

BUSINESS MANAGEMENT

CORE COURSE - FIRST SEMESTER B.COM

QUESTION BANK

1. *TQM focuses on*
 - A. employees
 - B. customers
 - C. both A and B
 - D. None
2. *Which Japanese term refers to continuous improvement*
 - A. Kaizen
 - B. Kanban
 - C. Seri
 - D. Seito
3. *ISO emphasis on*
 - A. Prevention
 - B. Inspection
 - C. Rejection
 - D. all the above
4. *..... provides all relevant information needed by the managers at different levels for taking correct decisions*
 - A. MBO
 - B. MIS
 - C. DBMS
 - D. None
5. *..... is an internationally recognised Quality Management System*
 - A. ISO9001
 - B. ISO14001
 - C. ISO 2014
 - D. None
6. *TQM & ISO both focuses on*
 - A. Customer
 - B. Employee
 - C. Supplier
 - D. All the above
7. *..... is a workflow diagram to bring forth a clearer understanding of a process or series of parallel processes*
 - A. Fishbone diagram
 - B. interrelation graph
 - C. tree diagram
 - D. process mapping
8. *Where was the TQM emerged?*
 - A. Japan
 - B. Germany
 - C. India
 - D. America
9. *Tools of TQM*
 - A. Process maps
 - B. Benchmarking
 - C. Force field analysis
 - D. All the above
10. *..... Is a management philosophy and methodology which was invented by Motorola.*
 - A. TQM
 - B. TPM
 - C. 6- Sigma
 - D. None
11. *Ethics is a system ofprinciples*
 - A. Moral
 - B. Guiding
 - C. Value
 - D. None
12. *..... Means a process of stimulating people to action to accomplish desired goals*
 - A. Motivation
 - B. Leadership
 - C. Communication
 - D. None of these

13. *Maslow's theory of motivation is*
A. Theory X and B. Two Factor Theory
C. Achievement Theory D. None of these
14. *Need Hierarchy theory was developed by*
A. Mc Gregor B. Abraham Maslow
C. Herzberg D. Mc Clelland
15. *According to Need Hierarchy theory, the human needs are*
A. Limited B. Unpredictable
C. Unlimited D. All of these
16. *..... needs are need for survival*
A. Safety B. Esteem
C. Social D. Physiological
17. *..... is the need for love and affection*
A. Safety B. Esteem
C. Social D. Physiological
18. *The desire to reach the peak of one's potential is called as*
A. Self Actualization needs B. Safety need
C. Esteem need D. Social need
19. *Two Factor Theory is also known as*
A. Theory X and Y B. Motivation Hygiene Theory
C. Achievement Theory D. None of these
20. *In -----type of organization, workers receive instructions from various specialists.*
A. Line B. Functional C. Informal D. None
21. *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
22. *-----is an example of internal source of recruitment*
A. Advertisement B. Trade unions
C. Employment exchange D. Promotion
23. *----- is the process of inducting an employee into the social set up of work.*
A. Placement B. Induction
C. Absorption D. None of these
24. *----- is the act of increasing the knowledge and skills of an employee for doing a job.*
A. Training B. Induction C. Placement D. Orientation
25. *----- means issuing orders, instructions and commands.*
A. Directing B. Unity of command
C. Authority D. All of these
26. *----- is a statement of expected results expressed in quantitative terms for a period*
A. Plan B. Budget
C. Schedule D. None of these
27. *The word Ethics is derived from Greek word.....*
A. Ethios B. Ethikos C. Ethoes D. None

28. *What is meant by the phrase CSR?*

- A. Corporate Social Responsibility B. Company Social Responsibility
C. Corporate Society Responsibility D. Company Society Responsibility

29. *The goal of corporate governance and business ethics education is to:*

- A. Teach students their professional accountability and to uphold their personal Integrity to society.
B. Change the way in which ethics is taught to students.
C. Create more ethics standards by which corporate professionals must operate.
D. Increase the workload for accounting students.

30. *The corporate governance structure of a company reflects the individual companies':*

- A. Cultural and economic system. B. Legal and business system.
C. Social and regulatory system. D. All of the above.

31. *The four types of social responsibility include:*

- A. legal, philanthropic, economic, and ethical B. ethical, moral, social, and economic
C. philanthropic, justice, economic, and ethical D. legal, moral, ethical, and economic

32. *A(n) _____ is a problem, situation, or opportunity requiring an individual, group, or organization to choose among several actions that must be evaluated as right or wrong.*

- A. crisis B. ethical issue
C. indictment D. fraud

33. *Which of the following statements best describes Corporate Social Responsibility?*

- A. A corporation's requirement to make as much profit as possible.
B. A corporation's obligation to society that goes beyond the requirements of the law and economics to take into account the social and environmental impact of its decisions.
C. A corporation's obligation to consider the impact of its decisions on the environment.
D. The duty of care a corporation has to its employees and customers.

34. *The moral case for CSR, i.e. that it is the right thing to do, is justified by which of the following arguments?*

- A. That the corporation is a creation of society and should therefore serve its needs.
B. That the corporation is a legal creation and therefore cannot be a moral agent.
C. Large corporations do not have the power or resources to address society's problems.
D. Business decisions will have social and environmental consequences which will be addressed by governments.

35. *Which of the following form part of the business case for CSR?*

- A. Better motivated staff reduce operating costs.
B. Increased brand value and reputation.
C. The maintenance of the 'licence to operate'.
D. All of the options given.

36. *The word moral is derived from the Latin word*

- A. Moralis B. Morilitic
C. Monatic D. none

37. *.....ethics is a study of human behaviour as a consequence of beliefs about what is right or wrong.*

- A. Normative B. Meta
C. Applied D. Moral

38. *The main purpose of business ethics is to?*
A. understanding ethical uncertainties B. principles and concepts
C. Application of practices D. All of the above
39.*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
40.*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
41. *In style of leadership a manager centralizes decision making power in himself*
A. Autocratic B. Participative
C. Free rein D. None of these
42.*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
43.*Leadership gives complete freedom to subordinates*
A. Authoritarian B. Participative
C. Free rein D. None of these
44. *Participative leadership is also referred as leadership*
A. Democratic B. Consultative
C. Ideographic D. All of these
45.*Is vested with the democratic style of leadership*
A. Negative Motivation B. Centralization of authority
C. Decentralization of authority D. One way communication
46. ----- *is considered as the primary function of management?*
A. Organizing B. Planning
C. Staffing D. Controlling
47. *MBO stands for?*
A. Management of Business Objectives B. Management By Objectives
C. Managing Business Operations D. None of these
48. ----- *is the process of selecting one best alternatives from different alternatives.*
A. Planning B. Organizing
C. Decision making D. Forecasting
49. ----- *is the process of identifying and grouping of work to be performed*
A. Organizing B. Staffing
C. Division of labour D. Planning
50. *Operational guides to action is known as*
A. Policies B. Procedures
C. Plan D. None of these

51. ----- 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
52. ----- is an organizational structure which clearly defines duties, responsibilities, and authority.
- A. Formal
B. Informal
C. Natural
D. None of these
53. Koontz and O'Donnel are the advocates ofapproach to management
- A. System approach
B. Empirical
C. Contingency
D. Operational
54. 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
55.approach of management heavily concentrates on 'People' aspect of management.
- A. Human relations
B. System
C. Empirical
D. Management science
56.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
57.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
58.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
59. 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
60. The author of the famous book "General and Industrial Management" is.....
- A. Henry Fayol
B. F.W. Taylor
C. Henry Gantt
D. None
61. Comparison between actual and standard performance is known as.....
- A. Planning
B. Organising
C. Controlling
D. none
62. CPM method of control was developed by
- A. Due de meemoues co.
B. De pont co.
C. Gast Niksons Chart
D. None

63. *Standard costing is used to control the*
A. Cost B. Profit C. Volume D. Revenue
64. *To convert a message in to groups of words, symbols, gestures or sounds that present ideas or concepts is called.....*
A. Encoding B. Feedback C. Noise D. None
65. *Suggestions for improvements from an employee in the accounting department are an example of.....*
A. Upward communication B. Horizontal communication
C. Downward communication D. None
66. *Father of Modern Management theory is*
A. Henry Fayol B. F.W.Taylor C. Henry Gantt D. None
67. *.....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
68. *Management can be considered as.....*
A. Exact science B. Inexact science
C. Psuedo science D. B or C
69. *.....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
70. *.....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
71. *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
72. *.....is undertaken to find out the one best way of doing the thing*
A. Job Analysis B. Merit rating
C. Job enrichment D. None
73. *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
74. *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
75. *Everything which goes to increase the importance of subordinates role is.....*
A. Decentralization B. Centralization
C. Either A or B D. None

76. *The Book “ Functions of Executive” was written by*
- A. P.F. Drucker
C. Herbert Simon
- B. Chester Barnard
D. None
77.*school of Management recognizes the existence of a centralized body of knowledge for the Management.*
- A. System approach
C. Contingency
- B. Empirical
D. Operational
78.*school of thought has developed on the idea that there is no single best method to find solutions to Managerial problems*
- A. System approach
C. Contingency
- B. Empirical
D. Operational
79. *There are..... Levels of management*
- A. Five
B. Three
C. Six
D. four
80. *Luther Gullick described functions of management as.....*
- A. PODSCORB
C. POCSCROB
- B. POSDCORB
D. PODSORB
81. *can be defined as the process of grouping of activities in to units and subunits for the purpose of administration*
- A. Departmentation
C. Delegation
- B. Span of control
D. Centralisation
82.*is a comprehensive plan designed to implement the policy and accomplish the objectives.*
- A. Schedules
C. project
- B. Budgets
D. Programs.
83. -----*are the simplest and the most specific type of standing plans.*
- A. Policy
B. Rule
C. Project
D. Schedule.
84. -----*is the process of searching for prospective employees and stimulating them to apply for the Job.*
- A. Selection
C. Recruitment
- B. Training
D. Induction
85. ----- *is considered as a negative function of management.*
- A. Selection
C. Training
- B. Recruitment
D. Placement
86. ----- *is the process of comparing actual performance with the standard and taking corrective Action.*
- A. Controlling
C. Planning
- B. Management
D. Co-ordination
87. ----- *a process of integrating the interdepartmental activities as unified action towards the Achievement of the common goal of the organization.*
- A. Controlling
C. Co-ordination
- B. Directing
D. All of these
88. *Two Factor Theory was developed by*
- A. Mc Gregor
C. Herzberg
- B. Abraham Maslow
D. Mc Clelland

103. 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
104.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
105.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
106. The book "Creative Experience was written by
- A. Henry Fayol
B. F.W. Taylor
C. Mary parker Follet
D. None of these
107. is a world wide federation of national standards bodies, with one body representing each member country.
- A. ANSI
B. IFRS
C. IAS
D. ISO
108. Ethics means
- A. Character
B. Manner
C. Custom
D. All of tehse
109. is a sub function of direction
- A. Supervision
B. Planning
C. Organising
D. Recruitment
110. refers to coordination between activities of a manager and his subordinates
- A. Vertical coordination
B. Horizontal coordination
C. Diagonal coordination
D. none
111. Which of the following is not an area of responsibility for a logisticsmanager?
- A. warehousing
B. inventory
C. information systems
D. marketing
112. The objective of ISO-9000 family of Quality management is
- A. Customer satisfaction
B. Employee satisfaction
C. Skill enhancement
D. Environmental issues
113. Which of the following is responsible for quality objective?
- A. Top level management
B. Middle level management
C. Frontline management
D. All of the above
114. Which of the following is for Environment management?
- A. ISO-9000
B. ISO-14000
C. ISO-26000
D. ISO-31000
115. The necessity of human relation in management is emphasised by....
- A. Elton mayo
B. Charles babbage
C. F.W.Taylor
D. Hnery Fayol

ANSWERS

1	C	31	A	61	C	91	A
2	A	32	B	62	B	92	B
3	A	33	B	63	B	93	B
4	B	34	A	64	A	94	B
5	A	35	D	65	A	95	A
6	A	36	A	66	A	96	D
7	D	37	D	67	C	97	C
8	A	38	B	68	D	98	A
9	D	39	A	69	B	99	B
10	C	40	A	70	B	100	A
11	A	41	A	71	C	101	B
12	A	42	C	72	A	102	B
13	D	43	C	73	C	103	A
14	B	44	D	74	A	104	B
15	C	45	C	75	A	105	B
16	D	46	B	76	B	106	C
17	C	47	B	77	D	107	D
18	A	48	C	78	C	108	D
19	B	49	A	79	B	109	A
20	B	50	B	80	A	110	A
21	B	51	B	81	A	111	D
22	D	52	A	82	D	112	A
23	B	53	D	83	B	113	A
24	A	54	B	84	C	114	B
25	A	55	A	85	A	115	A
26	B	56	B	86	A		
27	B	57	B	87	C		
28	A	58	A	88	C		
29	C	59	C	89	D		
30	D	60	A	90	D		

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