

**S.Y.B.COM – COMMERCE III**

**CHAPTER 1: INTRODUCTION OF MANAGEMENT**

**MULTIPLE CHOICE QUESTION**

1. The top level managers require more of \_\_\_\_ skills. Conceptual, tactical, emotional, technical.
2. The lower level managers require more of \_\_\_\_ skills. Technical, conceptual, non-technical, directing
3. \_\_\_\_ boss was responsible to assemble machines & tools under Taylor's scientific management. Gang, plank, Repair, Speed.
4. Motion studies were undertaken by \_\_\_\_ under scientific management. Frank Gilbert, Fredrick Taylor, Henry Gantt, Liberth.
5. \_\_\_\_ is one of the dimensions of management stated by Peter Drucker. Time, Space, Motion, Speed
6. \_\_\_\_ revolution was advocated by F.W.Taylor Mental, emotional, physical, social
7. \_\_\_\_ clerk under scientific management was concerned with laying down sequence of operation. Route, time & cost, instruction card, employee
8. \_\_\_\_ developed a theory of bureaucratic management. Max weber, Karl Marx, Peter Drucker, Simon
9. Under differential piece rate system F.W Taylor recommended \_\_\_\_ rates. One, two, three, four
10. Dharma in Sanskrit means \_\_\_\_ in life. Purpose, pivot, progress, passion

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Unit 2 = Planning & Decision Making

1. \_\_\_\_ are statements that guide in decision making. Plan, policies, rules, budget
2. Generally, professional managers frame \_\_\_\_ plans. Alternative, single, multiple, general
3. \_\_\_\_ refers to fixing lower target. Under-targeting, over targeting, balanced targeting, unbalanced targeting
4. Under \_\_\_\_ technique decisions are made on the basis of relationship between two variables. linear programming, simulation, training, network
5. Quality circle is \_\_\_\_ group of employees. Voluntary, Compelled, General, Designated
6. \_\_\_\_ Plans are meant for repeated use as and when the situation demands. Standing, observing, single use, general
7. \_\_\_\_ reflect the purpose & philosophy of the organisation. Mission, Vision, Objective, Strategy
8. \_\_\_\_ is the orderly synchronizing of efforts of the subordinates. Conflict, coordination, communication, controlling
9. On the basis of \_\_\_\_ analysis the management sets the goals. SWOT, SWAP, SWAB, SWOP.
10. Under \_\_\_\_ manager intervenes only when employees fails to meet performance standards. (MBE, MBO, MSA, MEM)
11. \_\_\_\_ database presents the data in the form of graphs & charts. Relational, Hierarchical, Graphical, tabular
12. \_\_\_\_ use information system or the information it produces. End-user, support staff, network administrator, controller

13. \_\_\_\_\_ represents the return or reward for selecting the best alternative decision. Payoff matrix, queuing technique, simulation, control.
  14. \_\_\_\_\_ introduced the brainstorming technique of decision making. Alex Osborn, Peter Drucker, Henri Fayol, FW Taylor
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### Unit 3 = Organising

1. Informal organisation make use of \_\_\_\_\_ communication. upward, downward, grapevine, diagonal
  2. \_\_\_\_\_ organisation is referred as scalar organisation. Matrix, line, line & staff, unmatrix
  3. The line organisation is suitable for \_\_\_\_\_ organisation. Large, Medium, Small, Big
  4. There is lack of \_\_\_\_\_ in line organisation. Decision making, command, supervise, specialisation.
  5. In line & staff organisation, the staff executive are the \_\_\_\_\_. Doers, decision makers, advisors, controller
  6. Matrix organisation was first established in \_\_\_\_\_ in the aerospace industry. India, China, USA, Russia
  7. \_\_\_\_\_ refers to the number of subordinates that can be managed effectively by one superior. Unity of command, management by objective, span of control, discipline
  8. Span of control has application. Limited, narrow, broad, universal.
  9. \_\_\_\_\_ is a process of grouping of jobs, processes into logical units to perform some organisational task. delegation of authority, decentralisation, centralisation, departmentation
  10. Departmentation by \_\_\_\_\_ is one of the bases whereby the organisation divided the organisation into different units based on geographical zones. Time, money, customer, area
  11. The process of delegation continues if the subordinates \_\_\_\_\_ the delegated authority. Accept, reject, ignore, surrender
  12. \_\_\_\_\_ takes place between the superior & subordinate. Decentralisation of authority, departmentation, delegation of authority, discipline
  13. \_\_\_\_\_ relations with the superior could be one of the reasons for non-acceptance of authority by the subordinate. cordial, friendly, unfriendly, hostile
  14. Project organisations adopt the basis of \_\_\_\_\_ departmentation. Product, price, process, taskforce
  15. \_\_\_\_\_ refers to dispersal of authority throughout the organisation. Decentralisation, centralisation, delegation, discipline
  16. In \_\_\_\_\_ organisation there are many levels of management. Tall, flat, small, medium
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### Unit 4 – Directing & Controlling

1. \_\_\_\_\_ style of leadership aims at creating family atmosphere within the organisation Autocratic, consultative, paternalistic, monastic
2. Professional managers adopt \_\_\_\_\_ style of leadership. Sociocratic, consultative, situational, autocratic
3. \_\_\_\_\_ is the sum total of physical, mental & social qualities. Initiative, intelligence, personality, motivation
4. \_\_\_\_\_ refers to interpersonal skills. Administrative, conceptual, human, machine.
5. \_\_\_\_\_ is a process of monitoring actual performance & taking corrective measures, if there are deviations. Planning, organisation, controlling, directing

6. \_\_\_\_ control system enables managers to focus their attention on significant deviations. Critical Point, Flexible, control by exception, motivation
7. \_\_\_\_ is a statement of anticipated results. Schedule, table, MBO, Budget
8. \_\_\_\_ technique helps to expedite highly complex projects CPM, MBO, MBE, PERT
9. \_\_\_\_ technique is based on a single time estimate for completion of activities. PERT, CPM, MBO, MRS
10. \_\_\_\_ refers to the systematic evaluation of the functioning, performing & effectiveness of management. HRA, MBO, Management Audit, Training