierarchy of Needs. B. Theory X and Y. C. Expectancy theory D. All of the above

70. Which of the following is an intrinsic reward?

- a) A pay raise
- b) Praise from a supervisor
- c) An "A" score in an exam
- d) A sense of pride in a job well done

71. Diane strongly believes that she can make a difference in this world, and that she can accomplish just about anything she sets her mind to. She has often said that anyone can succeed by trying hard and making things happen. What does this say about Diane?

- a) She has an internal locus of control.
- b) She has an external locus of control.
- c) She is an introvert.
- d) She is an extrovert

