

Principles and Practices of Management

1. What is the planning horizon?

- A. The distance ahead for the forecasts on which plans are made.
- B. The time period within which uncertainty is very low.
- C. The time ahead for which there is no information.
- D. The maximum time for which managers can make plans.

View answer

Correct answer: (A)

The distance ahead for the forecasts on which plans are made.

2. While guiding organization members in appropriate directions, a manager exhibits _____

- A. Consideration behavior
- B. Authoritarian behavior
- C. Theory y behavior
- D. Leadership behavior

View answer

Correct answer: (D)

Leadership behavior

3. Which role of manager that needs to resolve major and minor crisis that may occur unexpectedly?

- A. Negotiator
- B. Entrepreneur
- C. Resource allocator
- D. Disturbance handler

View answer

Correct answer: (D)

Disturbance handler

4. Group brainstorming encourages all of the following except _____

- A. Team building
- B. Analysis of alternatives
- C. Convergent thinking
- D. Uninhibited verbalization

View answer

Correct answer: (C)
Convergent thinking

5. _____ is not one of the eight steps in the decision making process.

- A. Identifying the problem
- B. Analyzing alternative solutions
- C. Implementing the decision
- D. Delegating the decision making

View answer

Correct answer: (D)
Delegating the decision making

6. All of the following are the levels of communication EXCEPT _____

- A. Intrapersonal Communication
- B. Interpersonal Communication
- C. Mediated Communication
- D. Frame Communication

View answer

Correct answer: (D)
Frame Communication

7. In which organizational form are there dual or multiple lines of authority?

- A. Matrix
- B. Modular
- C. Multidivisional
- D. Decentralized

View answer

Correct answer: (A)
Matrix

8. Functional managers are responsible _____

- A. For a single area of activity
- B. To the upper level of management and staff
- C. For complex organizational sub-units
- D. For obtaining copyrights and patents for newly developed processes and equipment

View answer

Correct answer: (A)
For a single area of activity

9. Which of the following is the determinant of organization structure?

- A. Technology
- B. Centralization
- C. Size of the work unit
- D. Coordination of activities

View answer

Correct answer: (A)
Technology

10. In communications management, to assimilate through the mind or senses is the process of _____

- A. Receiving
- B. Decoding
- C. Comprehending
- D. Understanding

View answer

Correct answer: (B)
Decoding

11. _____ is an individual's capacity to influence decisions.

- A. Span of control
- B. Line authority
- C. Staff authority
- D. Power

View answer

Correct answer: (D)
Power

12. What is involved in communication process?

- A. Idea-encoding-channel-decoding-feedback
- B. Idea-information-channel-receiver
- C. Information-channel-receiver
- D. Sender-receiver-channel

View answer

Correct answer: (A)

Idea-encoding-channel-decoding-feedback

13. Frederick Taylor and Frank and Lillian Gilbreth were advocates of an approach to management involving the use of scientific method, known as _____

- A. The contingency approach.
- B. Scientific management.
- C. The quantitative approach
- D. Management science.

View answer

Correct answer: (B)

Scientific management.

14. Some policies are imposed by external forces, such as _____

- A. Governmental regulatory agencies
- B. Employee demands
- C. Management decisions
- D. Lack of funding

View answer

Correct answer: (A)

Governmental regulatory agencies

15. The job design would be LEAST formal in a _____

- A. Matrix structure
- B. Professional bureaucracy
- C. Divisionalized structure
- D. Machine bureaucracy

View answer

Correct answer: (B)

Professional bureaucracy

16. Which of the following is not an example of formal communication?

- A. Contact

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- B. email
- C. Project status report

D. Status meeting

View answer

Correct answer: (B)
email

17. All of the following are communication tools EXCEPT _____

- A. Memos
- B. Verbal circulation of a rumor
- C. Body language
- D. Inputting data into a spreadsheet

View answer

Correct answer: (D)
Inputting data into a spreadsheet

18. _____ is a communication that flows from a higher level to one or more lower levels in the organization.

- A. Horizontal communication
- B. Upward communication
- C. Downward communication
- D. None of given options

View answer

Correct answer: (C)
Downward communication

19. Which management concept suggests that low-importance decisions be handled by subordinates, so that managers can focus on high-importance decisions?

- A. management by objective
- B. management by exception
- C. participatory management
- D. inclusionary management

View answer

Correct answer: (B)
management by exception

20. Authority, discipline, unity of command, and unity of direction are _____

- A. Principles of the human relations movement.
- B. Taylor's four principles of management.

- C. Elements of Weber's ideal bureaucratic structure.
- D. Four of Fayol's fourteen principles of management.

View answer

Correct answer: (D)

Four of Fayol's fourteen principles of management.

21. Organization structure primarily refers to _____

- A. how activities are coordinated and controlled
- B. how resources are allocated
- C. the location of departments and office space
- D. the policy statements developed by the firm

View answer

Correct answer: (A)

how activities are coordinated and controlled

22. Policies are sometimes defined as a(n) _____

- A. Shortcut for thinking
- B. Action plan
- C. Substitute for strategy
- D. Substitute for management authority

View answer

Correct answer: (A)

Shortcut for thinking

23. The problem-solving process begins with _____

- A. Clarification of the situation
- B. Establishment of alternatives
- C. Identification of the difficulty
- D. Isolation of the cause

View answer

Correct answer: (C)

Identification of the difficulty

24. Scalar chain refers to _____

- A. The line of authority from top management to the lowest rank
- B. Degree to which subordinates are involved in decision making
- C. Every employees should receive orders from only one superior

D. People and materials should be in the right place at the right time

View answer

Correct answer: (A)

The line of authority from top management to the lowest rank

25. Which of the following is the determinant of organization structure

- A. Technology
- B. Centralization
- C. Size of the work unit
- D. Coordination of activities

View answer

Correct answer: (A)

Technology

26. _____ is the process of getting results accomplished through others.

- A. Ordering
- B. Mandating
- C. Delegating
- D. Working

View answer

Correct answer: (C)

Delegating

27. The receiver filters messages based on all but the following _____

- A. Culture
- B. Semantics
- C. Language
- D. Distance

View answer

Correct answer: (D)

Distance

28. The communication process must have a medium to convey information between two or more parties. The three common media are _____.

- A. Written, spoken, and signalized
- B. Visual, audio, and tactile
- C. Seeing, talking, and listening

D. Seeing, listening, and touching

View answer

Correct answer: (B)

Visual, audio, and tactile

29. The decision-making model consists of four styles: directive, analytic, behavioral and _____.

- A. Conceptual
- B. Intuitive
- C. Group interaction
- D. Laggard

View answer

Correct answer: (A)

Conceptual

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

- A. Controlling
- B. Organizing
- C. Working
- D. Leading

View answer

Correct answer: (C)

Working

31. What is the term used to define the number of subordinates directly controlled by a manager?

- A. Division management
- B. Departmentation
- C. Investment span
- D. Span of management

View answer

Correct answer: (D)

Span of management

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

- A. Controlling
- B. Organizing

- C. Working
- D. Leading

View answer

Correct answer: (C)

Working

33. In general, if a policy is not thought out and established _____

- A. A situation requiring action will arise
- B. Social issues will cause change in the organization
- C. Managers will be hired from the outside
- D. There will be significant staff turnover

View answer

Correct answer: (A)

A situation requiring action will arise

34. Who is the person was well known for the "Hawthorne Studies"?

- A. Elton Mayo
- B. Max-Weber
- C. Chester Barnard
- D. Mary Parker Follet

View answer

Correct answer: (A)

Elton Mayo

35. Maslow and Herzberg are two examples of _____ theories of motivation.

- A. Expectancy
- B. Content
- C. Process
- D. Equity

View answer

Correct answer: (B)

Content

36. Which type of decision making is carried out by lower level management and deals with specific day _____ day processes?

- A. Programmed decision making
- B. Operational decision making

- C. Administrative decision making
- D. Mid-level decision making

View answer

Correct answer: (B)

Operational decision making

37. Which management theorist is responsible for the motivation-hygiene theory?

- A. Abraham Maslow
- B. Dale Hawthorne
- C. Peter Drucker
- D. Frederick Herzberg

View answer

Correct answer: (D)

Frederick Herzberg

38. Strategic planning as a broad concept consists of _____

- A. Corporate strategy and business strategy
- B. Strategy formulation and strategy implementation
- C. Inputs and outputs
- D. Environmental analysis and internal analysis

View answer

Correct answer: (B)

Strategy formulation and strategy implementation

39. Which of the following is NOT a principle of management given by Taylor?

- A. Science, not rule of the Thumb
- B. Functional foremanship
- C. Maximum not restricted output
- D. Harmony not discord

View answer

Correct answer: (B)

Functional foremanship

40. Equity theory of motivation focuses on _____

- A. Peoples expectation of different outcomes for a given action
- B. Peoples perception of how fairly they have been treated in comparison with others

- C. The motivational force involved in a person's action at work
- D. People's perception of how they should perform in a given situation at work

View answer

Correct answer: (B)

Peoples perception of how fairly they have been treated in comparison with others

41. Operations research analysts do not

- A. Predict future operations
- B. Build more than one model
- C. Collect relevant data
- D. Recommend decision and accept

View answer

Correct answer: (A)

Predict future operations

42. The name management science is preferred by

- A. Americans
- B. English
- C. French
- D. Latin

View answer

Correct answer: (A)

Americans

43. _____ Theory is an important operations research technique to analyze the queuing behaviour.

- A. Waiting line
- B. Net work
- C. Decision
- D. Simulation

View answer

Correct answer: (A)

Waiting line

44. A map indicates roads, highways, towns and the interrelationship is an _____ model

- A. Iconic

- B. mathematical
- C. analogue
- D. none of the above

View answer

Correct answer: (A)

Iconic

45. Constraints in an LP model represent

- A. Limitations
- B. Requirements
- C. Balancing limitation
- D. all of the above

View answer

Correct answer: (D)

all of the above

46. Most of the constraints in the linear programming problem are expressed as _____

- A. Equality
- B. Inequality
- C. Uncertain
- D. all of the above

View answer

Correct answer: (B)

Inequality

47. The solution space of a LP problem is unbounded due to

- A. An incorrect formulation of the LP model
- B. Objective function is unbounded
- C. Neither (a) nor (b)
- D. Both (a) and (b)

View answer

Correct answer: (C)

Neither (a) nor (b)

48. While solving an LP problem infeasibility may be removed by

- A. Adding another constraint

- B. Adding another variable
- C. Removing a constraint
- D. Removing a variable

View answer

Correct answer: (C)

Removing a constraint

49. An activity which must be completed before one or more other activities start is known as _____ activity.

- A. Predecessor
- B. Successor
- C. Dummy
- D. End

View answer

Correct answer: (A)

Predecessor

50. Alternative solutions exists of an LP model when

- A. One of the constraints is redundant.
- B. Objective function equation is parallel to one of the constraints
- C. Two constraints are parallel.
- D. all of the above

View answer

Correct answer: (B)

Objective function equation is parallel to one of the constraints

51. _____ is the latest time by which an activity can be started without delaying the completion of the project.

- A. EST
- B. EFT
- C. LST
- D. LFT

View answer

Correct answer: (C)

LST

52. An activity which must be completed before one or more other activities start is known as _____ activity.

- A. Dummy
- B. Predecessor
- C. Successor
- D. None of these

View answer

Correct answer: (B)

Predecessor

53. _____ is the shortest possible time in which an activity can be delayed without delaying the project.

- A. Pessimistic time estimate
- B. Optimistic time estimate
- C. Most likely time estimate
- D. None of these

View answer

Correct answer: (B)

Optimistic time estimate

54. What decision-making condition must exist for the decision tree to be a valuable tool?

- A. Certainty
- B. Uncertainty
- C. Risk
- D. It does not matter, the tool is appropriate in all environments

View answer

Correct answer: (C)

Risk

55. The criteria of expected monetary value is used for making decisions under

- A. Certainty
- B. Uncertainty
- C. Risk
- D. all of the above

View answer

Correct answer: (D)

all of the above

56. The minimum expected opportunity loss is

- A. Equal to EVPI
- B. Minimum regret
- C. Equal to EMV
- D. Both (a) and (b)

View answer

Correct answer: (D)

Both (a) and (b)

57. The objective of network analysis is to

- A. Minimize total project duration
- B. Minimize total project cost
- C. Minimize production delays, interruption and conflicts
- D. All of the above

View answer

Correct answer: (A)

Minimize total project duration

58. Decision variables are

- A. Controllable
- B. Uncontrollable
- C. Parameters
- D. None of the above

View answer

Correct answer: (A)

Controllable

59. An optimization model

- A. Mathematically provides best decision
- B. Provides decision with limited context
- C. Helps in evaluating various alternatives constantly
- D. All of the above

View answer

Correct answer: (D)

All of the above

60. Modern scientific management research originated during _____

- A. World war II

- B. World war I
- C. 1990
- D. 1993

View answer

Correct answer: (A)

World war II

61. _____ Example of probabilistic model

- A. Game theory
- B. Charts
- C. Graphs
- D. All the above

View answer

Correct answer: (A)

Game theory

62. The best use of linear programming technique is to find an optimal use of

- A. Money
- B. Man power
- C. Machine
- D. all of the above

View answer

Correct answer: (D)

all of the above

63. Which of the following is not a category of linear programming problems?

- A. Resource allocation problem
- B. Cost benefit trade off problem
- C. Distribution network problem
- D. All of the above are categories of linear programming problems.

View answer

Correct answer: (D)

All of the above are categories of linear programming problems.

64. In linear programming problem if all constraints are less than or equal to, then the feasible region is

- A. Above lines

- B. Below the lines
- C. Unbounded
- D. None of the above

View answer

Correct answer: (B)

Below the lines

65. An event which represents the beginning of more than one activity is known as _____ event.

- A. Merge
- B. Net
- C. Burst
- D. None of the above

View answer

Correct answer: (C)

Burst

66. L _____ is that sequence of activities which determines the total project time.

- A. Net work
- B. Critical path
- C. Critical activities
- D. None of the above

View answer

Correct answer: (B)

Critical path

67. _____ is the duration by which an activity can be delayed without delaying the project

- A. Slack
- B. Total float
- C. Free float
- D. Independent float

View answer

Correct answer: (B)

Total float

68. _____ is event oriented.

- A. CPM
- B. PERT
- C. LP
- D. None of the above

View answer

Correct answer: (B)

PERT

69. _____ is the disconnection of an activity before the completion of activities in a project network diagram.

- A. Dangling
- B. Looping
- C. Dummy
- D. None of the above

View answer

Correct answer: (C)

Dummy

70. If a decision theory problem has 3 decision alternatives and 4 states of nature, the number of payoffs in that problem will be

- A. 3
- B. 4
- C. 12
- D. 64

View answer

Correct answer: (C)

12

71. All of the following are steps in the decision-making process EXCEPT

- A. Define the problem
- B. List alternatives
- C. Identify the possible outcomes
- D. Compute the posterior probabilities.

View answer

Correct answer: (D)

Compute the posterior probabilities.

72. The minimum EOL will always result in the same decision as

- A. Minimax
- B. Maximin
- C. Maximum EMV
- D. Maximax

View answer

Correct answer: (C)

Maximum EMV

73. The decision making criteria that should be used to achieve maximum long term pay off is

- A. EOL
- B. EMV
- C. Hurwicz
- D. Maximax

View answer

Correct answer: (B)

EMV

74. When total supply is equal to total demand in a transportation problem , the problem is said to be

- A. Balanced
- B. Unbalanced
- C. Degenerate
- D. None of the above

View answer

Correct answer: (A)

Balanced

75. A model is

- A. An essence of reality
- B. An approximation
- C. An idealization'
- D. All of the above

View answer

Correct answer: (D)

All of the above

76. The application of OR techniques involves _____ approach

- A. Individual
- B. Team
- C. Critical
- D. None of the above

View answer

Correct answer: (B)

Team

77. _____ is an important Operations research technique to be used for determining optimal allocation of limited resources to meet the given objectives.

- A. Waiting line theory
- B. Net work analysis
- C. Decision analysis
- D. Linear programming

View answer

Correct answer: (D)

Linear programming

78. _____ is a method of analyzing the current movement of the same variable in an effort to predict the future movement of the same variable.

- A. Goal programming
- B. Markov analysis
- C. Replacement theory
- D. Queuing theory

View answer

Correct answer: (B)

Markov analysis

79. A feasible solution to a linear programming problem

- A. Must satisfy all problem constraints simultaneously
- B. Need not satisfy all constraints
- C. Must be a corner point of the feasible region
- D. Must optimize the value of the objective function

View answer

Correct answer: (A)

Must satisfy all problem constraints simultaneously

80. Which of the following may not be in a linear programming formulation?

- A. \leq .
- B. $>$.
- C. $=$.
- D. All the above

View answer

Correct answer: (B)

81. _____ is a series of related activities which result in some product or services.

- A. Network
- B. transportation model
- C. assignment
- D. none of these

View answer

Correct answer: (A)

Network

82. Constraint in LP problem are called active if they

- A. Represent optimal solution
- B. At optimality do not consume all the available resources
- C. Both of (a) and (b)
- D. None of the above

View answer

Correct answer: (A)

Represent optimal solution

83. It _____ at which an activity can start.

- A. EST
- B. EFT
- C. LST
- D. LFT

View answer

Correct answer: (A)

EST

84. _____ is the time by which the completion of an activity can be delayed beyond its earliest finish time without affecting the earliest start time of a succeeding activity

- A. Slack
- B. Total float
- C. Free float
- D. Independent float

View answer

Correct answer: (C)

Free float

85. _____ is the duration by which an activity can be delayed without delaying the project.

- A. Total float
- B. Slack
- C. Earliest event time
- D. None of these

View answer

Correct answer: (A)

Total float

86. For decision making under uncertainty, identify the decision rule that is appropriate for the optimist.

- A. Laplace
- B. Maximax
- C. Minimax regret
- D. Maxmin

View answer

Correct answer: (B)

Maximax

87. Opportunity loss refers to

- A. The expected value of a bad decision
- B. The expected loss from a bad decision
- C. The difference between actual pay off and the optimal pay off
- D. The regret from not having made a decision

View answer

Correct answer: (C)

The difference between actual pay off and the optimal pay off

88. Which of the following criterion is not used for decision making under uncertainty?

- A. Maximin
- B. Maximax
- C. Minimax
- D. Minimize expected loss

View answer

Correct answer: (D)

Minimize expected loss

89. The initial solution of a transportation problem can be obtained by applying any known method. But the only condition is

- A. The solution be optimal
- B. The rim conditions are satisfied
- C. The solution not be degenerate
- D. All of the above

View answer

Correct answer: (B)

The rim conditions are satisfied

90. A physical model is an example of

- A. An iconic model
- B. An analogue model
- C. A verbal model
- D. A mathematical model

View answer

Correct answer: (A)

An iconic model

91. _____ helps management to evaluate alternative course of action for selecting the best course of action

- A. Operations research
- B. Quantitative technique
- C. Management research
- D. None of the above

View answer

Correct answer: (A)

Operations research

92. _____ Is known as symbolic model

- A. Iconic
- B. Mathematical
- C. Analogue
- D. None of the above

View answer

Correct answer: (B)

Mathematical

93. Which of the following as an assumption of an LP model

- A. Divisibility
- B. Proportionality
- C. Additively
- D. all of the above

View answer

Correct answer: (D)

all of the above

94. While solving LP problem graphically, the area bounded by the constraints is called

- A. Feasible region
- B. Infeasible region
- C. Unbounded solution
- D. None of the above

View answer

Correct answer: (A)

Feasible region

95. Any activity which does not consume either any resource or time is called _____ activity.

- A. Predecessor
- B. Successor
- C. Dummy
- D. End

View answer

Correct answer: (C)

Dummy

96. Activities lying on the critical path are called _____

- A. Net work
- B. Critical path
- C. Critical activities
- D. None of the above

View answer

Correct answer: (C)

Critical activities

97. _____ is activity oriented.

- A. CPM
- B. PERT
- C. LP
- D. None of the above

View answer

Correct answer: (A)

CPM

98. _____ is a scheme or design of something intended or device.

- A. Programme
- B. Project
- C. Network
- D. Float

View answer

Correct answer: (C)

Network

99. Which of the following is not a part of decision tree problem specification?

- A. a list of alternatives
- B. A list of possible state of nature
- C. EVPI
- D. Pay off associated with alternative / state of nature combination.

View answer

Correct answer: (C)

EVPI

100. A good decision always implies that

- A. Will obtain the best final results

- B. Have used appropriate quantitative analysis.
- C. Have considered all alternatives
- D. Have followed a logical process.

View answer

Correct answer: (D)

Have followed a logical process.

101. The value of the coefficient of optimism is needed while using the criterion of

- A. Equally likely
- B. Maximin
- C. Realism
- D. Maximin

View answer

Correct answer: (C)

Realism

102. Game theory models are classified by the

- A. Number of players
- B. Sum of all payoff
- C. Number of strategies
- D. All of the above

View answer

Correct answer: (D)

All of the above

103. Every mathematical model

- A. Must be deterministic
- B. Requires computer aid for solution.
- C. Represents data in numerical form
- D. All of the above

View answer

Correct answer: (C)

Represents data in numerical form

104. Operations research is applied

- A. Military
- B. Business

- C. Administration'
- D. All of the above

View answer

Correct answer: (D)

All of the above

105. _____ model involves all forms of diagrams

- A. iconic
- B. mathematical
- C. analogue
- D. schematic

View answer

Correct answer: (A)

iconic

106. A constraint in an LP model restricts

- A. Value of objective function
- B. Value of decision variable
- C. Use of available resource
- D. all of the above

View answer

Correct answer: (D)

all of the above

107. Constraints in LP problem are called active if they

- A. Represent optimal solution
- B. At optimality do not consume all the available resources
- C. Both of (a) and (b)
- D. None of the above

View answer

Correct answer: (A)

Represent optimal solution

108. All negative constraints must be written as

- A. Equality
- B. Non equality
- C. Greater than or equal to

D. Less than or equal to

View answer

Correct answer: (C)

Greater than or equal to

109. If two constraints do not intersect in the positive quadrant of the graph, then

- A. The problem is infeasible
- B. The solution is unbounded
- C. One of the constraints is redundant
- D. None of the above

View answer

Correct answer: (D)

None of the above

110. _____ is the latest time by which an activity can be finished without delaying the completion of the project.

- A. EST
- B. EFT
- C. LST
- D. LFT

View answer

Correct answer: (D)

LFT

111. PERT emphasis on _____.

- A. Time
- B. Activity
- C. a) and b)
- D. None of the above

View answer

Correct answer: (A)

Time

112. _____ is an activity oriented diagram.

- A. CPM
- B. PERT
- C. Histogram

D. None of the above

View answer

Correct answer: (A)

CPM

113. In a decision theory problem under complete uncertainty, which one of the following approaches will not be possible?

- A. Expected monetary value
- B. Maxmin
- C. Minimax
- D. Hurwicz

View answer

Correct answer: (A)

Expected monetary value

114. The equally likely decision criteria is also known as

- A. Bayes
- B. Laplace
- C. Minimax
- D. Hurwicz

View answer

Correct answer: (B)

Laplace

115. Which of the following might be viewed as an optimistic decision criterion?

- A. Hurwicz criterion
- B. Maximin
- C. Maximax
- D. Minimax

View answer

Correct answer: (C)

Maximax

116. While using Hurwicz criterion, the coefficient of realism

- A. Represents the degree of optimism
- B. Represents the degree of pessimism
- C. Is the probability of state of nature

D. None of the above

View answer

Correct answer: (A)

Represents the degree of optimism

117. Operations research approach is

- A. Multi disciplinary
- B. Scientific
- C. Intuitive
- D. All of the above

View answer

Correct answer: (A)

Multi disciplinary

118. OR techniques helps to find _____ solution

- A. Feasible
- B. Non feasible
- C. Optimal
- D. Non optimal

View answer

Correct answer: (C)

Optimal

119. An organization chart is an example of

- A. Iconic
- B. Mathematical
- C. Analogue
- D. None of the above

View answer

Correct answer: (C)

Analogue

120. Linear programming is a

- A. Constraint optimization technique
- B. Technique for economic allocation of limited resources.
- C. Mathematical technique
- D. all of the above

View answer

Correct answer: (D)

all of the above

121. The graphical method of LP problem uses

- A. Objective function equation
- B. Constraint equation
- C. Linear equations
- D. All the above

View answer

Correct answer: (D)

All the above

122. A linear programming model does not contain which of the following components?

- A. Data
- B. Decisions
- C. Constraints
- D. A spread sheet

View answer

Correct answer: (D)

A spread sheet

123. Straight lines shown in a linear programming graph indicates

- A. Objective function
- B. Constraints
- C. Points
- D. All the above

View answer

Correct answer: (B)

Constraints

124. Activities that cannot be started until one or more of the other activities are completed, but immediately succeed them are called _____ activities

- A. Predecessor
- B. Successor
- C. Dummy
- D. End

View answer

Correct answer: (B)

Successor

125. _____ is the earliest starting time plus activity time.

- A. EST
- B. EFT
- C. LST
- D. LFT

View answer

Correct answer: (B)

EFT

126. The event is commonly represented by _____ in network diagram

- A. Nodes
- B. Arrow
- C. Triangle
- D. None of these

View answer

Correct answer: (A)

Nodes

127. Which of the following is (are) types of decision-making environments?

- A. Decision making under uncertainty
- B. Decision making under certainty
- C. Decision making under risk
- D. None of the above

View answer

Correct answer: (B)

Decision making under certainty

128. Decision theory is concerned with

- A. Methods of arriving at an optimal decision
- B. Selecting optimal decision in sequential manner
- C. Analysis of information that is available
- D. All of the above

View answer

Correct answer: (D)

All of the above

129. The expected value of perfect information is equal to

- A. $EPPI - \text{Minimum EMV}$
- B. $EPPI + \text{Maximum EMV}$
- C. Maximum EOL
- D. None of the above

View answer

Correct answer: (A)

$EPPI - \text{Minimum EMV}$

130. OR provides solution only if the elements are

- A. Quantified
- B. Qualified
- C. Feasible
- D. Optimal

View answer

Correct answer: (A)

Quantified

131. _____ models in which the input and output variables follow a probability distribution.

- A. Iconic
- B. mathematical
- C. analogue
- D. Deterministic model

View answer

Correct answer: (D)

Deterministic model

132. While plotting constraints on a graph paper, terminal points on both axes are connected by a straight line because

- A. The resources are limited in supply
- B. The objective function is a linear function
- C. The constraints are linear equations or in equalities
- D. all of the above

View answer

Correct answer: (C)

The constraints are linear equations or in equalities

133. While solving an LP problem, infeasibility may be removed by

- A. Adding another constraint
- B. Adding another variable
- C. Removing a constraint
- D. Removing a variable

View answer

Correct answer: (C)

Removing a constraint

134. Full form of PERT is

- A. Performance evaluation review technique
- B. Programme Evaluation Review technique
- C. Programme Evaluation Research Technique
- D. None of these.

View answer

Correct answer: (A)

Performance evaluation review technique

135. The maximax criteria is _____

- A. Optimistic
- B. Neutral
- C. Pessimistic
- D. Can be any one of the above

View answer

Correct answer: (C)

Pessimistic

136. Father of Scientific Management is _____.

- A. Henry Fayol.
- B. Koontz o Donnel.
- C. Fredrick Winslow Taylor.
- D. Luther Gullik.

View answer

Correct answer: (C)
Fredrick Winslow Taylor.

137. Interpersonal role means _____.

- A. working with and through people.
- B. working on self.
- C. working for people.
- D. understanding the people.

View answer

Correct answer: (A)
working with and through people.

138. Management involves the co-ordination of human & material resources towards the accomplishment of _____.

- A. individual objectives.
- B. organizational objectives.
- C. group objectives.
- D. individual & group objectives.

View answer

Correct answer: (B)
organizational objectives.

139. Science is _____.

- A. definitive.
- B. descriptive.
- C. an interpretation.
- D. game.

View answer

Correct answer: (A)
definitive.

140. Working out a pattern of relationships between the various factors of production is called as _____.

- A. planning.
- B. organization.
- C. co-ordination.
- D. control.

View answer

Correct answer: (B)
organization.

141. Supervisory staff management constitutes the _____ of the management ladder.

- A. highest rank.
- B. middle rank.
- C. lowest rank.
- D. administration rank.

View answer

Correct answer: (C)
lowest rank.

142. Combining several techniques which can be applied to all kinds of efficiency problems, including labour productivity problems is called as _____.

- A. work study.
- B. scientific task planning.
- C. fatigue study.
- D. time study.

View answer

Correct answer: (A)
work study.

143. _____ is a place where production plans are executed but the people working therein have nothing to do with the framing of the plans.

- A. Factory
- B. Store
- C. Office
- D. Departments

View answer

Correct answer: (A)
Factory

144. According to Fayol, business activities can be broadly classified into _____ categories.

- A. 4.
- B. 5.

- C. 6.
- D. 7.

View answer

Correct answer: (C)

6.

145. A hierarchy of superiors ranging from the ultimate authority to the lowest ranks is called as _____.

- A. hierarchical order.
- B. social order.
- C. scalar chain.
- D. direction.

View answer

Correct answer: (C)

scalar chain.

146. Under scientific management, planning had been separated from _____.

- A. direction.
- B. execution.
- C. organizing.
- D. determination.

View answer

Correct answer: (B)

execution.

147. Planning is done for _____.

- A. A specific period.
- B. Various department.
- C. An organization.
- D. The employees.

View answer

Correct answer: (A)

A specific period.

148. Planning does not come to an end with the establishment of a business concern because it is'_____.

- A. common to all.

- B. flexible.
- C. a continuous process.
- D. a linchpin for all activities.

View answer

Correct answer: (C)
a continuous process.

149. According to time, plan can be divided into _____ types.

- A. 3.
- B. 4.
- C. 2.
- D. 5.

View answer

Correct answer: (A)
3.

150. The organization should have an effective network to _____ all the information that is relevant to planning of the goals at every level.

- A. communicate.
- B. control.
- C. co-ordinate.
- D. develop.

View answer

Correct answer: (A)
communicate.

151. Secondary information relating to the methods in planning process can be obtained by _____.

- A. informal scanning.
- B. formal scanning.
- C. environmental monitoring.
- D. websites.

View answer

Correct answer: (B)
formal scanning.

152. Secondary plans flow from _____ plans.

- A. basic.
- B. strategic.
- C. top management.
- D. employees view.

View answer

Correct answer: (A)
basic.

153. Organizational planning is done by _____.

- A. top level management.
- B. middle level management.
- C. low level management.
- D. people from all level of management.

View answer

Correct answer: (A)
top level management.

154. A _____ denotes activities of a broad nature including many different functions & interactions.

- A. programme.
- B. problem.
- C. project.
- D. budget.

View answer

Correct answer: (A)
programme.

155. Planning seeks to examine a series of _____.

- A. flexibility.
- B. cause-effect relationship.
- C. process.
- D. continuity.

View answer

Correct answer: (B)
cause-effect relationship.

156. _____ may be defined as the future results or a desired state of affairs which the organization seeks and strives to achieve.

- A. Objectives.
- B. Policies.
- C. Procedures.
- D. Rules.

View answer

Correct answer: (A)

Objectives.

157. The Hawthorne studies_____.

- A. found that to increase worker efficiency, management must analyze and minimize the motions required to complete a task.
- B. found that when workers know they are being watched, their productivity increases
- C. found that a worker is inherently lazy and will use any excuse not to perform their duties.
- D. . found that workers accept a managerial directive only if it is acceptable in terms of their personal interests.

View answer

Correct answer: (B)

found that when workers know they are being watched, their productivity increases

158. The resources within an organization, used to achieve its goal, make up the_____ of a business.

- A. external environment.
- B. internal environment.
- C. social responsibility.
- D. workers motivation.

View answer

Correct answer: (B)

internal environment.

159. Which of the following is the most common type of departmentalization?

- A. Customer/Market Departmentalization
- B. Function Departmentalization
- C. Geography Departmentalization.
- D. Process Departmentalization.

View answer

Correct answer: (B)
Function Departmentalization

160. Which of the following is NOT a major influence on the rate of compensation?

- A. Competition.
- B. Voluntary retirement.
- C. Laws.
- D. Unions.

View answer

Correct answer: (B)
Voluntary retirement.

161. Rules, duties and responsibilities of workers are given in writing in_____.

- A. formal organization.
- B. informal organization.
- C. business organisation.
- D. strategic organization.

View answer

Correct answer: (A)
formal organization.

162. Which type of organization gives importance to people and their relationships?

- A. Formal Organization.
- B. Informal Organization.
- C. Business Organization.
- D. Strategic Organization.

View answer

Correct answer: (B)
Informal Organization.

163. Deal with routing and repetitive problems is a _____.

- A. programmed decision.
- B. non-programmed decision.
- C. major decision.
- D. minor decision.

View answer

Correct answer: (A)
programmed decision.

164. The decision dealing with novel and non-repetitive problems is_____.

- A. programmed decision.
- B. non-programmed decision.
- C. individual decision.
- D. non-economic decision.

View answer

Correct answer: (A)
programmed decision.

165. Programmed decision is also known as _____.

- A. routine decisions.
- B. structured decisions.
- C. strategic decisions.
- D. operative decisions.

View answer

Correct answer: (D)
operative decisions.

166. The decision which is implemented within the concerned department is known as _____.

- A. economic decision.
- B. departmental decision.
- C. non-economic decision.
- D. problem decision.

View answer

Correct answer: (B)
departmental decision.

167. Departmentation is a part of the _____.

- A. organisaton process.
- B. control process.
- C. planning process.
- D. staffing process.

View answer

Correct answer: (A)
organisation process.

168. Departmentation on the basis of activities grouped according to the type of customer is _____.

- A. Departmentation by function.
- B. Departmentation by products.
- C. Departmentation by territory.
- D. Departmentation by customers.

View answer

Correct answer: (D)
Departmentation by customers.

169. Father of Management is _____.

- A. Henry Fayol.
- B. Koontz o Donnel.
- C. Fredrick Winslow Taylor.
- D. Luther Gullik.

View answer

Correct answer: (A)
Henry Fayol.

170. Correcting the deviations in the predetermined targets is called as _____.

- A. decision making.
- B. budgeting.
- C. controlling.
- D. organizing.

View answer

Correct answer: (A)
decision making.

171. Practitioners of management were the first to formulate the principles of management based on their _____.

- A. skills.
- B. knowledge.
- C. own experience.
- D. theoretical knowledge.

View answer

Correct answer: (C)
own experience.

172. Administrative people need _____ skills than technical skills.

- A. managing & administering.
- B. planning.
- C. coordinating.
- D. decision making.

View answer

Correct answer: (A)
managing & administering.

173. Communication begins with _____.

- A. Encoding.
- B. Idea origination.
- C. Decoding.
- D. Channel selection.

View answer

Correct answer: (B)
Idea origination.

174. Life span of F.W.Taylor was _____.

- A. 1857 - 1915.
- B. 1856 - 1915.
- C. 1858 - 1916.
- D. 1880 - 1940.

View answer

Correct answer: (B)
1856 - 1915.

175. _____ was developed mainly to increase the output of the average worker and to improve the efficiency of the management.

- A. Scientific management.
- B. Human resource management
- C. Piece rate system.
- D. Time rate system.

View answer

Correct answer: (A)

Scientific management.

176. Fayol was a _____ Industrialist.

- A. French
- B. Japan
- C. American
- D. Australian

View answer

Correct answer: (A)

French

177. An employee receives order from only one superior and this concept is named as _____.

- A. unity of command.
- B. unity of direction.
- C. discipline.
- D. centralization.

View answer

Correct answer: (A)

unity of command.

178. _____ is the first & foremost function of management.

- A. Planning.
- B. Decision-making.
- C. Forecasting.
- D. Budgeting.

View answer

Correct answer: (A)

Planning.

179. Planning is an interdependent process which co-ordinates _____.

- A. various departments.
- B. various business activities.
- C. various levels of management.
- D. various dimensions.

View answer

Correct answer: (B)
various business activities.

180. Planning is required at _____.

- A. all the department.
- B. all levels of management.
- C. all the shops.
- D. all the institutions.

View answer

Correct answer: (B)
all levels of management.

181. Expand MBE.

- A. Materials By Exception.
- B. Management By Experience.
- C. Materializing By Experience.
- D. Management By Exception.

View answer

Correct answer: (D)
Management By Exception.

182. Every organization has to develop its _____ irrespective of the differences in size, nature of activities etc.,

- A. strategic plan.
- B. distinct planning process.
- C. standard plan.
- D. profit line.

View answer

Correct answer: (B)
distinct planning process.

183. The term alternative course of action means _____ to achieve desired objective.

- A. more than one action-plan.
- B. more than one derivative plan.
- C. opportunities.
- D. direction plans.

View answer

Correct answer: (A)

more than one action-plan.

184. Planning is a _____ function.

- A. significant.
- B. pervasive.
- C. development.
- D. forecasting.

View answer

Correct answer: (B)

pervasive.

185. It is important to present yourself positively within an organization to ensure that _____.

- A. customers see the organization in a negative light.
- B. customers see the organization in a negative light.
- C. your appearance reflects the standards within the organisation.
- D. your appearance conflicts with standards within the organisation.

View answer

Correct answer: (C)

your appearance reflects the standards within the organisation.

186. The duration of medium term plan is _____.

- A. 1 to 2 years.
- B. 2 to 3 years.
- C. 3 to 4 years.
- D. 4 to 5 years.

View answer

Correct answer: (B)

2 to 3 years.

187. The external environment factor that states: The values and culture that affect the way people feel about the organization they are in and about work itself is _____.

- A. sociological factors.
- B. political factors.
- C. economic factors.

D. psychological factors.

View answer

Correct answer: (A)
sociological factors.

188. All of the following are the characteristics of an organization EXCEPT _____.

- A. People.
- B. Product.
- C. Purpose.
- D. Structure.

View answer

Correct answer: (B)
Product.

189. A _____ organizational structure is the simplest form and has clear lines of authority and ease of decision making.

- A. horizontal
- B. line
- C. vertical
- D. staff

View answer

Correct answer: (A)
horizontal

190. Formal authority flows from upwards to downwards in _____.

- A. formal organization.
- B. informal organization.
- C. business organisation.
- D. strategic organization.

View answer

Correct answer: (A)
formal organization.

191. Which organizational relationship gives a greater job satisfaction and results in maximum production?

- A. Formal Organization.

- B. Informal Organization.
- C. Business Organization.
- D. Strategic Organization.

View answer

Correct answer: (B)

Informal Organization.

192. The decision which is taken within the purview of the policy of the organization is _____.

- A. programmed decision.
- B. non-programmed decision.
- C. major decision.
- D. minor decision.

View answer

Correct answer: (A)

programmed decision.

193. Non-programmed decision is also called _____.

- A. routine decisions.
- B. structured decisions.
- C. strategic decisions.
- D. operative decisions.

View answer

Correct answer: (C)

strategic decisions.

194. Crisis decision is also known as _____.

- A. group decision.
- B. major decision.
- C. minor decision.
- D. spot decision.

View answer

Correct answer: (D)

spot decision.

195. Banks, insurance companies and distribution agencies are examples of _____.

- A. departmentation by function.
- B. departmentation by products.
- C. departmentation by territory.
- D. departmentation by customers.

View answer

Correct answer: (D)

departmentation by customers.

196. An unaccomplished human goal with the positive support of other resources indicates _____.

- A. unavailability of raw materials.
- B. repair in machinery.
- C. inability of people to work together.
- D. market declination.

View answer

Correct answer: (C)

inability of people to work together.

197. Placing the right person in the right job is called as _____.

- A. recruiting.
- B. staffing.
- C. hiring.
- D. transfer.

View answer

Correct answer: (B)

staffing.

198. Serving the society is called as _____.

- A. social obligation.
- B. ethics.
- C. responsibility.
- D. human nature.

View answer

Correct answer: (A)

social obligation.

199. Motivating and leading the human resources towards better performance & higher productivity is known as _____.

- A. direction.
- B. commanding.
- C. span of control.
- D. scalar chain.

View answer

Correct answer: (A)
direction.

200. Who is the political scientist and philosopher whose main interest was to study the psychology behind individual & group action?

- A. Albert Einstein.
- B. Newton.
- C. Aldfer.
- D. Mary Parker follet.

View answer

Correct answer: (D)
Mary Parker follet.

201. F.W.Taylor broadly classified the elements of scientific management into _____ categories.

- A. 8.
- B. 7.
- C. 5.
- D. 6.

View answer

Correct answer: (C)
5.

202. Commercial activities include _____, and _____.

- A. planning, organizing & staffing.
- B. buying, selling & exchange.
- C. production, distribution & customer satisfaction.
- D. earning profit, serving society & customer satisfaction.

View answer

Correct answer: (B)
buying, selling & exchange.

203. Fayol's theory of management has _____ criticisms.

- A. 2.
- B. 5.
- C. 3.
- D. 4.

View answer

Correct answer: (A)

2.

204. Planning _____ the members of the organization.

- A. controls
- B. co-ordinates
- C. directs
- D. integrates

View answer

Correct answer: (C)

directs

205. Planning is done by every person who is working in a business unit because it is _____.

- A. Flexible.
- B. Favorable to all.
- C. Common to all.
- D. A managerial function.

View answer

Correct answer: (C)

Common to all.

206. _____ of a organization should together contribute to the accomplishment of its long-term plans.

- A. Strategic plans.
- B. Alternative plans.
- C. Flexible plans.
- D. Short-term plans.

View answer

Correct answer: (D)

Short-term plans.

207. What constitutes fiscal policies, economic conditions, population trends, consumer tastes & preferences, competitors plans & activities & personnel practices?

- A. External environment.
- B. Internal environment.
- C. Micro environment.
- D. Macro environment.

View answer

Correct answer: (A)

External environment.

208. _____ planning retains its specific character and deals exhaustively with all activities aimed at accomplishment of the activity on hand.

- A. Activity.
- B. Project.
- C. Product.
- D. Standard.

View answer

Correct answer: (B)

Project.

209. _____ objectives which are concerned with creation & maintenance of cultural values through the production of goods and services.

- A. Societal.
- B. Output.
- C. Product.
- D. Derived.

View answer

Correct answer: (A)

Societal.

210. Constant review and evaluation is called as _____.

- A. kaizen.
- B. innovation.
- C. substitution.
- D. updating.

View answer

Correct answer: (D)
updating.

211. Who studied the nature of specific jobs, and broke the tasks into basic work units with the end result providing the one right way to perform the job?

- A. Douglas M. McGregor.
- B. Frederick W. Taylor.
- C. Henry L. Gantt.
- D. Henry L. Gantt.

View answer

Correct answer: (B)
Frederick W. Taylor.

212. Strategic planning _____.

- A. addresses the organization's basic mission or business, issuing broad statements of purpose or direction that have a long lead time.
- B. involves managers in each unit of an organization who are responsible for achieving the units objectives within a specified period of time
- C. looks specifically at resources, finances, and market conditions to determine ways to accomplish the overall plans of the organization.
- D. determines the day-to-day operations within an organization.

View answer

Correct answer: (A)
addresses the organization's basic mission or business, issuing broad statements of purpose or direction that have a long lead time.

213. The management of people/labor should be handled by what department in an organization?

- A. Administration.
- B. Human Resources.
- C. Information Systems.
- D. Accounting.

View answer

Correct answer: (B)
Human Resources.

214. Which is created for technological purpose?

- A. Formal Organization.

- B. Informal Organization
- C. Business organisation.
- D. Strategic Organization.

View answer

Correct answer: (A)

Formal Organization.

215. "Decision making is the selection based on some criteria from two or more possible alternatives" is defined by_____.

- A. Farland.
- B. Mac Donald.
- C. Terry.
- D. M.C. Nites.

View answer

Correct answer: (C)

Terry.

216. The decision taken by lower level management is a _____.

- A. programmed decision.
- B. non-programmed decision.
- C. major decision.
- D. minor decision.

View answer

Correct answer: (A)

programmed decision.

217. The decision which relates to day-to-day operation of an organization is known as _____.

- A. major decision.
- B. organisational decision.
- C. personal decision.
- D. operative decision.

View answer

Correct answer: (D)

operative decision.

218. The purchase of land and building is an example of _____.

- A. group decision.
- B. major decision.
- C. minor decision.
- D. spot decision.

View answer

Correct answer: (B)
major decision.

219. "Manager is what a manager does" is said by _____.

- A. Koontz o' Donnel.
- B. Mary Parker Follet.
- C. Louis Allen.
- D. Luther Gullik.

View answer

Correct answer: (C)
Louis Allen.

220. _____ involves correct recognition of a business problem before attempting a solution

- A. Identification of the problem.
- B. Analyzing a problem.
- C. predicting a problem.
- D. getting related suggestions.

View answer

Correct answer: (A)
Identification of the problem.

221. To be a successful manager, a manager should be familiar with _____ concepts.

- A. psychology.
- B. economics.
- C. commerce.
- D. all the above.

View answer

Correct answer: (D)
all the above.

222. Functional areas of management can be divided in _____ main parts.

- A. 2.
- B. 3.
- C. 4.
- D. 5.

View answer

Correct answer: (C)

4.

223. Routing, scheduling, dispatching & following up of an activity is called as _____.

- A. process.
- B. sequential activity.
- C. scientific production plan.
- D. standardization.

View answer

Correct answer: (C)

scientific production plan.

224. Expand PMTS?

- A. Predetermined Management Time Systems.
- B. Predetermined Motion Time Systems.
- C. Predetermined Method Time Systems.
- D. Predetermined Market Time Systems.

View answer

Correct answer: (B)

Predetermined Motion Time Systems.

225. One head & one plan for a group of activities having the same objective is called as _____.

- A. unity of command.
- B. unity of direction.
- C. centralization.
- D. scalar chain.

View answer

Correct answer: (A)

unity of command.

226. Effective planning facilitates _____.

- A. future course of action.
- B. proper allocation of resources.
- C. working environment.
- D. early achievement of objectives.

View answer

Correct answer: (D)

early achievement of objectives.

227. Planning results in _____.

- A. employee satisfaction.
- B. high profit.
- C. co-ordination.
- D. higher efficiency.

View answer

Correct answer: (D)

higher efficiency.

228. When call center managers spend much of their time monitoring customer calls and giving employees feedback about how to improve their dialogue with customers in the future, these managers are using which of the following skills?

- A. Technical.
- B. Conceptual.
- C. Situational.
- D. Ethical.

View answer

Correct answer: (A)

Technical.

229. First and foremost step in planning is _____.

- A. Identification of the opportunity.
- B. Collection and analysis of relevant information.
- C. Establishment of objectives.
- D. Determination of planning limitations.

View answer

Correct answer: (A)

Identification of the opportunity.

230. Majority of the disputes in industries is (are) related to the problem of _____

- A. Wages.
- B. Salaries.
- C. Benefits
- D. All the above

View answer

Correct answer: (D)

All the above