

UNIVERSITY OF CALICUT
SCHOOL OF DISTANCE EDUCATION
B Com/BBA (2011 Admission)
I Semester
Core Course

MANAGEMENT CONCEPTS & BUSINESS ETHICS

QUESTION BANK

1. The principles of scientific Management were more concerned with the problems at thelevels
 - a) Higher levels
 - b) Middle
 - c) Operating
 - d) None
2. Father of Modern Management theory is
 - a) Henry Fayol
 - b) F.W.Taylor
 - c) Henry Gantt
 - d) None
3.suggests that each communication going up or coming down must flow through each position in the line of authority
 - a) Communication Pattern
 - b) Horizontal communications
 - c) Scalar chain
 - d) None of these
4. Management can be considered as.....
 - a) Exact science
 - b) Inexact science
 - c) Psuedo science
 - d) B or C
5.is that phase of business enterprise that concerns itself with the overall determination of institutional objectives and the policies necessary to be followed in achieving those objectives.
 - a) Management
 - b) administration
 - c) Both of these
 - d) None

6.has defined the basic problem of managing as the art of “knowing exactly what you want men to do and then see that they do it in the best and cheapest way “
 - a) Henry Fayol
 - b) F.W. Taylor
 - c) Mary parker Follet
 - d) None of these

7. According to functional foremanship, the speed boss, Inspector, foreman and gang boss are entrusted with theaspect of work.
 - a) Planning
 - b) Organizing
 - c) Doing
 - d) None of these

8.is undertaken to find out the one best way of doing the thing
 - a) Job Analysis
 - b) Merit rating
 - c) Job enrichment
 - d) None

9. The principle of Unity of command is contrary to Taylors.....
 - a) Rule of thumb
 - b) Unity of Direction
 - c) Functional foremanship
 - d) None of these

10. According toprinciple, each group of activities with the same objective must have one head and one plan
 - a) Unity of Direction
 - b) Unity of command
 - c) Either of these
 - d) None

11. Everything which goes to increase the importance of subordinates role is.....
 - a) Decentralization
 - b) Centralization
 - c) Either A or B
 - d) None

12. The Book “ Functions of Executive” was written by
 - a) P.F. Drucker
 - b) Chester Barnard
 - c) Herbert Simon
 - d) None

13.school of Management recognizes the existence of a centralized body of knowledge for the Management.
 - a) System approach
 - b) Empirical
 - c) Contingency
 - d) Operational

14.school of thought has developed on the idea that there is no single best method to find solutions to Managerial problems
 - a) System approach
 - b) Empirical
 - c) Contingency
 - d) Operational

15. Koontz and O'Donnel are the advocates ofapproach to management
- a) System approach b) Empirical
c) Contingency d) Operational
16. According to approach, management is a logical process and it can be expressed in terms of mathematical symbols and relationships.
- a) Empirical b) Management science
c) Contingency d) Operational
17.approach of management heavily concentrates on 'People' aspect of management.
- a) Human relations b) System
c) Empirical d) Management science
18.is the art of knowing exactly what you want men to do and then seeing that how they do it in the best and cheapest way.
- a) General management b) Scientific Management
c) Administration d) None
19.is introduced to secure the benefits of division of labour or specialization at the supervising level under scientific management
- a) Operating management b) Functional foremanship
c) Either a or b d) None
20.helps to determine a fair days work and rest period to complete it
- a) Work study b) Time study
c) Motion study d) All of these
21. The main objective ofstudy is to determine and eliminate unnecessary and wasteful movements
- a) Work study b) Time study
c) Motion study d) All of these
22. The author of the famous book "General and Industrial Management" is.....
- a) Henry Fayol b) F.W. Taylor
c) Henry Gantt d) None

23. According to Fayol , the principles of Management are.....
- a) Rigid
 - b) Flexible
 - c) A or b
 - d) None
24.is the right of a superior to give orders to subordinates, take decisions etc.
- a) Authority
 - b) Responsibility
 - c) Accountability
 - d) None
25. Authority and responsibility areto each other
- a) Supplementary
 - b) Complementary
 - c) Contradictory
 - d) None
26.principle states that an employee should receive orders form one superior only
- a) Unity of direction
 - b) Unity of command
 - c) Esprit de corps
 - d) None
27. According toprinciple, there should always exist one head and one plan for a group of activities having the same objective
- a) Unity of direction
 - b) Unity of command
 - c) Esprit de corps
 - d) None
28.is highly suitable for large organizations having large number of managerial personnel at different levels.
- a) Centralization
 - b) Decentralization
 - c) Departmentalization
 - d) All of these
29.is defined as a chain of superiors ranging from the ultimate authority to the lowest ranks
- a) Structure
 - b) Scalar chain
 - c) Both of these
 - d) None of these
30. The book "Creative Experience was written by
- a) Henry Fayol
 - b) F.W. Taylor
 - c) Mary parker Follet
 - d) None of these
31. The book "functions of Executive" was written by.....
- a) Henry Fayol
 - b) F.W. Taylor
 - c) Mary Parker Follet
 - d) Chester I Barnard

32.is the character of communication, in a formal organization by virtue of which it is accepted by a member of the organization as governing the action he contributes
- a) Responsibility
 - b) Authority
 - c) Accountability
 - d) Power
33.developed the “Need Hierarchy Theory” to explain human behaviour within an organization.
- a) A.H.Maslow
 - b) Douglas Mc. Gregor
 - c) Herzberg
 - d) Rensis Likert
34. The two factor theory of Motivation was developed by
- a) A.H.Maslow
 - b) Douglas Mc. Gregor
 - c) Herzberg
 - d) Rensis Likert
35. Theory X and Theory Y was developed by
- a) A.H.Maslow
 - b) Douglas Mc. Gregor
 - c) Herzberg
 - d) Rensis Likert
36.treats the organization as a complex system based on the principles of supporting relationships in which decision making, leadership, motivation, communication and control move together
- a) A.H.Maslow
 - b) Douglas Mc. Gregor
 - c) Herzberg
 - d) Rensis Likert
37.has given the concept of administrative man as the model for decision making
- a) A.H.Maslow
 - b) Douglas Mc. Gregor
 - c) Herzberg
 - d) Herbert Simon
38.developed the concept of Management by Objectives
- a) A.H.Maslow
 - b) Herbert Simon
 - c) Herzberg
 - d) Peter F. Drucker
39. Motivation Hygiene theory was developed by
- a) A.H.Maslow
 - b) Herbert Simon
 - c) Herzberg
 - d) Rensis Likert
40. Management according toApproach is the study of practical experience of Managers and hence such a study would provide a better understanding to the effective way of Managing an enterprise
- a) Empirical
 - b) Management science
 - c) Contingency
 - d) Operational

41.approach is based on the idea that an organization is studied in detail and decisions are taken for each sub system, which in turn is in conformity with the total system.
- a) Empirical
 - b) Management science
 - c) Contingency
 - d) System
42.school of thought has developed on the idea that there is no single best method to find solutions to managerial problems
- a) Empirical
 - b) Management science
 - c) Contingency
 - d) Operational
43. Koontz and O'Donnel are advocates ofapproach to management
- a) Empirical
 - b) Management science
 - c) Contingency
 - d) Operational
44. The introduction of computers in decision making process contributed a lot in popularizing theapproach in management
- a) Empirical
 - b) Management science
 - c) System
 - d) Operational
45.approach attempts to understand managerial problems and to provide suitable solutions by the application of scientific methodology
- a) Empirical
 - b) Management science
 - c) Contingency
 - d) Operational
46. The advocates ofapproach view management as the direction of the activities of a group of people towards the accomplishment of common objectives
- a) Empirical
 - b) Management science
 - c) Contingency
 - d) Human behavior
47. According toCore competency must be the central subject of Corporate strategy
- a) Henry Fayol
 - b) F.W.Taylor
 - c) C.K. Prahlad
 - d) Peter F. Drucker
48. The book "Practice of Management was written by
- a) Henry Fayol
 - b) F.W.Taylor
 - c) C.K. Prahlad
 - d) Peter F. Drucker

49.believed that leaders are not born but also developed through proper training in human behavior.
- a) Mary Parker Follet b) F.W.Taylor
c) C.K. Prahlad d) Peter F. Drucker
50. The concept of Job enrichment is a contribution by.....
- a) Frederick Herzberg b) F.W.Taylor
c) C.K. Prahlad d) Peter F. Drucker
51. ----- is considered as the primary function of management?
- a) Organizing b) Planning
c) Staffing d) Controlling
52. MBO stands for?
- a) Management of Business Objectives
b) Management By Objectives
c) Managing Business Operations
d) None of these
53. ----- is the process of selecting one best alternatives from different alternatives.
- a) Planning b) Organizing
c) Decision making d) Forecasting
54. ----- is the process of identifying and grouping of work to be performed
- a) Organizing b) Staffing
c) Division of labour d) Planning
55. Operational guides to action is known as
- a) Policies b) `Procedures
c) Plan d) None of these
56. ----- is a sequence of activities to be undertaken for implementing the policies and achieving the objectives of an enterprise.
- a) Procedures b) Programme
c) Rule d) Plans
57. ----- is an organizational structure which clearly defines duties, responsibilities, and authority.
- a) Formal b) Informal
c) Natural d) None of these

58. -----organisation arises voluntarily or due to social interaction of people
- a) Formal
 - b) Informal
 - c) Line organization
 - d) All of these
59. Authority is the right to give ----- and the power to exact obedience
- a) Information
 - b) Orders
 - c) Money
 - d) None of these
60. A superior cannot delegate
- a) Authority
 - b) Responsibility
 - c) Duty
 - d) None of these
61. If the orders instructions or directions are delegated to a particular person, then it is known as
- a) General delegation
 - b) Specific delegation
 - c) Written delegation
 - d) Informal delegation
62. ----- are certain assumptions about the future on the basis of which the plan will be formulated
- a) Programmes
 - b) Planning premises
 - c) Planning issues
 - d) Procudures
63. Authority flows from
- a) Top to Bottom
 - b) Bottom to top
 - c) Horizontally
 - d) All of these
64. ----- refers to the maximum number of subordinates a superior can effectively manage?
- a) Scalar chain
 - b) Unity of direction
 - c) Accountability
 - d) Span of control
65. ----- is the obligation of a subordinate to perform the duty assigned by his superior
- a) Authority
 - b) Responsibility
 - c) Division of labour
 - d) Accountability
66. Military type of organization is also called
- a) Informal organization
 - b) Line organization
 - c) Line & Staff
 - d) Functional

67. Concentration of authority of decision making at top levels of management is known as
a) Concentration
b) Decentralization
c) Centralization
d) None of these
68. Decentralization is
a) Compulsory
b) Optional
c) None of these
69. ----- is a detailed and systematic study of jobs to know the nature and characteristics.
a) Man power planning
b) Job analysis
c) Staffing
d) All of these
70. -----is a statement showing the minimum acceptable qualities of the persons to be placed on a Job.
a) Job analysis
b) Job description
c) Job specifications
d) Staffing
71. The result of job analysis written in a statement is known as
a) Job description
b) Job specifications
c) Man power planning
d) None of these
72. -----is the process of searching for prospective employees and stimulating them to apply for the Job.
a) Selection
b) Training
c) Recruitment
d) Induction
73. ----- is considered as a negative function of management.
a) Selection
b) Recruitment
c) Training
d) Placement
74. ----- is the process of comparing actual performance with the standard and taking corrective Action.
a) Controlling
b) Management
c) Planning
d) Co-ordination
- 75 ----- a process of integrating the interdepartmental activities as unified action towards the Achievement of the common goal of the organization.
a) Controlling
b) Directing
c) Co-ordination
d) All of these

76. ----- refers to co-ordination between activities of a manager and his subordinates.
- a) Vertical co-ordination b) Horizontal co-ordinaiton
c) Diagonal co-ordination d) None
77. ----- aims at visualizing and identifying deviation before they actually occur.
- a) Predictive control b) Concurrent control
c) Operational Control d) All of these
78. In -----type of organization, workers receive instructions from various specialists.
- a) Line b) Functional
c) Informal d) None
79. If duties and authority are shown in the organizational structure of the enterprise, then it is called
- a) Informal delegation b) Formal delegation
c) Written delegation d) None of these
80. -----is an example of internal source of recruitment
- a) Advertisement b) Trade unions
c) Employment exchange d) Promotion
81. ----- is the process of inducting an employee into the social set up of work.
- a) Placement b) Induction
c) Absorption d) None of these
82. ----- is the act of increasing the knowledge and skills of an employee for doing a job.
- a) Training b) Induction
c) Placement d) Orientation
83. ----- means issuing orders, instructions and commands.
- a) Directing b) Unity of command
c) Authority d) All of these
84. ----- is a statement of expected results expressed in quantitative terms for a period
- a) Plan b) Budget
c) Schedule d) None of these

85. ----- means an individual should receive orders and instructions from only one superior
- a) Unity of command b) Span of control
c) Scalar chain d) None of these
86. is the activity of influencing people to strive willingly for group of objectives.
- a) Motivation b) Leadership
c) Communication d) None of these
87. A leader should have
- a) Technical Knowledge b) Empathy
c) Initiative d) All of these
88. Autocratic style of leadership is also known as
- a) Authoritarian b) Participative
c) Free rein d) None of these
89. In style of leadership a manager centralizes decision making power in himself
- a) Autocratic b) Participative
c) Free rein d) None of these
90. leader tries to make the subordinates to feel that they are actually participating in decision making even though he had already taken he decision.
- a) Participative b) Free rein
c) Manipulative autocrat d) None of these
91. Leadership gives complete freedom to subordinates
- a) Authoritarian b) Participative
c) Free rein d) None of these
92. Participative leadership is also referred as leadership
- a) Democratic b) Consultative
c) Ideographic d) All of these
93. Is vested with the democratic style of leadership
- a) Negative Motivation b) Centralization of authority
c) Decentralization of authority d) One way communication

94. The relationship between the leader and his group is the same as that of father and his family in
- a) Autocratic
 - b) Participative
 - c) Free rein
 - d) Paternalistic
95. Leadership is also referred as fatherly leadership
- a) Autocratic
 - b) Participative
 - c) Free rein
 - d) Paternalistic
96. Means a process of stimulating people to action to accomplish desired goals
- a) Motivation
 - b) Leadership
 - c) Communication
 - d) None of these
97. Maslow's theory of motivation is
- a) Theory X and Y
 - b) Two Factor Theory
 - c) Achievement Theory
 - d) None of these
98. Need Hierarchy theory was developed by
- a) Mc Gregor
 - b) Abraham Maslow
 - c) Herzberg
 - d) Mc Clelland
99. According to Need Hierarchy theory, the human needs are
- a) Limited
 - b) Unpredictable
 - c) Unlimited
 - d) All of these
100. needs are need for survival
- a) Safety
 - b) Esteem
 - c) Social
 - d) Physiological
101. is the need for love and affection
- a) Safety
 - b) Esteem
 - c) Social
 - d) Physiological
102. The desire to reach the peak of one's potential is called as
- a) Self Actualization need
 - b) Safety need
 - c) Esteem need
 - d) Social need
103. Two Factor Theory is also known as
- a) Theory X and Y
 - b) Motivation Hygiene Theory
 - c) Achievement Theory
 - d) None of these

104. Two Factor Theory was developed by
- a) Mc Gregor
 - b) Abraham Maslow
 - c) Herzberg
 - d) Mc Clelland
105. Achievement Theory was developed by
- a) Mc Gregor
 - b) Abraham Maslow
 - c) Herzberg
 - d) Mc Clelland
106. Achievement Theory is concerned with
- a) Affiliation
 - b) Power
 - c) Achievement
 - d) All of these
107. Mc Gregor's motivation theory is known as
- a) Theory X and Y
 - b) Two Factor Theory
 - c) Achievement Theory
 - d) None of these
108. is vested with negative motivation
- a) Achievement Theory
 - b) Theory X
 - c) Theory Y
 - d) All of these
109. The techniques and tools for organizing and co-ordinating a group of individuals working towards a common goal
- a) Performance Management
 - b) Team Management
 - c) Performance Appraisal
 - d) None of these
110. Communication is also known as Grape wine
- a) Formal
 - b) Informal
 - c) Lateral
 - d) None of these
111. The word MBO stands for
- a) Management by Organisation
 - b) Management by Operation
 - c) Management by Objectives
 - d) None of these
112. developed MBO
- a) Henry Fayol
 - b) Rensis Likert
 - c) Michael Porter
 - d) Peter F Drucker
113. MBO gives emphasis on
- a) Top Management
 - b) Middle Management
 - c) Objectives
 - d) Lower Management
114. MBO establishes a
- a) Community of interest
 - b) Centralized organization
 - c) Rigid organisation structure
 - d) All of these

115. KRA in MBO stands for
- a) Kerala Rural Academy b) Key Result Areas
c) Key Resources Availability d) None of these
116. The word 'Ethics' is derived from Greek word
- a) Ethios b) Ethikos
c) Ethoes d) None of these
117. Ethics is a
- a) Pure science b) Normative Science
c) Inexact Science d) None of these
118. Ethics means
- a) Character b) Manner
c) Custom d) All of these
119. deals with the right actions of individuals
- a) Sincerity b) Rules
c) Ethics d) All of these
120. Ethics is a
- a) Social science b) Science of conduct
c) Normative Science d) All of these
121. The word 'moral' is derived from the Latin word
- a) Moralis b) Morilitic
c) Monatic d) None of these
122. Human nature is
- a) Learned b) Programmed
c) Inherited d) All of these
123. Personality is
- a) Learned
b) Inherited
c) Partially inherited and partially learned
d) Neither learned nor inherited
124. Culture is
- a) Learned b) Programmed
c) Inherited d) All of these

135. The 'guna' of dark force is
- a) Raja Guna
 - b) Satva Guna
 - c) Tams Guna
 - d) None of these
136. Holism means
- a) Oneness
 - b) Divinity
 - c) Materiality
 - d) All of these
137. Indian model of management is
- a) Value driven holistic
 - b) Rationnal holistic
 - c) Hybrid
 - d) None of these
138. Fundamental theories of Indian Model include
- a) Purushartha Theory
 - b) Panchakoshas Theory
 - c) Theory of Gunas
 - d) All of these
139. refers to certain norms governing the conduct of workers involved in a work situation
- a) Team Work
 - b) Work Ethos
 - c) Work Group
 - d) Work Management
140. seeks to determine norms and values
- a) Culture
 - b) Normative science
 - c) Value
 - d) None of these.
141. is primarily concerned with the relationship of business goals and techniques to specifically human ends
- a) Business ethics
 - b) Code of conduct
 - c) All of these
 - d) None
142. are the principles, which govern and guide business people to perform business functions
- a) Business ethics
 - b) Code of conduct
 - c) All of these
 - d) None
143. is the guiding principle for decision making in an economics based view of management
- a) Profit maximization
 - b) Wealth Maximisation
 - c) Value maximization
 - d) None

144.is a process that allows people to make decisions based on their deeper values which will be economically, socially and environmentally sound.
- a) Holistic approach
 - b) Ethics management
 - c) Code of conduct
 - d) None of these
145. Ais a written document, inspirational in contents and specify clearly what is acceptable or unacceptable behavior at workplace and beyond, when the employees represent their organizations outside.
- a) Code of conduct
 - b) Business Ethics
 - c) All of these
 - d) None of these
146.specifies methods for reporting violations, disciplinary action for violations and the structure of the due process to be followed
- a) Business Ethics
 - b) Code of ethics
 - c) All of these
 - d) None
147.is a set of values, beliefs, goals , norms and ways of solving problems by the members of the organization.
- a) Corporate culture
 - b) Organizational culture
 - c) Both of these
 - d) None of these
148. Which among the following are advantages of managing business ethics in the workplace?
- a) Cultivate strong team work and productivity
 - b) Avoid criminal acts
 - c) Lower fines
 - d) All of these
149. Ais a buzz word to employees to observe ethical norms and forms the basis for rules of conduct.
- a) Code of ethics
 - b) Business Ethics
 - c) All of these
 - d) None
150.would be charged with implementing and administering an ethical management programme.
- a) Top management
 - b) Ethics management committee
 - c) Middle management
 - d) None of these
151. When new employees are to be recruited,.....training should be arranged for them.
- a) Apprenticeship
 - b) Induction
 - c) Vestibule
 - d) None of these

- 152is a new framework for decisions making on all levels that is based on resource management of the whole
- a) Holistic Management
 - b) Ethics management
 - c) Code of conduct
 - d) None of these
153.term includes employees, customers, suppliers and the wider community
- a) Stock holder
 - b) Stake holder
 - c) Both of these
 - d) None of these
154. Ethics in workplaces can be managed through the use of
- a) Codes of ethics
 - b) Codes of conduct,
 - c) Roles of ethics
 - d) All of these
155. The first step in holistic process of management is
- a) Define the whole under management
 - b) Develop a written goal statement
 - c) Assess current situation
 - d) Brainstorming to achieve goal.

ANSWER KEY

- 1) c 2) a 3) c 4) d 5) b 6) b 7) c 8) a
9) c 10) a 11) a 12) b 13) d 14) c 15) d 16) b
17) a 18) b 19) b 20) a 21) c 22) a 23) b 24) a
25) b 26) b 27) a 28) b 29) b 30) c 31) d 32) b
33) a 34) c 35) b 36) d 37) d 38) d 39) c 40) a
41) d 42) c 43) d 44) c 45) b 46) d 47) c 48) d
49) a 50) a 51) a 52) b 53) c 54) a 55) b 56) b
57) a 58) b 59) b 60) b 61) b 62) b 63) a 64) d
65) b 66) b 67) c 68) b 69) b 70) c 71) a 72) c
73) a 74) a 75) c 76) a 77) a 78) b 79) b 80) d
81) b 82) a 83) a 84) b 85) a 86) b 87) d 88) a
89) a 90) c 91) c 92) d 93) c 94) d 95) d 96) a
97) d 98) b 99) c 100) d 101) c 102) a 103) b 104) c
105) d 106) d 107) a 108) b 109) b 110) b) 111) c 112) d
113) c 114) a 115) b 116) b 117) b 118) d 119) c 120) d
121) a 122) c 123) a 124) c 125) d 126) c 127) b 128) b
129) a 130) a 131) a 132) c 133) b 134) c 135) c 136) a
137) a 138) d 139) b 140) b 141) a 142) a 143) a 144) a
145) a 146) b 147) a 148) d 149) a 150) b 151) b 152) a
153) b 154) d 155) a

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