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Question No 1.

Carefully read the statements and choose the correct answer.

1) Superior - Subordinate relationship on the basis of personal likes, dislikes, attitudes and prejudices results in _____.

a) Formal organization

b) Informal organization ✓

c) No organization

d) None of the above.

2) No smoking in the factory is an example of _____.

a) Policy

b) Procedure

c) Rule ✓

d) Strategy

3) In order to communicate, motivate and delegate a manager must have _____.

- a) Interpersonal skills. ✓
- b) Technical skills
- c) Conceptual skills
- d) Political skills

4) Studying the future and arranging the means for dealing with it is part of the process of _____.

- a) organizing
- b) commanding
- c) controlling
- d) planning ✓

5) Which part of the management process includes measuring results, comparing results to expectations, and taking corrective action to bring results in to line?

- a) planning.
- b) organizing.
- c) leading.
- d) controlling ✓

6) Economic uncertainty, regulatory requirements, and new competitors are examples of what type of factors that affect managers? _____

- a) Intrapersonal factors.
- b) internal factors.
- c) interpersonal factors.
- d) external factors. ✓

7) The ability of a manager to interface and work effectively with individuals and groups is descriptive of what type of managerial skills? interpersonal factor ✓

c)

8) 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. ✓

9) Which level of management is responsible for implementing programs that are intended to carry out that broader objectives of an organization set by executives? _____

- a) supervisory managers
- b) middle managers ✓
- c) first level managers
- d) chief financial managers

10) Which of the following characterize a manager as being effective?

- a) They use a minimum amount of resources for the amount of output products
- b) They devote a large amount of time to planning
- c) They achieve their goals. ✓
- d) They interview, select, and train people who are most suitable to fill open jobs.

Question # 2

Carefully read the scenarios and Identify the PRINCIPLES OF Management:-

Q 1/:

As a commerce student visited a hospital, He observed that in hospital to treat different types of disease there is a separate department and each department is lead by dean of that respective department who is expert in that particular field having knowledge, training and experience of that particular area only, He could relate it to one of the principle of management identify.

Ans 1/:-

Division of work.

Q 2 / :-

Sana a sales manager has to negotiate a deal with a buyer, she finds that if she can offer a credit period of 60 days. She is likely to clinch the deal which is supposed to fetch the company a net margin of Rs 100,000. Now the company gives power to the manager to offer a credit period of 40 days due to which she could not get the deals. Identify the principle of management violated above.

Ans 2 / :-

Authority and Responsibility

Q 3 / :-

In the company, management and labor union entered into an agreement whereby workers have agreed to put in extra hours without any

payment to revive the company out of loss. In return the management has promised to increase the wages of the workers when this mission is accomplished but afterwards management refused to fulfill its committed. Identify the principle of management violated by the management of the company.

Ans 3/- Discipline

Q 4/-

Ahmad a sales person is asked to clinch a deal with a buyer and is allowed to give 10% discount by marketing manager. But finance department tells him not to offer more than 5% discounts due to which Ahmad is confused, which principle of management is violated? Identify.

Ans 4/-

Unity of Command.

Q 5 /:-
A Toyota industry is engaged in manufacturing cars and motorbikes. it has ~~to~~ two separate departments for both the products, Each department tells him has its own incharge, plans and executives, which leads to focused efforts of all the employees, IDENTIFY the principle of management followed by Toyota industries.

Ans 5 /:-

Unity of direction.