



INDIAN INSTITUTE OF MATERIALS MANAGEMENT
PGDMM/PGDSCM&L – Two Years Course

COMPUTER MARKED ASSIGNMENT (CMA) For Jan-June 2020 semester.

Semester 1
PAPER – 1
MANAGEMENT PRINCIPLES & HRM

Instructions:

1. Answer all 50 questions (compulsory). Each question carries 2 marks **Total : 100 Marks**
2. Read instructions given on the OMR answer sheet and answer the questions.

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

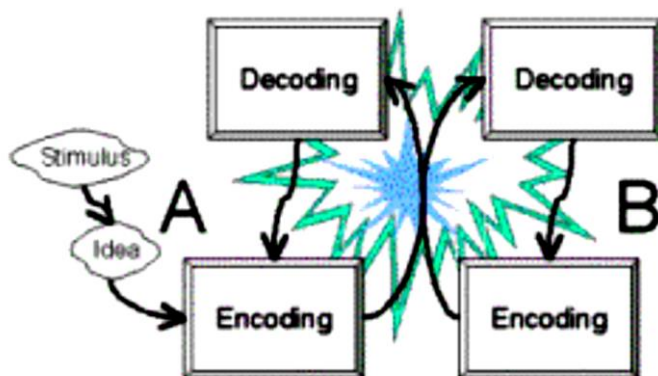
7. A plan developed to carry out a course of action that is not likely to be repeated in the future is called:
- Single-use plan
 - Specific plan
 - Reaction plan
 - Directional plan
8. What is meant by the term 'Management by Objectives'?
- A system of giving the authority to carry out certain jobs by those lower down the management hierarchy.
 - The system of management that is based on bringing together experts into a team.
 - The setting of objectives to bring about the achievement of the corporate goals.
 - The control of the organization by those in the 'head office'.
9. The first step in management by objectives (MBO) is to
- Set departmental goals
 - Set organizational goals
 - Set individual goals
 - Discuss departmental goals
10. A primary benefit of MBO is:
- Avoid competition
 - Resistance against new entrance
 - Improve employee motivation
 - Increase resources
11. Authority flows:
- Upwards
 - Downwards
 - In all directions
 - Horizontally
12. Which type of organisational structure is suitable for small organisations?
- Line & staff
 - Line
 - Matrix
 - Functional
13. Delegation of authority can be successful if the superior has:
- Faith in subordinate
 - No faith in subordinate
 - Friendly to subordinate
 - Non friendly to subordinate.
14. The statement "Authority is the right to give orders and the power to exact obedience" was given by:
- Henry Fayol
 - Mc. Farland
 - Mooney and Reily
 - Taylor

15. Line authority, staff authority and functional authority exist in which kind of organisation structure?
- Line & staff
 - Line
 - Functional
 - Horizontal
16. Which of the following would be included in the 'controlling function'?
- Measuring results against corporate objectives.
 - Explaining routines
 - Setting standards
 - Giving assignments
17. From the process point of view, which is the best statement of the purpose of control?
- To minimise change from predetermined standards
 - To know in advance what is likely to happen
 - To ensure that the goal is achieved
 - To minimise the loss
18. _____ standards are measured in numerical terms
- Quantitative
 - Qualitative
 - Bonus
 - Process
19. _____ are the yardsticks against which actual performance is measured.
- Projects
 - Costs
 - Standards
 - Budgets
20. A budget is prepared for a _____
- Definite period.
 - Indefinite period
 - Period of one year
 - Six months
21. Which of the following statement is correct?
- Traditional budgeting focuses on goals and objectives
 - Zero base budgeting does not incorporate previous year's inefficiencies in the budget.
 - Traditional budgeting starts with zero base.
 - Zero base budgeting assumes no variation in actual cost and standard cost.
22. _____ is the controlling technique which has no substitute.
- MIS
 - Personal Observation
 - Standards
 - Budgets
23. The two factor theory of motivation is given by
- Maslow
 - Jung
 - Alderfer
 - Herzberg

24. The response received to a message is known as
- Encoding
 - Decoding
 - Channel
 - Feedback
25. Alderfer's theory categorizes needs into three categories. The most important is
- Growth needs
 - Relatedness need
 - Existence need
 - None of the above
26. The need for appreciation and respect as per Maslow's hierarchy theory is termed as:
- Esteem
 - Belongingness
 - Safety
 - Physiological
27. Leadership is _____.
- the process of influencing a group toward the achievement of goals
 - a group that achieves goals
 - the function of influencing a group towards the achievement of goals
 - directing a group towards the achievement of goals
28. Which of the following is not true concerning the difference between managers and leaders?
- Managers are appointed
 - Managers influence through informal means
 - Leaders may be appointed
 - Leaders can influence beyond formal authority
29. Persons who are able to influence others and who possess managerial authority are termed as _____.
- Managers
 - Leaders
 - Organizers
 - Visionaries
30. What term is used for acceptable standards of behavior that are shared by a group's members?
- Rules
 - Norms
 - Policies
 - Missions
31. Trait theory ignores _____.
- the interactions of leaders
 - the characteristics of the group members
 - the interactions of leaders and their group members as well as situational factors
 - situational factors in the leadership research

32. Which theory assumes that people are naturally lazy and will avoid work and responsibilities if possible?
- Theory X
 - Theory Y
 - Theory Z
 - Both theory X & Z
33. The managerial grid uses _____.
- a two-dimensional grid for appraising leadership styles
 - two-behavioural dimensions of leadership style
 - a two-dimensional grid for determining leadership styles
 - 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?
- Transactional leaders
 - Directive leaders
 - Informational leaders
 - Transformational leaders
35. Communication is the task of imparting _____.
- Training
 - Information
 - Knowledge
 - Message
36. Communication is a:
- two-way process
 - one-way process
 - discrete process
 - 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?

- Stimulus; response
- Transmission; feedback
- Feedforward; feedback
- Encoding; decoding

38. What comprises the decoding stage of the communication model?
- Perception; retention.
 - Attention; perception; retention
 - Receiving; processing and storing information
 - Short term memory; decoding; long term memory.
39. Feedback is a listener's
- Verbal critique of your message
 - Verbal or nonverbal responses to a message
 - Acceptance of a message
 - Aversion to a message
40. Which of the three components are part of the human communication process?
- Message, noise, feedback
 - Feedback, message, critiquing
 - Noise, feedback, jargon
 - Message, recording, feedback
41. What are the two types of formal groups in an organisation?
- Command groups and interest groups
 - Interest groups and task groups
 - Task groups and psychological groups
 - Command groups and task groups
42. Wide range of abilities and attributes possessed by people are called as
- Management
 - Human Resources
 - Entrepreneur
 - Intreprenuer
43. Human Resource Management aims to maximize employees as well as organizational
- Effectiveness
 - Economy
 - Efficiency
 - 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:
- Time study
 - Fatigue study
 - Work study
 - 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?
- Human Resource Process
 - Human Resource Performance
 - Human Resource Planning
 - 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
