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QUESTION NO1;

Carefully read the statement and choose the correct answer.

1. Superior-subordinate on the basis of personal likes, dislike, attitude and prejudices results in\_\_\_\_\_.
  - a) Formal organization
  - b) Informal organization
  - c) No organization
  - d) None of the above

**Answer: informal organization**

2. No smoking in the factory is the example of\_\_\_\_\_.
  - a) Policy
  - b) Procedure
  - c) Rule
  - d) Strategy

**Answer: Rule**

3. In order to communicate, motivate and delegate a manger must have\_\_\_\_\_.
  - a) Interpersonal skills
  - b) Technical skills
  - c) Conceptual skills
  - d) Political skills

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**Answer: interpersonal 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

**Answer: planning**

5. Which part of the management process include measuring results, comparing results to expectations, and taking corrective action to bring results in to line?
  - a) Planning
  - b) Organizing
  - c) Leading
  - d) Controlling

**Answer: controlling**

6. Economic uncertainty, regulatory, requirements, and new competitors are the example of what type of factors that affect managers?
- a) Intrapersonal factors
  - b) Internal factors
  - c) Interpersonal factors
  - d) External factors

**Answer: 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?
- a) Technical
  - b) Administrative
  - c) Interpersonal
  - d) Organizational

**Answer: interpersonal**

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 o direction
- d) Unity of command

**Answer: unity of command**

9. Which level of management is responsible for implementing programs that are intended to carry out the border objectives of an organization set by executives?
- a) Supervisory managers
  - b) Middle managers
  - c) First level manager
  - d) Chief financial manager

**Answer: Middle manager**

10. Which of the following characterize a manager as being effective?
- a) They use a minimum amount of resource for the amount of outputs produced.
  - 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.

**Answer: They achieve their goals**

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QUESTION NO 2:

***Carefully read the scenarios and identify the principles of management.***

Q.1

Ali is 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 leading by dean of that respective department who is expert in the particular field having knowledge, training and experience of that particular area only, he could relate it to one of the principle of management, identify.

**Answer:**

**Division of work and responsibility**

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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 10,000, Now the company gives power to the manager to offer a credit period of 40 days due to which she could not get the deal, IDENTIFY the principles of management violated above.

**Answer: Authority and responsibility**

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Q.3

In company, management and labor union entered into an agreement whereby workers have agreed to put in extra hours without any additional payment to receive 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 commitment.

IDENTIFY the principle of management violated by the management of the company.

**Answer: Discipline**

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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% discount, due to which Ahmad is confused. Which principle of management violated?

IDENTIFY.

**ANSWER: Unity of command**

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Q.5

A Toyota industry is engaged in manufacturing cars and motorbikes. It has two separate department for both the products. Each department has its own incharge, plans and executive resources, which leads to focused efforts of all the employees. IDENTIFY the principle of management followed by Toyota industries.

**Answer: unity of direction**

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**THE END**