

# UNIVERSITY OF CALICUT SCHOOLOF DISTANCE EDUCATION

BBA (2019 Admission)
Semester I
Core Course

# BBA1B01 Management Theory and Practices

# **QUESTION BANK**

1.	Scientific Management were	more concerned with the problems at the
	level	s
	<ul><li>a) Higher levels</li></ul>	b) Middle
	c) Operating	d) None
2.	Father of Modern Manageme	ent theory is
	<ul><li>a) Henry Fayol</li></ul>	b) F.W.Taylor
	c) Henry Gantt	d) None
		M.
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 consider	red as
	a) Exact science	b) Inexactscience
	c) Psuedo science	d) B or C
5.	is that pha	se of business enterprise that concerns itself with
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	Schoole	of Distance Education
	the overall determination of in to be followed in achieving the a) Management	nstitutional objectives and the policies necessary ose objectives.  b) administration
	c) Both of these	d) None
6	has defined the basic proble	om of managing as the art of "knowing exactly what
		at 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 forema	anship, the speed boss, Inspector, foreman and
	gang boss are entrusted with th	neaspect of work.
	a) Planning	b) Organizing
	c) Doing	d) None of these
8	is undertaken to find out the o	one best way of doing the thing
	a) Job Analysis	b) Merit rating
	c) Job enrichment	d) None
0		
9.	The principle of Unity of comma	
	a) Rule of thumb	b) Unity of Direction
	c) Functional foremanship	d) None of these
10.	According toprinci objective must have one head a	ple, each group of activities with the same and one plan
	a) Unity of Direction	b) Unity of command
	c) Eitherof these	d) None
11.	Everything which goes to increase	ease the importance of subordinates role
	a) Decentralization	b) Centralization
	c) Either A or B	d) None
12.	The Book "Functions of Execu	ntive" was written by
	a) P.F. Drucker	b) Chester Barnard
	c) Herbert Simon	d) None
13. s	school of Management recognize	es the existence of a centralized
	body of knowledge for the Mar	nagement.
Mar	nagementTheory & Practice	Page 2
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	<ul><li>a) System approach</li><li>c) Contingency</li></ul>	b) Empirical d) Operational
14.		eveloped on the idea that there is no single anagerial problems
	<ul><li>a) System approach</li><li>c) Contingency</li></ul>	<ul><li>b) Empirical</li><li>d) Operational</li></ul>
15.	Koontz and O'Donnel are the advomanagement	ocates ofapproach to
	<ul><li>a) System approach</li><li>c) Contingency</li></ul>	<ul><li>b) Empirical</li><li>d) Operational</li></ul>
16.	According toapproach be expressed in terms of mathemat	, management is a logical process and it can ical symbols and relationships.
	a) Empirical	b) Management science
	c) Contingency	d) Operational
17.	approach of manag	gement heavily concentrates on 'People' 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.	
	<ul><li>a) General management</li><li>c) Administration</li></ul>	b) Scientific Management d) None
19.	is introduced to secure specialization at the supervising le	the benefits of division of labour or vel under scientific management
	<ul><li>a) Operating management</li><li>c) Either aor b</li></ul>	<ul><li>b) Functional foremanship</li><li>d) None</li></ul>
20.	helps to determine complete it	ne a fair days work and rest period to
	a) Work study	b) Timestudy
	c) Motion study	d) All of these
21.	The main objective of	study is to determine and eliminate
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	Unnacassary	and wastaful mayaments
	unnecessary	and wasteful movements
	a) Work study	b) Timestudy
	c) Motion study	d) All of these
22.	The author of the famous book "Gis	eneral and Industrial Management"
	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) Aor b	d) None
24.	is the right of a supe decisions etc. a) Authority	rior to give orders to subordinates, take b) Responsibility
	c) Accountability	d) None
25.	Authority and responsibility are a) Supplementary c) Contradictory	b) Complementary d) None
26.	principle states that an o	employee should receive orders form one
	a) Unity of direction	b) Unity of command
	c) Esprit de corps	d) None
27.	According to principle, plan for a group of activities having	there should always exist one head and one ng the same objective
	a) Unity of direction	b) Unity of command
	c) Esprit de corps	d) None
28.	is highly suitable for la managerial personnel at different l	arge organizations having large number of evels.
	a) Centralization	b) Decentralization
	c) Departmentalization	d) All of these
	s defined as a chain of superiors ra anks	nging from the ultimate authority to the lower
Man	agement Theory & Practice	Page 4

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	a) Empirical	b) Management science
37 .	and decisions are taken for with the total system.	on the idea that an organization is studied in detail or each sub system, which in turn is in conformity
	<ul><li>a) Empirical</li><li>c) Contingency</li></ul>	b) Management science d) Operational
36.	of Managers and hence su the effective way of Mana	
	c) Herzberg	d) Felei F. Diuckei
	a) A.H.Maslow	<ul><li>b) Herbert Simon</li><li>d) Peter F. Drucker</li></ul>
35	developed the concept of	of Management by Objectives
	c) Herzberg	d) Herbert Simon
<i>J</i> 4	a) A.H.Maslow	b) Douglas Mc. Gregor
2/1	c) Herzberg	d) Rensis Likert administrative man as the model for decision making
	a) A.H.Maslow	b) Douglas Mc. Gregor
33.	developed the behaviour within an organi	
	<ul><li>a) Responsibility</li><li>c) Accountability</li></ul>	b) Authority d) Power
32.	virtue of which it is accepthe action he contributes	er of communication, in a formal organization by sted by a member of the organization as governing
	c) Mary Parker Follet	d) Chester I Barnard
31.	a) Henry Fayol	b) F.W. Taylor
31.	c) Mary parker Follet  The book "functions of Eve	d) None of these ecutive" was written by
	a) Henry Fayol	b) F.W. Taylor
30.	c) Both of these The book "Creative Experie	d) None of these ence" was written by
	a) Structure	b) Scalar chain



a) Empirical c) Contingency d) Operational  39 Koontz and O'Donnel are advocates of	38	c) Contingencyschool of thought has developed method to find solutions to manage	d) System ed on the idea that there is no single best erial problems
39 Koontz and O'Donnel are advocates ofapproach to management b) Empirical b) Management science c) Contingency d) Operational  40 The introduction of computers in decision making process contributed a lot in popularizing the		a) Empirical	b) Management science
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40 The introduction of computers in decision making process contributed a lot in popularizing the		b) Empirical	b) Management science
popularizing the		c) Contingency	d) Operational
c) Empirical c) System d) Operational  41approach attempts to understand managerial problems and to provide suitable solutions by the application of scientific methodology d) Empirical c) Contingency d) Operational  42 The advocates ofapproach view management as the direction of the activities of a group of people towards the accomplishment of common objectives e) Empirical b) Management science c) Contingency d) Human behavior  43. 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  44. The book "Practice of Management was written by a) Henry Fayol c) C.K. Prahlad d) Peter F. Drucker  45believed 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		_	
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c) Contingency d) Operational  42 The advocates of		able solutions by the application of	scientific methodology
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objectives e) Empirical b) Management science c) Contingency d) Human behavior  43. According to	42		
e) Empirical b) Management science c) Contingency d) Human behavior  43. According to			ards the accomplishment of common
c) Contingency d) Human behavior  43. According to		-	10
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	Mac		•

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	c) C.K. Prahlad	d) Peter F. Drucker
47	is considered as the primary fu	nction of management?
	a) Organizing	b) Planning
	c) Staffing	d) Controlling
48.	MBO stands for?	
	a) Management of Business Ob	jectives
	b) Management By Objectives	
	c ) Managing Business Operatio	ns
	d) None of these	
49. is	s the process of selecting one best	alternatives from different alternatives.
	a) Planning	b) Organizing
	c) Decision making	d) Forecasting
50	is the process of identifying an	d grouping of work to be performed
	a) Organizing	b) Staffing
	c) Division of labour	d) Planning
51.	Operational guides to action is k	b) Staffing d) Planning  nown as b) `Procedures
	a) Policies	b) `Procedures
	c) Plan	d) None of these
52 is	s a sequence of activities to be und	lertaken for implementing the
32.1	policies and achieving the object	, , , , ,
	a) Procedures	b) Programme
	c) Rule	d) Plans
53. is	s an organizational structure which responsibilities, and authority.	h clearly defines duties,
	a) Formal	b) Informal
	c) Natural	d) None of these
54. o	organisation arises voluntarily or d	ue to social interaction of people
	a) Formal	b) Informal
	c ) Line organization	d) All of these
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55.			and the power to exact obedience
	a)	Information	b) Orders
	c)	Money	d) None of these
56.	A	superior cannot delegate	
	a)	Authority	b) Responsibility
	c)	Duty	d) None of these
57.		the orders, instructions or directi	ons are delegated to a particular person, then it
	a)	General delegation	b) Specific delegation
		Written delegation	d) Informal delegation
		are certain assumptions abo	ut the future on the basis of which the plan will
	a)	Programmes	b) Planning premises
	c)	Planning issues	d) Procudures
59.	Αu	thority flows from	
	a)	Top to Bottom	b) Bottom to top
	c)	Horizontally	b) Bottom to top d) All of these
		refers to the maximum nun	aber of subordinates a superior can effectively
	a)	Scalar chain	b) Unity of direction
	c)	Accountability	d) Span of control
61		is the obligation of a subord	inate to perform the duty assigned by his
st	pei	6	
		Authority	b) Responsibility
	c)	Division of labour	d) Accountability
62.	Mi	litary type of organization is als	
	a)	Informal organization	b) Line organization
	c)	Line & Staff	d) Functional
63.			ion making at top levels of management is
		own as  Concentration	b) Decentralization
			·
Mana	am	pant Theory & Practice	Page &



## School of Distance Education c) Centralization d) None of these 64. Decentralization is a) Compulsory b) Optional c) None of these 65......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 66.....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 67. The result of job analysis written in a statement is known as b) Job specifications a) Job description c) Man power planning d) None of these 68......is the process of searching for prospective employees and stimulating them to apply for the Job. a) Selection b) Training c) Recruitment d) Induction 69.....is considered as a negative function of management. b) Recruitment a) Selection d) Placement c) Training 70. 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. Management Theory & Practice Page 9



a) Vertical co-ordination c) Diagonal co-ordination d) None  77						
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. Intype 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						
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80						
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a) Plan b) Budget c) Schedule d) None of these		c, radione,	e, i ii oi ulese			
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85.	on	means an individual sho	uld rec	eive orders and instructions from
	a)	Unity of command	b) Spa	n of control
		Scalar chain		e of these
86. is		e activity of influencing people to jectives.	strive	willingly for group of
	a)	Motivation	b) Lea	dership
	c)	Communication	d) Non	e of these
87.	A	leader should have		
	a)	Technical Knowledge	b) En	npathy
	c)	Initiative	d) All	of these
88.	Αι	ntocratic style of leadership is als	know	1 as
	a)	Authoritarian	b) Pa	ticipative
	c)	Free rein	d) Non	e of these
89.		is the act of recreating a core busine ality, or reducing costs.	ss proces	s with the goal of improving product output
	-	Planning	b) CS	R
	c)	Business process reengineering	d) Non	e of these
90. T	he te	erm "Open-Book Management" (OBM	was coi	ned by
	a)	Henry Fayol	b) Mi	chael Hammer
	c)	Jack Stack	d) Non	e of these
91. <b>V</b>	Vhic	ch are the factors influencing bus	iness et	hics
		Personal code of ethics		gislation
		Government rules		of these
	-,	•		
92.		is a situation where a moral co	nflict a	rises.
	a)	Ethical issues	b) co	nflicts
	c)	Demotivation	d) Non	e of these
		s a problem in the decision maki er of which is absolutely accepta		ess between two possible options, n an ethical perspective.

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	c)	Negative Motivation Decentralization of authority	d) (	Ethical Dilemma One way communication
94.			usin	ess processes to produce an overall
	-	sitive impact on society.		
		Management		BPR
	c)	MBO	d)	CSR
95. L	ead	ership is also referred as fatherly	y lea	dership
	a)	Autocratic	b)	Participative
	c)	Free rein	d)	Paternalistic
96		Means a process of stimulating sired goals	ng po	eople to action to accomplish
	a)	Motivation	b)	Leadership
	c)	Communication	d) ]	None of these
97.		.Communication is also known	as C	
	a)	Formal	b)	Informal
	c)	Lateral	d) ]	Informal None of these
98.	Th	e word MBO stands for		
		Management by Organisation	b)	Management by Operation
		Management by Objectives	d) ]	None of these
99.		eloped MBO		***
		Henry Fayol	· .	Rensis Likert
	c)	Michael Porter	d) ]	Peter F Drucker
100.		BO gives emphasis on	7	
		Top Management	b).	MiddleManagement
	c)	Objectives	d)	Lower Management
101.	MI	3O establishes a		
	a)	Community of interest	b)	Centralized organization
	c)	Rigid organisation structure	d) .	All of these

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102	KRA in MBO stands for	
102.	a) Kerala Rural Academy	b) Key Result Areas
	c) Key Resources Availability	d) None of these
102	The word 'Ethics' is derived from	,
105.	a) Ethios	b) Ethikos
	<b>,</b>	<b>,</b>
104	c) Ethoes	d) None of these
104.	Ethics is a	h Namating Cairman
	a) Pure science	b) Normative Science
105	c) Inexact Science	d) None of these
105.	Ethics means	h) M
	.,	b) Manner
	c) Custom	d) All of these
106.	deals with the right action	s of individuals
	a) Sincerity	b) Rules
	c) Ethics	d) All of these
107.	Ethics is a	~
	a) Social science	b) Science of conduct
	c) Normative Science	b) Science of conduct d) All of these the Latin word
108.	The word 'moral' is derived from	the Latin word
	a) Moralis	b) Morilitic
	c) Monatic	d) None of these
100	Human nature is	S. C.
109.	a) Learned	b) Programmed
	c) Inherited	d) All of these
	c) interited	d) An of these
110.	- 13	istomer expectations, preventing problems, building agers and staffs, and promoting open and transparent
	a) Planning	
	b) TQM	
	c) Marketing	
	d) None of the above	
111.	The word "quality" suggestsin ev	ery aspect of the organization
	a) Goodness	b) Plan
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	c)	Excellence	d) none of this								
112		hich is not a pillar of TQM	d, none of this								
112.		Product	b) Process								
		System	d) Action								
	C)	System	d) Action								
113.	Wh	ich is/are the benefits of TQM									
	a)	Improvement in product design	b) Reduction in operating costs								
	c)	Reduction in field service costs	d) all the above								
	is chan	•	approvement based on the idea that small, ongoing positive								
		TQM	b) BPR								
		Kaizen	d) Lean Management								
115			ganization that supports the concept of continuous								
110.	im <sub>j</sub>	provement, a long-term approach to we anges in processes in order to improve	ork that systematically seeks to achieve small, incrementa								
		TQM Kaizen	,								
116		ne term 'value' is derived from th	d) Lean Management								
110.		Valoir	b) Valas								
		Velois	d) None of these								
117.		represent an individual's high	est priorities and deeply held driving forces.								
	a)	Values	b) Principles								
	c)	Culture	d) Ethics								
118.		llad as	e group of people apart from another is								
	a)	Culture	b) Values								
	c)	Culture Ethics	b) Values d) None of these								
119.		Lean management focuses on									
	a)										
		b) Eliminating all waste in the business processes									
		Continuously improving all work	processes, purposes and people								
	a)	All of the above									
120.	Ind	dian ethos is the outcome of	way of life								
	a)	Budha	b) Hindu								
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		School of Dis	stance Education
	c)	Christian	d) Muslim
121.	ΙE	M stands for	
		<del>-</del>	
	d)	International Environmental M	anagement
122.	Th	ne 'guna' of dark force is	
	a)	Raja Guna	b) Satva Guna
	c)	Tams Guna	c) None of these
123.		Holism means	
	a)	Oneness	b) Divinity
	c)	Materiality	d) All of these
124.	Inc	lian model of management is	
	a)	Value driven holisticc	b) Ratopnal holistic
	c)	Hybrid	d) Noneof these
125.	Fu	ndamental theories of Indian Mo	odel include
	a)	Purushartha Theory	b) Panchakosas Theory
	c)	Theory of Gunas	d) All of these
126		rafars to cartain norms governi	ng the conduct of workers involved in a work
			ing the conduct of workers involved in a work
	a)	Team Work	b) Work Ethos
	c)	Work Group	d) Work Management
a) Indian Economic Management b) Institute for Education in Management c) Indian Ethos in Management d) International Environmental Management 122. The 'guna' of dark force is			
		. 1 4	
	c)	Value	d) None of these.
			e relationship of business goals and techniques to
			b) Code of conduct
	c)	All of these	d) None
129.		are the principles, which gover	n and guide business peopleto perform business
	func	tions	

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a) Business ethics	b) Code of conduct
c) All of these	d) None
130is the guiding principle for decis	ion making in an economics based view of
a) Profit maximization	b) Wealth Maximisation
c) Value maximization	d) None
	ows people to make decisions based on their conomically, socially and environmentally
a) Holistic approach	b) Ethics management
c) Code of conduct	d) None of these
	ument, inspirational in contents and specify unacceptable behavior at workplace and esent their organizations outside.  b) Business Ethics
c) Allof these	d) None of these
and the structure of the due process to a) Business Ethics c) Allof these  134is a set of values, beliefs, goal members of the organization. a) Corporate culture c) Both of these	be followed b) Code of ethics d) None s, norms and ways of solving problems by the b) Organizational culture d) None of these
<ul><li>135. Which among the following are ac workplace?</li><li>a) Cultivate strong team work ar</li><li>b) Avoid criminal acts</li><li>c) Lower fines</li><li>d) All of these</li></ul>	dvantages of managing business ethics in the and productivity
<ul><li>136. Ais a buzz word to forms the basis for rules of conducta.</li><li>a) Code of ethics</li><li>c) Allof these</li></ul>	employees to observe ethical norms and et.  b) Business Ethics d) None
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137.	would be charged with in management programme.	nplementing and administering an ethical									
	a) Top management	b) Ethics management committee									
	c) Middle management	d) None of these									
	c) Widdle management	d) None of these									
138.		ruited,training should be									
	arranged for them.										
	a) Apprenticeship	b) Induction									
	c) Vestibule	d) None of these									
139	is 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									
140	140term includes employees, customers, suppliers and the wider										
	munity	s, customers, suppliers and the wider									
Com	a) Stock holder	b) Stake holder									
	c) Both of these	d) None of these									
	e, Bour of these	b) I tolle of these									
141	. Ethics in workplaces can be manag	ged through the use of									
	b) Codes of ethics	b) Codes of conduct,									
	c) Roles of ethics	d) All of these									
	,										
142.	The first step in holistic process of	management is									
	c) Define the whole undermanage	- 00									
	d) Develop a written goal statemen										
	f) Brainstorming to achieve goal.										
	e) Assess current situation  f) 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)	c	39)	d	40)	c	41)	b	42)	D	43)	c	44)	d
45)	a	46)	a	47)	a	48)	b	49)	c	50)	A	51)	b	52)	b
53)	a	54)	b	55)	b	56)	b	57)	b	58)	В	59)	a	60)	d
61)	b	62)	b	63)	c	64)	b	65)	b	66)	C	67)	a	68)	c
69)	a	70)	a	71)	c	72)	a	73)	a	74)	В	75)	b	76)	d
77)	b	78)	a	79)	a	80)	b	81)	a	82)	В	83)	d	84)	a
85)	a	86)	b			87)	d	88)	a	89)	c	90)c		91)	d
92)	a	93)	b	94)	d	95)	d	96)	a	97)	b	98)	c	99)	d
100)	С								C	(O)					
		101)	a	102)	b	103)	b	104)	b	105)	d	106)	c	107)	d
108)	a	109)	с	110)	b	111)	c	112)	d	113)	d	114)	c	115)	d
116)	a	117)	a	118)	a	119)	d	120)	b	121)	c	122)	c	123)	a
124)	a	125)	d	126)	b	127)	ь	128)	a	129)	a	130)	a	131)	a
132)	a	133)	b	134)	a	135)	d	136)	a	137)	b	138)	b	139)	a

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141) d

142) a

140) b