

**BUSINESS MANAGEMENT****CORE COURSE - FIRST SEMESTER B.COM****QUESTION BANK-2019**

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 of .....principles*
  - 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

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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

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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

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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 the 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 alternative 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

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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 of .....approach 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 of .....study 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

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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 the .....aspect 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 to .....principle, 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
  - B. Chester Barnard
  - C. Herbert Simon
  - D. None
77. ....school of Management recognizes the existence of a centralized body of knowledge for the Management.
  - A. System approach
  - B. Empirical
  - C. Contingency
  - 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
  - B. Empirical
  - C. Contingency
  - 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
  - B. POSDCORB
  - C. POCSCROB
  - 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
  - B. Span of control
  - C. Delegation
  - D. Centralisation
82. ....is a comprehensive plan designed to implement the policy and accomplish the objectives.
  - A. Schedules
  - B. Budgets
  - C. project
  - 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
  - B. Training
  - C. Recruitment
  - D. Induction
85. ----- is considered as a negative function of management.
  - A. Selection
  - B. Recruitment
  - C. Training
  - D. Placement
86. ----- is the process of comparing actual performance with the standard and taking corrective Action.
  - A. Controlling
  - B. Management
  - C. Planning
  - 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
  - B. Directing
  - C. Co-ordination
  - D. All of these
88. Two Factor Theory was developed by .....
  - A. Mc Gregor
  - B. Abraham Maslow
  - C. Herzberg
  - D. Mc Clelland



89. Achievement Theory was developed by .....  
A. Mc Gregor  
C. Herzberg  
B. Abraham Maslow  
D. Mc Clelland
90. Achievement Theory is concerned with .....  
A. Affiliation  
B. Power  
C. Achievement  
D. All of these
91. Mc Gregor's motivation theory is known as .....  
A. Theory X and Y  
C. Achievement Theory  
B. Two Factor Theory  
D. None of these
92. .... is vested with negative motivation  
A. Achievement Theory  
C. Theory Y  
B. Theory X  
D. All of these
93. The techniques and tools for organizing and co-ordinating a group of individuals working towards a common goal  
A. Performance Management  
C. Performance Appraisal  
B. Team Management  
D. None of these
94. .... Communication is also known as Grape wine  
A. Formal  
C. Lateral  
B. Informal  
D. None of these
95. .... approach of management heavily concentrates on People aspect of management  
A. Human relation  
C. Empirical  
B. System  
D. Management science
96. .... developed MBO  
A. Henry Fayol  
C. Michael Porter  
B. Rensis Likert  
D. Peter F Drucker
97. MBO gives emphasis on .....  
A. Top Management  
C. Objectives  
B. Middle Management  
D. Lower Management
98. MBO establishes a .....  
A. Community of interest  
C. Rigid organisation structure  
B. Centralized organization  
D. All of these
99. According to Fayol , the principles of Management are.....  
A. Rigid  
C. A or b  
B. Flexible  
D. None of the above
100. .... is the right of a superior to give orders to subordinates, take decisions etc.  
A. Authority  
C. Accountability  
B. Responsibility  
D. None
101. Authority and responsibility are .....to each other  
A. Supplementary  
C. Contradictory  
B. Complementary  
D. None
102. .... principle states that an employee should receive orders form one superior only  
A. Unity of direction  
C. Esprit de corps  
B. Unity of command  
D. None



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103. According to .....principle, 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

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116. Ethics is a system of ..... principles

- |          |                      |
|----------|----------------------|
| A. Moral | B. Guiding           |
| C. Value | D. None of the above |

117. .... mean a code of conduct

- |               |                      |
|---------------|----------------------|
| A. Principles | B. Values            |
| C. Ethics     | D. None of the above |

118. A document prepared to guide organization members when encountering ethical dilemmas is

- |                    |                                       |
|--------------------|---------------------------------------|
| A. Code of conduct | B. List of rules and responsibilities |
| C. Code of ethics  | D. Outline of expected behaviors      |

119. The form of ethics that endeavors to help professionals decide what to do when they are confronted with a case or situation that raises an ethical question or moral problem is referred to as

- |                        |                          |
|------------------------|--------------------------|
| A. Professional ethics | B. Organizational ethics |
| C. Business ethics     | D. None of the above     |

120. .... is a problem, situation, or opportunity requiring an individual, group, or organization to choose among several action that must be evaluated as right or wrong.

- |                 |                  |
|-----------------|------------------|
| a. Crisis       | B. Ethical issue |
| C. Condemnation | D. Fraud         |

121. .... ethics is study of human behavior as a consequence of beliefs about what is right or wrong.

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

122. The word "ethics" is derived from greek word .....

- |           |                   |
|-----------|-------------------|
| A. Ethios | B. Ethikos        |
| C. Etheos | D. None of these. |

123. Ethics is a .....

- |                    |                      |
|--------------------|----------------------|
| A. Pure science    | B. Normative science |
| C. Inexact science | D. None of these.    |

124. Ethics means.....

- |              |                 |
|--------------|-----------------|
| A. Character | B. Manner       |
| C. Customs   | D. All of these |

125. .... Deals with the right actions of individuals.

- |              |                 |
|--------------|-----------------|
| A. Sincerity | B. Rules        |
| C. Ethics    | D. All of these |

126. The word moral is derived from the latin word.....

- |              |             |
|--------------|-------------|
| A. Moralis   | B. Morality |
| C. Monastics |             |

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127. What is the classical view of management's social responsibility?

- a. To create specific environment in work place
- b. To maximise profits
- c. To protect and improve society's welfare
- d. All of the above

128. What does the socio - economic view of social responsibility talk about?

- a. Social responsibility goes beyond making profits to include protecting and improving society's welfare
- b. Encourage business
- c. Financial return
- d. None of the above

129. What is the only concern of stock holders?

- A. Financial return
- B. Make profits
- C. Encourage business to take up social responsibility
- D. None of the above

130. Which of the following is a disadvantage of social responsibility?

- A. Possession of resources
- B. b. Ethical obligation
- C. Public image
- D. Violation of profit maximization

131. \_\_\_\_\_ is when a firm engages in social actions because of its obligation to meet certain economic and legal responsibilities.

- A. Social obligation
- B. Social responsibility
- C. Social responsiveness
- D. None of the above

132. When social criteria is applied on investment decisions it is called \_\_\_\_

- A. Social responsiveness
- B. Ethical obligation
- C. Social screening
- D. Financial return

133. The recognition of the close link between an organization's decisions and activities and its impact on the natural environment is called \_\_\_\_\_.

- A. Global environment
- B. Greening of management
- C. Social actions
- D. None of the above

134. .... Generally refers to transparent business practices that are based on ethical values, compliance with legal requirements, and respect for people, communities, and the environment.

- A. Corporate social responsibility
- B. Code of ethics
- C. Ethical standards
- D. None of the above

135. WBCSD stands for

- A. World Business Council for Sustainable Development
- B. World Business Company For Sustainable Development
- C. World Bank Council for Sustainable Development
- D. World Business Council For Strategic Development

### Answer key

1	C	31	A	61	C	91	A	121	D
2	A	32	B	62	B	92	B	122	B
3	A	33	B	63	B	93	B	123	B
4	B	34	A	64	A	94	B	124	D
5	A	35	D	65	A	95	A	125	C
6	A	36	A	66	A	96	D	126	A
7	D	37	D	67	C	97	C	127	B
8	A	38	B	68	D	98	A	128	A
9	D	39	A	69	B	99	B	129	A
10	C	40	A	70	B	100	A	130	D
11	A	41	A	71	C	101	B	131	A
12	A	42	C	72	A	102	B	132	C
13	D	43	C	73	C	103	A	133	B
14	B	44	D	74	A	104	B	134	A
15	C	45	C	75	A	105	B	135	A
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	116	A		
27	B	57	B	87	C	117	C		
28	A	58	A	88	C	118	C		
29	C	59	C	89	D	119	C		
30	D	60	A	90	D	120	B		

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