

**Staffing functions:**

- (i) Manpower planning.
- (ii) Laying down qualifications for various jobs.
- (iii) Recruiting, selecting and training.
- (iv) Performance appraisal, promotions and transfer.

**Directing** is a process of stimulating action by giving orders to subordinates and supervising them to achieve predetermined goals.

**Directing functions:**

- (i) Leadership
- (ii) Communication
- (iii) Motivation and
- (iv) Supervision

**Control** function deals with the measurement and correction of the performance of subordinates.

Control consists of following steps:

- (i) Setting up of standard.
- (ii) Measuring actual performance.
- (iii) Comparison of actual performance with the standards.
- (iv) Corrective action.

**Decision making** is a mental processes resulting in the selection of a course of action among several alternatives".

Decision making consists of following six steps:

- (i) Defining the problem
- (ii) Analyzing the problem
- (iii) Developing alternative solutions
- (iv) Selecting the best solution
- (v) Implementing the decision
- (vi) Ensuring feedback.

**Multiple Choice Questions**

1. Following are mentioned few duties. Which is not the duty of management?
  - (a) To keep stability
  - (b) To reduce wastages
  - (c) To motivate staff
  - (d) To do manufacturing
2. When there is no management, then what will not happen?
  - (a) Mature work culture
  - (b) Wastages of resources
  - (c) Poor functioning of executives
  - (d) Overlapping of duties
3. Management is there from .....
  - (a) Historical period
  - (b) After 1800
  - (c) After 1900
  - (d) After 1700



4. Getting the things done from others is called as .....
- (a) Direction (b) Adjustment  
(c) Organisation (d) Management
5. What is management?
- (a) It is a science (b) It is an art  
(c) both (a) and (b) are wrong (d) Both (a) and (b) are correct
6. Out of mentioned below, which is not the input of management?
- (a) Technology (b) Financial resources  
(c) Growth (d) Human resources
7. Out of mentioned below, which is not the output of management?
- (a) Status in market (b) Goal achievement  
(c) Technology (d) Desired results
8. Below are mentioned 'stages' of evolution in management. Which is not correct?
- (a) The beginning of management thought  
(b) Management theory in post war era  
(c) The war management concept  
(d) The pre war management concept
9. "Management is getting the things done by others" - is said by
- (a) Henry Gantt (b) Drucker  
(c) Mery Parker (d) Henry Fayol
10. Management is not .....
- (a) An economic resource (b) A system of authority  
(c) A class or elite (d) All are wrong
11. Match the pairs:
1. Adam Smith (i) Need Hierarchy  
2. F.W. Taylor (ii) Economics  
3. Maslow (iii) Principles of Management  
4. Henry Fayol (iv) Scientific Management
- (a) 1 - (ii), 2 - (iv), 3 - (i), 4 - (iii)  
(b) 1 - (ii), 2 - (iii), 3 - (iv), 4 - (i)  
(c) 1 - (iii), 2 - (iv), 3 - (i), 4 - (ii)  
(d) 1 - (iv), 2 - (i), 3 - (ii), 4 - (iii)
12. Mc Gregor has given his contribution in
- (a) Time study (b) Motion study  
(c) Theory X and Theory Y (d) Concept of bureaucracy
13. F.W. Taylor has given his highest contribution in
- (a) Scientific management (b) Principles of management  
(c) Functions of management (d) Economics and management



14. 'Principles of management' is the contribution of  
(a) F.W. Taylor (b) Henry Fayol  
(c) Mary Parker Follett (d) Adam Smith
15. What is the correct chronological order for following evolution phases in descending order (older to latest)?  
1. Scientific Management Theory  
2. Organisation Environment Theory  
3. Behavioural Management Theory  
4. Administrative Management Theory  
5. Management Science Theory  
(a) 2 - 1 - 3 - 4 - 5 (b) 1 - 4 - 5 - 2 - 3  
(c) 1 - 4 - 3 - 5 - 2 (d) 3 - 2 - 5 - 4 - 1
16. Management is not .....  
(a) Methodology (b) Team activity  
(c) Social science (d) All are wrong
17. Which statement is wrong?  
(a) Higher the post, higher is the authority  
(b) Authority is the power to act  
(c) Authority can not be delegated  
(d) Authority is right to command
18. What is the second side of coin of authority?  
(a) Remuneration (b) Power  
(c) Responsibility (d) Position
19. Discipline starts from  
(a) Top to Bottom (b) Bottom to top  
(c) From middle (d) All are wrong
20. Which statement is wrong?  
(a) Discipline starts from bottom to top  
(b) Organisation needs discipline  
(c) Discipline has no excuses  
(d) Lack in discipline leads to loss of control
21. Henry Fayol has given ..... principles of management.  
(a) 13 (b) 12  
(c) 16 (d) 14
22. Following is not the principle of management.  
(a) Initiative (b) Scalar chain  
(c) Staffing (d) Responsibility



23. Following is not the principle of management.
- (a) Team work
  - (b) Organising
  - (c) Division of work
  - (d) Remuneration
24. Following is not the principle of management.
- (a) Esprit de corps
  - (b) Authority
  - (c) Decentralisation
  - (d) Centralisation
25. Following is not the principle of management.
- (a) Authority
  - (b) Discipline
  - (c) Equity
  - (d) Planning
26. Position, designation, seniority defines .....
- (a) Scalar chain
  - (b) Initiative
  - (c) Authority
  - (d) Centralisation
27. Meaning of ..... is right to command.
- (a) Stability
  - (b) Scalar chain
  - (c) Authority
  - (d) Initiative
28. When many functions are controlled by a central authority, it is called as .....
- (a) Centralization
  - (b) Management
  - (c) Discipline
  - (d) Authority
29. Remuneration is not based on .....
- (a) Designation
  - (b) Responsibility
  - (c) Emotions
  - (d) Performance
30. Requirement of remuneration is not .....
- (a) Higher performance - higher remuneration
  - (b) Employee satisfaction
  - (c) It must be in time
  - (d) Based on reference and contacts
31. Which statement is wrong?
- (a) Teamwork creates good work culture
  - (b) Talent of each member cannot be used
  - (c) In team work, there is more contribution from many
  - (d) Big task is easier due to teamwork
32. .... gives power in the hands of center.
- (a) Responsibility
  - (b) Centralisation
  - (c) Authority
  - (d) Discipline
33. Which statement is wrong?
- (a) Controls are concentrated at the centre
  - (b) Centralisation gives power in the hands of centre
  - (c) Many functions are controlled by a central authority
  - (d) Centralisation considers local level issues always



34. Out of following which is not the correct advantage of 'Division of Work'?
- (a) Extra pressure of work on very few is reduced
  - (b) Quality of work gets reduced
  - (c) Monopoly in skills by few is reduced
  - (d) Work gets completed in less time.
35. To start with enthusiasm is called as .....
- (a) Management
  - (b) Dynamism
  - (c) Leadership
  - (d) Initiative
36. Due to unity of direction, .....
- (a) Authority is delegated
  - (b) Work is dividend
  - (c) Deviation from the defined path is prevented
  - (d) Teams are formed
37. Out of following which is not the function of management?
- (a) Staffing
  - (b) Remuneration
  - (c) Organising
  - (d) Decision making
38. Deciding in advance what to do, how to do and when to do is .....
- (a) Decision-making
  - (b) Organising
  - (c) Planning
  - (d) Motivating
39. Why plan fails?
- (a) Over confidence
  - (b) Insufficient data
  - (c) Lack of knowledge
  - (d) All are correct
40. Which statement is wrong?  
Plan fails due to
- (a) Conspiracy from enemy and bad luck
  - (b) Less devotion to work
  - (c) No feedback system
  - (d) Incorrect person to do plan
41. Concentration in work is possible by .....
- (a) Unity of command
  - (b) Responsibility
  - (c) Stability
  - (d) Authority
42. Equity is seen by few ways. Which is not the correct from following?
- (a) Chair and Cabin
  - (b) Dress code
  - (c) Canteen facility
  - (d) Pickup facility
43. Which statement is wrong?
- (a) Equity gives good work culture
  - (b) Equity gives dignity
  - (c) Equity means no bias
  - (d) Equity means equal wages
44. What is Esprit de Corps?
- (a) It is management concept in Russia
  - (b) It is principle of management
  - (c) It is function of management
  - (d) It is name of company
45. Out of following which is not the function of management?
- (a) Directing
  - (b) Controlling
  - (c) Discipline
  - (d) Planning



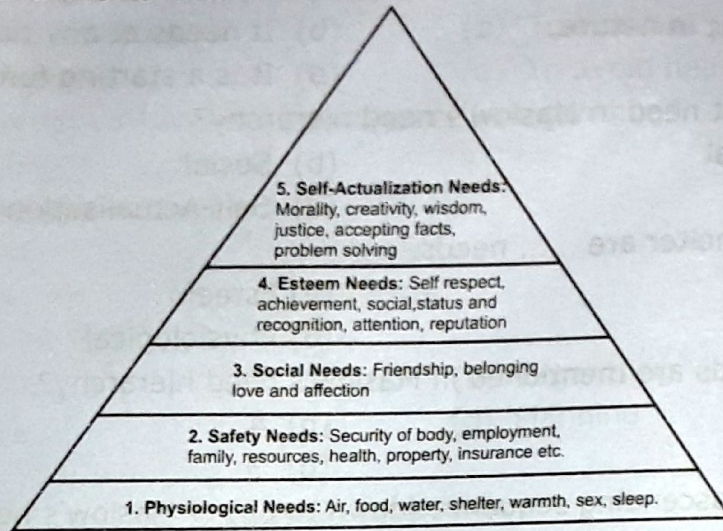
46. Out of following which is not the objective of good plan?  
(a) To reduce uncertainty (b) To increase productivity  
(c) To get money (d) To avoid heavy mental pressure
47. Out of following, which is the first activity in organising?  
(a) Identifying the activities  
(b) Grouping the activities  
(c) Delegation of authority to managers  
(d) Assigning the activities to managers
48. Providing correct way of working is .....  
(a) Controlling (b) Organising  
(c) Directing (d) Planning
49. Which statement is wrong?  
(a) Directing needs good vision in leadership  
(b) Directing should not be autocratic  
(c) Directing is one time activity  
(d) Directing needs communication and motivation as supportive functions
50. .... is like a brake system in automobiles.  
(a) Management (b) Planning  
(c) Controlling (d) Directing
51. Which statement is wrong?  
(a) Planning is sometimes essential  
(b) Planning affects performance  
(c) Planning is necessary to facilitate control  
(d) Planning puts focus on objectives
52. Which statement is wrong?  
(a) Planning improves the processes  
(b) Planning reduces risk  
(c) Planning is thinking after failures  
(d) Proper planning helps in motivating
53. First step in planning is:  
(a) Establish tasks (b) Identify resources  
(c) Prioritize goals (d) Establish goals
54. Which is the next function after planning?  
(a) Decision-making (b) Organising  
(c) Staffing (d) Scheduling
55. 'The assignment of each grouping to a manager with the authority necessary to supervise it', is called as .....  
(a) Controlling (b) Organising  
(c) Staffing (d) Planning
56. Work on correct track with correct speed is possible by .....  
(a) Controlling (b) Organising  
(c) Directing (d) Planning



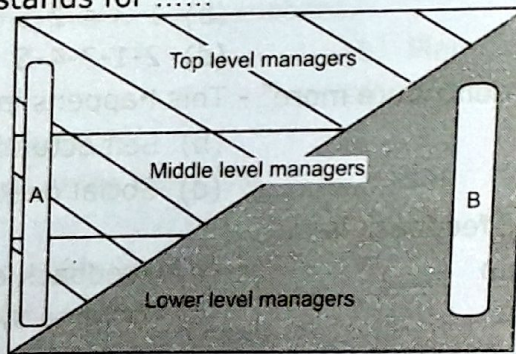
57. Out of following which is not the characteristic of controlling?  
(a) It is dynamic in nature (b) It needs at any time  
(c) It is flexible (d) It is a starting function
58. Which is the first need in Maslow's need hierarchy?  
(a) Physiological (b) Social  
(c) Security (d) Self-Actualisation
59. Food, Water, Shelter are ..... needs.  
(a) Safety (b) Esteem  
(c) Social (d) Physiological
60. How many needs are mentioned in Maslow's need hierarchy?  
(a) 6 (b) 4  
(c) 5 (d) 3
61. Do the proper ascending sequence (down to up) of Maslow's needs  
1. Physiological needs 2. Security needs  
3. Love/affection needs 4. Social needs  
5. Self actualization needs  
(a) 1-2-3-4-5 (b) 1-3-4-2-5  
(c) 1-4-3-2-5 (d) 2-1-3-4-5
62. "They expect less but contribute more" - This happens in which phase?  
(a) Esteem needs (b) Self actualization needs  
(c) Safety need (d) Social needs
63. Control system having feedback is .....  
(a) Closed loop system (b) Feedback control  
(c) Open loop system (d) Reverse system
64. First step in decision-making is .....  
(a) Finding out alternatives (b) Evaluation  
(c) Analysis (d) Recognize the problem
65. Which of the following is the advantage of effective decision-making?  
(a) No delays (b) Quick actions  
(c) No confusion (d) All are correct
66. Which is not the technique for effective decision-making in core company?  
(a) Linear programming (b) Outsourcing  
(c) Simulation (d) Dynamic programming
67. Need - want - satisfaction chain is invented by  
(a) Maslow (b) Taylor  
(c) Drucker (d) Fayol
68. Employees get energized due to  
(a) Controlling (b) Motivation  
(c) Planning (d) Decision-making
69. Which is the last (highest) need in Maslow's need hierarchy?  
(a) Self actualisation needs (b) Physiological needs  
(c) Social needs (d) Safety needs



70. Following figure shows .....

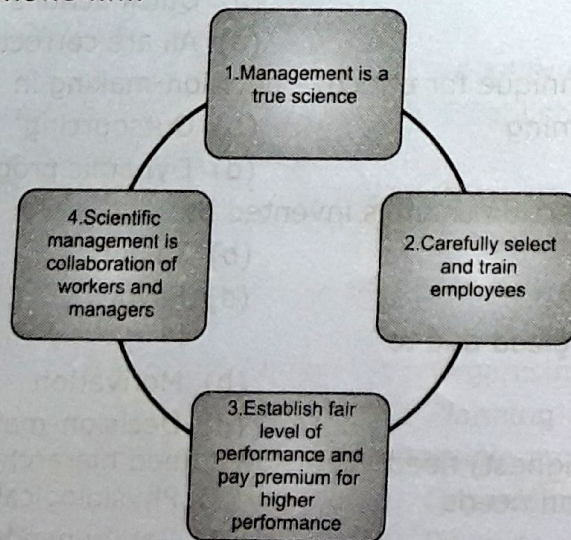


- (a) Fayol's principles
  - (b) Gantt chart
  - (c) Maslow's hierarchy
  - (d) Taylor principles
71. Following figure shows the duties performed by various levels of managers. What does A and B stands for .....



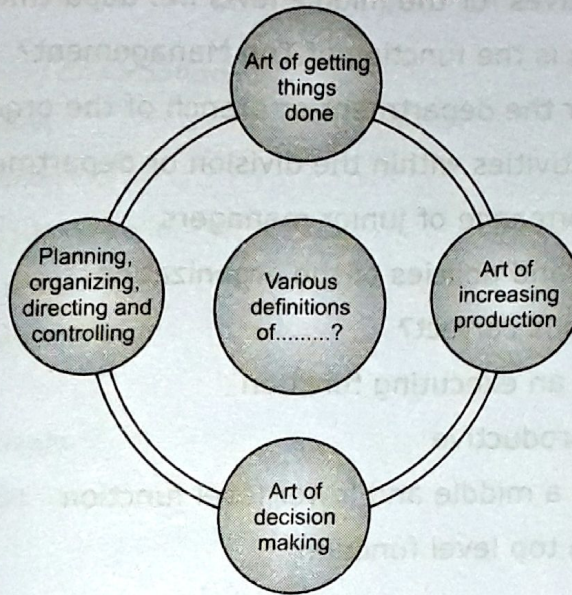
- (a) A - Management and B - Administration
- (b) A - Management and B - Management
- (c) A - Administration and B - Management
- (d) A - Administration and B - Administration

72. Following figure shows .....

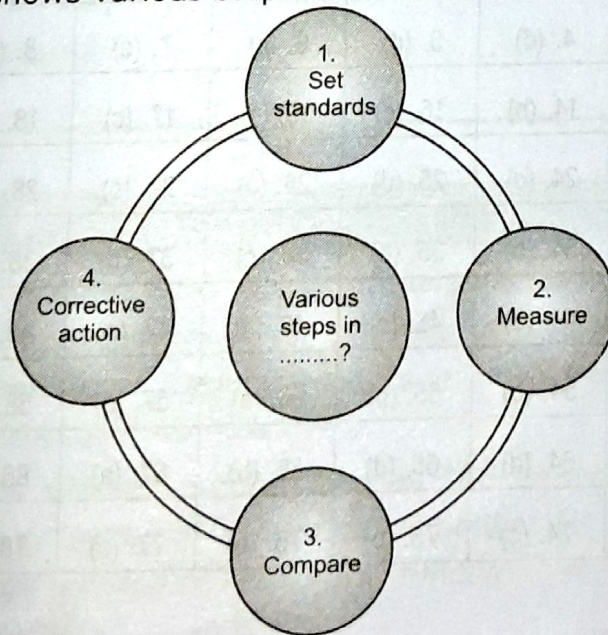




- (a) Fayol's principles of management
  - (b) Taylor principles of scientific management
  - (c) Steps in planning
  - (d) Dr. McGregor's Theory X and Theory Y
73. Middle Management includes .....
- (a) Managing Directors
  - (b) Chief Executives
  - (c) General Managers
  - (d) Branch Manager
74. Lower Management includes .....
- (a) Marketing Manager
  - (b) Finance Manager
  - (c) Inspectors
  - (d) HRD Manager
75. Following figure shows various definitions of .....



- (a) Organization
  - (b) Management
  - (c) Inspection
  - (d) TQM
76. Following figure shows various steps in .....



- (a) Planning
- (b) Control
- (c) Directing
- (d) Co-ordination



77. The ..... is the ultimate authority of any organization.
- (a) Top management (b) Lower management  
(c) Middle management (d) None of above
78. Which of the following is the function of Middle Management?
- (a) To establish the organization  
(b) To set objectives and policies of the organization  
(c) To prepare strategic plans for the enterprise  
(d) To appoint executives for the middle level i.e. departmental managers
79. Which of the following is the function of Top Management?
- (a) To make plans for the department or branch of the organization  
(b) To co-ordinate activities within the division or department  
(c) To evaluate performance of junior managers  
(d) To set objectives and policies of the organization
80. Which of the following is correct?
- (a) Administration is an executing function  
(b) Management is productive  
(c) Administration is a middle and lower level function  
(d) Management is a top level function

**ANSWER KEY**

1. (d)	2. (a)	3. (a)	4. (d)	5. (d)	6. (c)	7. (c)	8. (c)	9. (c)	10. (d)
11. (a)	12. (c)	13. (a)	14. (b)	15. (c)	16. (d)	17. (c)	18. (c)	19. (c)	20. (a)
21. (d)	22. (c)	23. (b)	24. (c)	25. (d)	26. (c)	27. (c)	28. (a)	29. (c)	30. (d)
31. (b)	32. (b)	33. (d)	34. (b)	35. (d)	36. (c)	37. (b)	38. (c)	39. (d)	40. (a)
41. (c)	42. (a)	43. (d)	44. (b)	45. (c)	46. (c)	47. (a)	48. (c)	49. (c)	50. (c)
51. (a)	52. (c)	53. (d)	54. (b)	55. (b)	56. (a)	57. (d)	58. (a)	59. (d)	60. (c)
61. (a)	62. (b)	63. (a)	64. (d)	65. (d)	66. (b)	67. (a)	68. (b)	69. (b)	70. (c)
71. (c)	72. (b)	73. (d)	74. (c)	75. (b)	76. (b)	77. (a)	78. (a)	79. (d)	80. (b)

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