

MEZAN-TEPI UNIVERSITY
COLLAGE OF BUSINESS AND ECONOMICS
DEPARTMENT OF MANAGEMENT

Model Question for the Course Introduction to Management
Practice it!!

Multiple Choices

- 1) Which one of the following statements is not correct?
 - A. Management is a goal-oriented process.
 - B. Management is a continuous process.
 - C. Management is a dynamic process.
 - D. Management is a rigid process.
 - E. None
- 2) Which management function involves setting goals and objectives and creating specific plans for completing them?
 - A. leading
 - B. organizing
 - C. controlling
 - D. planning
 - E. Staffing
 - F. None
- 3) **Mr. Ali** is a Chief executive officer (CEO) of an organization. He is at which level of management?
 - A. Lower level
 - B. Middle level
 - C. Team leader
 - D. Top level
- 4) Which factor doesn't describe management as science:-
 - A. Systematized body of knowledge
 - B. Scientific observation & research
 - C. Principles and techniques to solve problem
 - D. Simple for experimentation
 - E. All of the above
- 5) Successful management ensures that:
 - A. Goals achieved with least cost
 - B. Timely achievement of goals
 - C. Effective utilization of resources
 - D. All of the above.
 - E. None
- 6) Management is not:
 - A. An applied science
 - B. a pure science
 - C. an art
 - D. an art and science both
- 7) Which management function involves measuring results, comparing results to expectations, and taking corrective action?
 - A. planning
 - B. Controlling
 - C. organizing
 - D. leading
 - E. Staffing
 - F. None
- 8) The ability of a manager to interface and work effectively with individuals and groups is descriptive of what type of managerial skill?
 - A. Technical
 - B. Interpersonal
 - C. Administrative
 - D. Organizational
- 9) Which level of management is responsible for establishing a vision for the organization, developing broad plans and strategies, and directing subordinate managers?
 - A. First level managers
 - B. Top level managers

C. Tactical managers

D. Operational level managers

- 10) A manager who possesses knowledge of the processes, equipment, and potential problems of an industry would possess what type of managerial skill?
- A. Administrative
 - B. Technical
 - C. Interpersonal
 - D. Organizational
- 11) Which management principle states that each individual should report to only one boss in order to avoid conflict and/ or confusion?
- A. Division of command
 - B. Chain of command
 - C. Unity of direction
 - D. Unity of command
- 12) Major Findings of the Hawthorne Studies conducted by **Elton Mayo** at the Western Electric Company focusing on behavior of workers and their productivity includes all of the following **except**:
- A. The output can be determined by his social capacity
 - B. Non-economic rewards are significant for productivity
 - C. Interpersonal relation has a central role in worker's behavior
 - D. Punishment and sanctions significantly affect the worker's behavior
 - E. None of the above
- 13) 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
 - E. Human relation
- 14) Which influential thought leader is known as the father of scientific management?
- A. H. Fayol
 - B. Frederick W. Taylor
 - C. M. Weber
 - D. W. Edwards Deming
 - E. Peter F. Drucker
 - F. None
- 15) Fredrick Winslow Taylor's Mechanism of Scientific Management includes:
- A. Scientific task setting
 - B. Standardization of tools and equipment
 - C. Planning the task
 - D. All of the above
- 16) Planning as function of management is the practice of every organizations as well as all level in which all managers involved with it. This can be described by which nature of planning.
- A. Planning globally oriented
 - B. Planning continuing function
 - C. Planning is individual oriented
 - D. Planning is future oriented
 - E. Planning pervasive function
- 17) By nature planning can be grouped as:
- A. Proactive- v.s. Reactive
 - B. Natural v.s. Human made
 - C. Long term v.s. Short term
 - D. Strategic v.s. Tactical
 - E. Inclusive v.s. Exclusive
- 18) Type of plan that can be used again and again is:
- A. Standing plan
 - B. Tactical plan
 - C. Strategic plan

D. Single use plan

E. Operations plan

19) All of the following are the significance of planning function **except**:

- A. Increased cost of performance if environment changes
- B. Minimized cost through enabling managers to adapt changes
- C. Facilitates performance control
- D. Reduces risk and uncertainty.
- E. None

20) MBO is not characterized as :

- A. Jointly goal-setting.
- B. Jointly decision making
- C. Review of performance
- D. Rewarding for performance
- E. None

21) Planning is Characteristics as all of the following **except**:

- A. Close association with organizations goal
- B. Concerned with forecasting future situation
- C. It is flexible
- D. It is comprehensive
- E. None of the above

22) Decision making is involved in which of the following function?

- A. Planning
- B. Organizing
- C. Leading
- D. Controlling
- E. All of the above

23) Decision making in the organization is an exclusive right of:

- A. Top management
- B. Middle level management
- C. Lower level management
- D. None of the above

24) Under which stages of decision making, managers develop cost-benefit analysis in order to have rational decision about his/her organization?

- A. Defining problem
- B. Decision criteria
- C. Evaluating decision
- D. Developing alternative
- E. Analyzing alternative

25) All of the following are true about programmed decision **except**:

- A. Deals with routine and repetitive problems
- B. Readymade solutions available
- C. Made by top management peoples commonly
- D. Established procedures and practice are used
- E. None

26) From the following statements which one is **wrong** about **organizational chart**?

- A. It shows authority relationship
- B. It briefly shows the activity in management position
- C. It shows informal relationship among employees
- D. It identify the chain of command
- E. None

27) **Ethio- Telecom** has departmentalized its branches by regions such as North, Central, South and West. Which base of departmentalization is used by Ethio- Telecom?

- A. Matrix Departmentalization
- B. Customer Departmentalization
- C. Geographic Departmentalization
- D. Process Departmentalization
- E. All of the above

28) Which one of the following is **wrong** about span of management?

- A. It is the number of employee reporting to a given manager
- B. It is the number of subordinate a given manager supervises
- C. The more routine the work of the subordinate, the long the span of the control

- D. The more complex the subordinates job, the long the span of the control
 E. The more routine the work of the subordinate, the wider the span of the control
- 29) Identify **incorrect** statement about line authority?
- A. It defines superior subordinate relationships
 B. On the organizational chart it is shown by solid line
 C. One who has line authority has power to make decisions and issue orders
 D. It is an authority to act in advisory capacity E. None
- 30) Organizing activity is concerned with all, **except**?
- A. Reviewing of objectives to be accomplished
 B. Delegation of authority
 C. Identification of activity required for achievement of the objective
 D. Setting of objectives and determination of the means for achieving them
 E. None
- 31) An arrangement of position into a graded series refers to which characteristics of organization?
- A. Division of labor C. Communication
 B. Authority of structure D. Common objectives
- 32) Which one of the following is **not true** about formal organization?
- A. It helps in avoiding responsibility overlapping
 B. It consider sentiments and values of employees
 C. Unity of command can be easily maintained
 D. It reduces the speed of informal communication
- 33) Suppose Mr. Dawit admires Mr. Fikiru enough to model behavior and attitudes after him. What kind of power Mr. Fikiru possess?
- A. Expert power C. Rational persuasion power
 B. Reference power D. Process power
- 34) Mr. Abebe is a manager of XYZ Company. He motivates his employees by promising them pay raises, promotion, recognitions and other benefits, if they perform in desired manner. What kind of power is used by Mr. Abebe to influence employees?
- A. Legitimate power C. Coercive power
 B. Reward power D. Referent power E. None
- 35) Sometimes the internal supply of employee cannot full fill the organization need in such case; human resource shortage may exist in the organization. So, which one of the following actions plans can be taken by the manager of the organization in order to overcome the Problem?
- A. Demotion. C. Out sourcing. E. Termination.
 B. Retention plan D. Hire freezing.
- 36) At the beginning of the New Year ABC company anticipated that the company will need 25 new additional persons to fill up different vacancies. Identify the first step of staffing.
- A. Placement and Orientation C. Recruitment
 B. Training and Development D. Estimating Manpower Requirement
- 37) A systematic, periodic and impartial rating of an employee excellence in matters pertaining to his present job and his potential for a better job.
- A. Performance appraisal C. Training and Development
 B. Compensation and motivation D. Performance indicator

38) "**Mitiku** the sales person is allowed to close a deal with a buyer by giving a maximum of 5 percent discount, whereas the decision to give any further discount rests with **Adugna**, owner and manager as the final authority." Identify the principle of Management being followed here:

- A. Authority and Responsibility
- B. Centralization and Decentralization
- C. Unity of Command
- D. Unity of Direction

39) Which of the following is correct statement?

- A. Wider span of management result to flat organizational structure
- B. Narrow span of control result to tall organizational structure
- C. In wider span of management managers manage small number of subordinates
- D. In narrow span of management managers supervise large number of subordinates
- E. A & B
- F. A & D

40) Scientific management school was developed by

- A. Henry fayol
- B. peter F Drucker
- C. Frederic W Taylor
- D. Elton Mayo

41) The school based on situation is known as

- A. system school
- B. Contingency school
- C. operation Research
- D. Human Relation school

42) What refers to the process of grouping of related activities and assign them to a manager with authority to supervise it?

- A. staffing
- B. directing
- C. planning
- D. organizing

43) Which one of the following is not included in the staffing process?

- A. recruitment
- B. placement
- C. demotion
- D. Appraisal

44) Suzy privately Limited company is planning to increase its sales by 50% in the next year. Identify the feature of management being highlighted in the given statement.

- A. Management is all pervasive
- B. Management is a goal oriented process
- C. Management is a continuous process
- D. All of the above

45) Mr Mukesh used to manufacture shoes by employing labour who was easily available. When his son after completion is MBA joined the business. He analyzed that if we use capital intensive method by using a machine it will reduce the cost and the quality of shoes will also improve. Answer the following questions. From this case study, which technique of scientific management is used by his son?

- A. Fatigue study
- B. Method study
- C. Motion study

D. Work study

46) From the above case, what is the objective of that technique?

A. Finding the best way of doing thing

B. Finding the rest interval

C. Finding the minimum cost

D. All of the above.

47) The salesman of ABC Ltd. could not achieve his sales target of 1000 units, on enquiry it was found that he was not allowed to take decision related to give discount or credit to any of his customer. State the principle of Management violated in this case.

A. Principle of Division of work

B. Principle of authority and responsibility

C. Principle of order

D. None of these

48) Suraj was engaged in the business of carpet making. Since company was making handmade carpet as well as machine made carpet. There was lots of overlapping of activities, so the Production manager advised there should be two separate divisions for both of them. Where in each division should have its own incharge plans and execution. Identify the principle of management insisted by production Manager.

A. Unity of command

C. Unity of direction

B. order

D. Equity

49) Mr. Malhotra, Finance manager of ABC Ltd. Applied for leave to attend a family function in Amritsar. The director of the company requested him to cancel his leave as there is an important meeting schedule on that date. Mr. Malhotra immediately agreed and cancelled his trip as he thought attending meeting is more important for company's benefit. Which principle of Fayol is applied by Mr. Malhotra?

A. Principle of subordination of individual interest to general interest.

B. Principle of equity

C. Principle of order

D. Principle of Discipline.

50) A manager should have the right to punish a subordinate for willfully not obeying a legitimate order but only after sufficient opportunity has been given to a subordinate for presenting her/his case. Identify the principle of management highlighted above.

A. Authority and Responsibility

C. Equity

B. Discipline

D. Stability of Personnel

51) Pervasiveness of planning indicates that planning is:

A. Is a top management function.

B. Extends throughout the organization.

C. Is a future-oriented activity.

D. Is the first element of management process

52) Generally, it is thought that planning is related to the planning cycle. It means that a plan is framed, it is implemented and it is followed by another plan and so on. The above statement is related to a feature of planning, identify it.

A. Planning is continuous.

C. Planning involves decision making.

B. Planning is futuristic.

D. Planning is pervasive.

53) Uranus Limited is a company dealing in metal products. The work is mainly divided into functions including production, purchase, marketing, accounts and personnel. Identify the type of organizational structure followed by the organization.

A. Functional structure

C. Divisional structure

B. Relational structure

D. None of the above

54) Rishabh has joined as a Creative Head in an entertainment company. He always ensures that the work has been divided into small and manageable activities and also the activities of similar nature are grouped together. Identify the related step in organizing process being mentioned in the above lines.

A. Identification and division of work

C. Assignment of duties

B. Departmentalization

D. Establishing reporting relationships

55) 'No one at the organization should have more than one boss' is the statement of:

A. Principle of specialization

C. Principle of Unity of command

B. Principle of authority

D. Principle of Span of control

56) Unity of command implies

- A. A subordinate should receive orders from all the superiors
- B. individuals must sacrifice in the larger interest
- C. be accountable to one and only one superior
- D. None of these