1. Who is known as the father of scientific management?
   a) Henri Fayol
   b) F.W. Taylor
   c) Henry Sisk
   d) William Scott

2. Which is not one of the five functions of management?
   a) Planning
   b) Organising
   c) Controlling
   d) Feedback

3. Management aims at achieving of
   a) Individual goals
   b) Group goals
   c) Short term goals
   d) Long term goals

4. When we classify managers according to their level in the organization they are described as
   ________.
   a) Functional, Staff and Line Managers
   b) Top Managers, Middle Managers and Supervisors
   c) High Level and Lower Level Managers
   d) General Managers and Administrative Managers

5. Who describes the mission statement of the organisation?
   a) Lower level
   b) middle
   c) Top level
   d) Outsiders

6. The management function that specifies goals to be achieved and deciding in advance the appropriate actions to achieve those goals is:
   a) Leading
   b) Controlling
   c) Organizing
   d) Planning
7. A plan developed to carry out a course of action that is not likely to be repeated in the future is called:
   a) Single-use plan
   b) Specific plan
   c) Reaction plan
   d) Directional plan

8. What is meant by the term 'Management by Objectives'?
   a) A system of giving the authority to carry out certain jobs by those lower down the management hierarchy.
   b) The system of management that is based on bringing together experts into a team.
   c) The setting of objectives to bring about the achievement of the corporate goals.
   d) The control of the organization by those in the 'head office'.

9. The first step in management by objectives (MBO) is to
   a) Set departmental goals
   b) Set organizational goals
   c) Set individual goals
   d) Discuss departmental goals

10. A primary benefit of MBO is:
    a) Avoid competition
    b) Resistance against new entrance
    c) Improve employee motivation
    d) Increase resources

11. Authority flows:
    a) Upwards
    b) Downwards
    c) In all directions
    d) Horizontally

12. Which type of organisational structure is suitable for small organisations?
    a) Line & staff
    b) Line
    c) Matrix
    d) Functional

13. Delegation of authority can be successful if the superior has:
    a) Faith in subordinate
    b) No faith in subordinate
    c) Friendly to subordinate
    d) Non friendly to subordinate.

14. The statement “Authority is the right to give orders and the power to exact obedience” was given by:
    a) Henry Fayol
    b) Mc. Farland
    c) Mooney and Reily
    d) Taylor
15. Line authority, staff authority and functional authority exist in which kind of organisation structure?
   a) Line & staff
   b) Line
   c) Functional
   d) Horizontal

16. Which of the following would be included in the ‘controlling function’?
   a) Measuring results against corporate objectives.
   b) Explaining routines
   c) Setting standards
   d) Giving assignments

17. From the process point of view, which is the best statement of the purpose of control?
   a) To minimise change from predetermined standards
   b) To know in advance what is likely to happen
   c) To ensure that the goal is achieved
   d) To minimise the loss

18. ____________ standards are measured in numerical terms
   a) Quantitative
   b) Qualitative
   c) Bonus
   d) Process

19. ____________ are the yardsticks against which actual performance is measured.
   a) Projects
   b) Costs
   c) Standards
   d) Budgets

20. A budget is prepared for a ____________
   a) Definite period.
   b) Indefinite period
   c) Period of one year
   d) Six months

21. Which of the following statement is correct?
   a) Traditional budgeting focuses on goals and objectives
   b) Zero base budgeting does not incorporate previous year’s inefficiencies in the budget.
   c) Traditional budgeting starts with zero base.
   d) Zero base budgeting assumes no variation in actual cost and standard cost.

22. ____________ is the controlling technique which has no substitute.
   a) MIS
   b) Personal Observation
   c) Standards
   d) Budgets

23. The two factor theory of motivation is given by
   a) Maslow
   b) Jung
   c) Alderfer
   d) Herzberg
24. The response received to a message is known as
   a) Encoding
   b) Decoding
   c) Channel
   d) Feedback

25. Alderfer’s theory categorizes needs into three categories. The most important is
   a) Growth needs
   b) Relatedness need
   c) Existence need
   d) None of the above

26. The need for appreciation and respect as per Maslow’s hierarchy theory is termed as:
   a) Esteem
   b) Belongingness
   c) Safety
   d) Physiological

27. Leadership is ____________________.
   a) the process of influencing a group toward the achievement of goals
   b) a group that achieves goals
   c) the function of influencing a group towards the achievement of goals
   d) directing a group towards the achievement of goals

28. Which of the following is not true concerning the difference between managers and leaders?
   a) Managers are appointed
   b) Managers influence through informal means
   c) Leaders may be appointed
   d) Leaders can influence beyond formal authority

29. Persons who are able to influence others and who possess managerial authority are termed as
    ___________.
    a) Managers
    b) Leaders
    c) Organizers
    d) Visionaries

30. What term is used for acceptable standards of behavior that are shared by a group’s members?
    a) Rules
    b) Norms
    c) Policies
    d) Missions

31. Trait theory ignores __________.
    a) the interactions of leaders
    b) the characteristics of the group members
    c) the interactions of leaders and their group members as well as situational factors
    d) situational factors in the leadership research
32. Which theory assumes that people are naturally lazy and will avoid work and responsibilities if possible?
   a) Theory X
   b) Theory Y
   c) Theory Z
   d) Both theory X & Z

33. The managerial grid uses ____________________________.
   a) a two-dimensional grid for appraising leadership styles
   b) two behavioural dimensions of leadership style
   c) a two-dimensional grid for determining leadership styles
   d) a two-dimensional grid for assessing the dimensions of leadership styles

34. A Leader, such as Bill Gates of Microsoft, who can inspire followers above their own self-interests and can have a profound effect on their performance, are known as which of the following?
   a) Transactional leaders
   b) Directive leaders
   c) Informational leaders
   d) Transformational leaders

35. Communication is the task of imparting ________
   a) Training
   b) Information
   c) Knowledge
   d) Message

36. Communication is a:
   a) two-way process
   b) one-way process
   c) discrete process
   d) circular process

37. The sketch shows the process of communication from A to B. What labels apply to the arrows that cross in the centre?
   a) Stimulus; response
   b) Transmission; feedback
   c) Feedforward; feedback
   d) Encoding; decoding
38. What comprises the decoding stage of the communication model?
   a) Perception; retention.
   b) Attention; perception; retention
   c) Receiving; processing and storing information
   d) Short term memory; decoding; long term memory.

39. Feedback is a listener's
   a) Verbal critique of your message
   b) Verbal or nonverbal responses to a message
   c) Acceptance of a message
   d) Aversion to a message

40. Which of the three components are part of the human communication process?
   a) Message, noise, feedback
   b) Feedback, message, critiquing
   c) Noise, feedback, jargon
   d) Message, recording, feedback

41. What are the two types of formal groups in an organisation?
   a) Command groups and interest groups
   b) Interest groups and task groups
   c) Task groups and psychological groups
   d) Command groups and task groups

42. Wide range of abilities and attributes possessed by people are called as
   a) Management
   b) Human Resources
   c) Entrepreneur
   d) Intreprenuer

43. Human Resource Management aims to maximize employees as well as organizational
   a) Effectiveness
   b) Economy
   c) Efficiency
   d) Performativity

44. The study that focuses on reducing the unnecessary activities in work and thus reducing
   the fatigue and wastage of time is known as:
   a) Time study
   b) Fatigue study
   c) Work study
   d) Motion study

45. Which of the following concepts refer to the system of matching the available resources, either internally
   or externally, with the demand that the organization expects to have over a period of time?
   a) Human Resource Process
   b) Human Resource Performance
   c) Human Resource Planning
   d) Human Resource Information System
46. Which of the following refers to the monetary and non-monetary benefits given to the employees during their employment and these benefits are in no way connected to the employee’s performance?

a) Fringe benefits  
b) Incentives  
c) Wage and salary administration  
d) Base salary  

47. Which of the following tests is used to assess the leadership qualities, initiative, negotiating skills, communication skills and decision-making skills of a candidate?

a) Simulated situational tests  
b) Interest tests  
c) In-basket exercises  
d) Group discussions  

48. Which of the following approaches is based on the assumption that there exist one or more solutions to a problem that could result in a win-win situation?

a) Collective bargaining  
b) Individual bargaining  
c) Distributive bargaining  
d) Integrative bargaining  

49. What should be the minimum number of persons required to register a trade union?

a) Six  
b) Seven  
c) Eight  
d) Nine  

50. The concept of unions came into existence as a result of employees:

a) Problem of communication  
b) Dissatisfaction among workers  
c) Longing for belongingness  
d) Change in technology  

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