Question No: 1 (Marks: s1) - Please choose one

Which of the following decision making techniques requires a panel of experts?

- ► Interacting group
- ► **Delphi technique (page no.48 on handout)**
- ► Nominal group
- ► Brainstorming

Question No: 2 (Marks: 1) - Please choose one

Which of the following is an advantage of group decision-making?

- ► The group process takes less time
- ► Groupthink may occur
- ► **More decision alternatives are generated (page no.45 on handout)**
- ► One person can dominate the group

Question No: 3 (Marks: 1) - Please choose one

Fifth Step in the rational decision making process is:

- ► Implementation of the alternative
- ► **Analyzing alternatives (page no.41 on handout)**
- ► Developing alternatives
- ► Allocating weights to the criteria

Question No: 4 (Marks: 1) - Please choose one

Once a manager has identified a problem, the next step would be the identification of:

- ► Discrepancies

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► **Decision criteria (page no.41 on handout)**
► Scenarios
► Factor weights

Question No: 5 (Marks: 1) - Please choose one

All of the following are the assumptions of rational decision making EXCEPT:

► Alternatives are known
► Possible outcomes known
► Optimal decision is possible
► **Information is unknown (lec no 16.ppt slides)**

Question No: 6 (Marks: 1) - Please choose one

A situation in which manager can make an accurate decision is called:

► **Certainty (page no.40 on handout)**
► Uncertainty
► Risk
► Factual

Question No: 7 (Marks: 1) - Please choose one

The single EU currency will be called:

► Franc
► Franc-mark
► Pound
► **Euro (page no.36 on handout)**

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Question No: 08 (Marks: 1) - Please choose one

The customes, mores, values and demographic characteristics of the society in which the organization function are called:

► **The socio-cultural element (page no.30 on handout)**
► The legal-political element
► The economic element
► The international element

Question No: 09 (Marks: 1) - Please choose one

Systems that are not influenced by and do not interact with their environment are :

► Open systems
► **Close systems (page no.25 on handout)**
► Flexible systems

► Social systems

Question No: 10 (Marks: 1) - Please choose one

Abraham Maslow and Douglas are called:

► Administrative theorists
► Pre-classical theorists
► Classical theorists
► **Behavioral theorists (page no.20 on handout)**

Question No: 11 (Marks: 1) - Please choose one

When management provides orderly personnel planning and ensures that replacements are available to fill vacancies, it is called :

► Division of work
► Discipline
► Unity of command
► **Stability of tenure of personnel(page no.19 on handout)**

Question No: 12 (Marks: 1) - Please choose one

All of the following are the characteristics of Max Weber's ideal bureaucracy EXCEPT:

► Formalization of rules and procedures
► Impersonality in application of rules and sanctions
► **Receiving orders from one superior only (page no.18 on handout)**
► Specialization of labor

Question No: 13 (Marks: 1) - Please choose one

Which type of managerial skill refers to the ability to analyze and diagnose complex situations?

► Problem-solving
► Interpersonal
► **Conceptual (page no.12 on handout)**
► Technical

Question No: 14 (Marks: 1) - Please choose one

Controlling contingent situation comes under which of the following roles?

► Spokesperson
► Monitor
► Leader
► **Disturbance handler (page no.08 on handout)**

Question No: 15 (Marks: 1) - Please choose one

The role that involves symbolic nature duties is called:

► **Interpersonal role (page no.08 on handout)**

► Managerial role
► Decisional role
► Informational role

Question No: 16 (Marks: 1) - Please choose one

To motivate the employees a manager should give them:

► Monetary Incentives
► Promotion
► Appreciation certificates
► **All of the given options (page no.88 on handout)**

Question No: 17 (Marks: 1) - Please choose one

Which one of the following is the example of organization?

► Hospitals
► Colleges
► Factories
► **All of the given options (page no.03 on handout)**

Question No: 18 (Marks: 1) - Please choose one

The science which studies the nature of things, particularly values and ethics is called:

► Anthropology
► **Philosophy (page no.14 on handout)**
► Economics
► Political sciences

Question No: 19 (Marks: 1) - Please choose one

Systems that interact with their environment dynamically are called:

► Close systems
► **Open systems(page no.25 on handout)**
► Flexible systems
► Social systems

Question No: 20 (Marks: 1) - Please choose one

Field of management that focuses on designing and implementing computer based information systems for use by management is called:

► Marketing management
► Principles of management
► Operations management
► **Management information system (page no.23 on handout)**

Question No: 21 (Marks: 1) - Please choose one

All of the following are said to be the early advocates of Behavioral viewpoints EXCEPT :

► Robert Owen
► Hugo Munsterberg
► Mary parker Follett
► **Max Weber (page no.20 on handout)**

Question No: 22 (Marks: 1) - Please choose one

When management provides orderly personnel planning and ensures that replacements are available to fill vacancies, it is called :

► Unity of command
► **Stability of tenure of personnel (page no.19 on handout)**
► Division of work
► Discipline

Question No: 23 (Marks: 1) - Please choose one

EMU is abbreviation of:

► **Economic and Monetary Union (page no.36 on handout)**
► European and Monetary Union
► English Monetary Union
► European English Monetary Union

QUIZ

Choose the correct option.

(24) In general, entrepreneurs are better able than managers in a traditional hierarchical organization to

- lead.
- organize.

- **respond to a changing environment. (page no 7 on handout)**
- respond to a static environment.

(25)The belief that a firm's obligation goes beyond that required by law and economics, and includes a pursuit of long-term goals that are good for society is known as

- social responsiveness.
- ethical responsibility.
- **social responsibility. (page no 32 on handout)**
- social obligation

(26)The belief that a firm's obligation goes beyond that required by law and economics, and includes a pursuit of long-term goals that are good for society is known as

- social responsiveness.
- ethical responsibility.
- **social responsibility. (page no 32 on handout)**
- social obligation)

(27) The objective of TQM is to create an organization committed to continuous _____

- **Improvement. (page no 24 on handout)**
- Development
- Struggle
- a&b

(28) The process of assigning authority and responsibility to one's subordinates to manage a project is called

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- centralization.
- supervision.
- **delegation. (page no 76 on handout)**
- specialization.

(29) ***Time -and- motion study introduced by***

- Henri Fayol
- **Fredrick W. Taylor (page no 17 on handout)**
- Frank and Lillian Gilberth
- Adam Smith

(30) _____***focused on the work or the job and how to do it better.***

Scientific management (page no 16 on handout)

Bureaucratic management

Classical management

Administrative management

(31) ***Strategic management entails all of the basic management functions:***

Planning, organizing, leading, and controlling. (page no 65 on handout)

Motivation, efficiency, authority and effectiveness.

Planning, bossing, controlling, and organizing.

Making things happen, meeting the competition, organizing the people and leading.

(32) ***Which of the following is not a part of strategy formulation?***

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- Identifying the mission and strategic goals.
- Conducting competitive analysis.
- Developing specific strategies.
- **Carrying strategic plans. (page no 65 on handout)**

(33) ***Planning involves two important elements:***

- **Goals and plans. (page no 59ss on handout)**
- Organizing and controlling.
- Lead and plans.
- Staffing and leading.

(34) ***Strategic goals are concerned with :***

- **Top level managers. (page no 60 on handout)**
- Middle level managers.
- First-Line Managers.
- Non-managerial Employees.

(35) ***Tactical goals and plans typically involve time periods of _____.***

- 1 year.
- **1 to 3 years. (page no 57 on handout)**
- 3 to 5 years.
- More than 5 years.

(36) ***_____are those targets or future end results set by lower management that address specific, measurable outcomes required from the lower levels.***

- Strategic goals.

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 Tactical goals.

 Operational goals. (page no 57 on handout)

 None of given options.

(37) ***MBO was first described by _____.***

 Peter Drucker. (page no 63 on handout)

 Henry Minzberg.

 Henri Fayol.

 Fredrick W. Taylor.

(38) ***A_____ is a prescribed series of related steps to be taken under certain recurring circumstances.***

 Procedure. (page no 58 on handout)

 Plans.

 Policy.

 Project.

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(39) ***Tactical plans tend to be_____ specific and concrete than strategic plans.***

 More. (page no 57 on handout)

 Less.

 Lower.

 None of given options

(40)***A mission statement is a _____declaration of the basic, unique purpose.***

 Narrow.

 Broad. (page no 59 on handout)

 Contracted.

 None of given options.

41. _____ *is the degree to which followers perceives someone as honest, competent, and able to inspire.*

 Credibility (page no 103 on handout)

 Trust

 Integrity

 Consistency

42. *Women leaders tend to adopt a more _____than men do.*

 Autocratic

 Democratic (page no 104 on handout)

 Directive

 None of above mentioned

43 _____leadership is described as going beyond charisma with the ability to create and articulate a realistic, credible, attractive vision of the future for an organization or organizational unit that grows out of and improves on the present.

 Charismatic

 Transformational

 Visionary (page no 102 on handout)

 None of above mentioned

44 _____*studied three leadership styles: autocratic, democratic, and laissez-faire*.

 Ohio State Studies

 University of Michigan Studies

 University of Iowa Studies (page no 98 on handout)

 Hawthorne studies

45. *When a divisional structure is superimposed over a functional structure, the type of structure that results is called a _____organization.*

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 functional

 divisional

matrix (page no 80 on handout)

 product

46. ***The rights inherent in a managerial position to give orders and expect them to be obeyed is known as:***

 responsibility

 span of control

authority (page no 76 on handout)

 accountability

47. ***An organization that groups activities according to women's footwear, men's footwear, apparel, accessories, and leggings would use _____ departmentalization.***

 functional

product (page no 79 on handout)

 customer

 geographic

48. ***One of the following is characteristic of Democratic Leaders:***

 Unilateral decisions

Involve group in decision making (page no 98 on handout)

 Dictate work method

 Participate only to answer question.

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