

Subject:- PPM

Question:- a leaning goal orientation

Answer:- is a predisposition to develop

Question:- a performance goal orientation

Answer:- leads to a helpless response

Question:- a leaning goal orientation

Answer:- person is likely to exhibit mastery

Question:- a performance goal orientation

Answer:- is a predisposition to develop

Question:- according to likert few variables characterise the leadership style . Select these variables.

Answer:- casual / intervening / end-result

Question:- there are ideologies pertaining to all the major institutions of society like family,the law etc.

Answer:- TRUE

Question:- the team headed by kalyani always focuses on specific issues relating to its area of responsibility

Answer:- problem solving team

Question:- the leadership process is a function which relates only to the leader and other situational variables

Answer:- TRUE

Question:- the process by which a third party helps two or more other parties to resolve their conflicts is known as _____

Answer:- mediation

Question:- the pension plans, gratuity contribution and mandatory provident fund rules are framed basically to take care of _____ needs

Answer:- security

Question:- a poor personality ordinarily indicates that the person _____

Answer:- has characteristics not approved generally

Question:- the conflict management style which refers to cooperative but unassertive behaviour is known as _____

Answer:- accommodating style

Question:- the major contributors to the development of organizational behaviour are

Answer:- industrial psychology / scientific management movemet

Question:- personality is

Answer:- the unique something which people bring to any situation

Question:- referent power is based on group members

Answer:- identification with the power holder / attraction to the power holder/ respect for the power holder

Question:- attitudes are

Answer:- inherited completely

Question:- state the different ways in which perceptual defence can be built up

Answer:- denial / recognition / distortion

Question:- the factors which make the job itself a tool of motivation are known as

Answer:- satisfiers

Question:- identify which of the given theories pertain to the category of content theories
Answer:- maslow hierarchy theory / alderfer erg needs theory / fredrick herzberg two factor theory

Question:- the men on the shop floor are less vulnerable to stress as compared the members of the board of directors
Answer:- FALSE

Question:- an attitude is always directed towards
Answer:- some object

Question:- a disbelief system is a
Answer:- set of beliefs that one rejects

Question:- stress is an adaptive response to external situation that results in physical , psychological and or behavioral deviations
Answer:- TRUE

Question:- each culture expects and trains its members to behave in the ways that are acceptable to the group
Answer:- mussen

Question:- the conscious is guided by a reasoned reality principle and the unconscious is guided by hedonistic principle of pleasure
Answer:- freud

Question:- personality is the organization of an individual personal pattern of tendencies
Answer:- r w white

Question:- personality is a stable set of characteristics that determine those commonalities and differences is the psychological
Answer:- salvatore maddi

Question:- elimination of boredom is necessary
Answer:- to retain interest in work / to increase efficiency / to stabilize productivity

Question:- select the items which act as external attention factors
Answer:- intensity / novelty / familiarity

Question:- which of the following techniques are useful to achieve people focused changes
Answer:- sensitivity training

Question:- freud human being is described as
Answer:- basically a battle field

Question:- the competing style of conflict management may lead to which of the following
Answer:- demotivation of subordinates

Question:- identify the primary levels of conflicts
Answer:- intrapersonal / interpersonal / inter group

Question:- value is defined as
Answer:- a concept of the desirable / an internalized criterion a person possesses / a standard of evaluation

Question:- opinion
Answer:- is somewhat generalized

Question:- hawthorn plant was situated at the proctor and gamble company
Answer:- FALSE

Question:- as compared to the content models the expectanc models are very simple and easy to translate into actual practice
Answer:- FALSE

Question:- the most superficial level of organizational culture consists of _____

Answer:- symbols

Question:- which phase of the process suggested by lewin involves developing new behaviours values and attitudes through changes in

Answer:- refreezing

Question:- motive can be expressed as a desire to outperform the standard of excellence or to be successful In competitive situations

Answer:-

Question:- the _____ leadership style is an expression of the leader trust in the abilities of his subordinates

Answer:- participative

Question:- structural sources of power are

Answer:- knowledge power / resource power / network power

Question:- which organization model was in existences at the time of industrial revolution

Answer:- autocratic

Question:- the stronger an attitude

Answer:- less is the stimulation required to arouse it

Question:- individual personalities lead to individual differences in styles of coping with stress

Answer:- TRUE

Question:- the communication is not complete till it is

Answer:- acted upon

Question:- the purpose of offering goods and services in terms of recipients is called

Answer:- mission

Question:- one of the important managerial quality is action in _____

Answer:- time

Question:- machinery requires maintenance and upkeep because it is

Answer:- used for its life

Question:- designing new products and services and developing the existing product and services is called _____ function

Answer:- r & d

Question:- compared to dreams plans cause you to implement

Answer:- FALSE

Question:- the work stress is a feeling when work is going out of

Answer:- capability

Question:- a programme consists of different projects for common plan purpose

Answer:- TRUE

Question:- communications system computers can handle

Answer:- person to person / publishing / presentation

Question:- the _____ is such a resource which does not come back in life

Answer:- time

Question:- one of the way to get acquainted with organisation is to understand authority relations such as

Answer:- line authority / staff authority / functional authority

Question:- emphasis on database communication depends on good management information system

Answer:- TRUE

Question:- machinery is shown as an investment and not as expenditure because

Answer:- used for number of year

Question:- is a process of acting towards satisfaction

Answer:- wants

Question:- the process of satisfaction goes through

Answer:- need / want / satisfaction

Question:- this suggests turning up people to the job so well that they would give less chance to deviations

Answer:- direct controls

Question:- the people who do planning of business set policies and give direction to the rest of the level are said to be _____ management level

Answer:- top

Question:- which environmental factors create opportunities and threats

Answer:- social / economic / technical

Question:- manager has to achieve personal level coordination in

Answer:- organization and personal role / between authority and power / managing versus leading

Question:- what you do today build your

Answer:- future

Question:- following can be called owners

Answer:- proprietor of swastik shoe mart / partner a and b in partnership business/ members of co operative

Question:- technology changes affect life of business

Answer:- TRUE

Question:- hierarchical planning is done from business level to smallest functional level possible

Answer:- TRUE

Question:- an entrepreneur takes risks on a new idea of business

Answer:- TRUE

Question:- one forms value based ,based work habits to develop personal discipline in order to find out

Answer:- imbalance in situations

Question:- delegation and decentralization are closely related to each other

Answer:- FALSE

Question:- successful plan implementation requires

Answer:- communication with all / reviewing plan regularly / forcing decisions

Question:- the main activity provided by the business is

Answer:- employment

Question:- which of the following is a formal organization

Answer:- a company under companies act

Question:- public administration is known for

Answer:- power with public ownership to decide policy

Question:- by creating goals around each employee the management can control performance .
This is known as
Answer:- mbo

Question:- hertzberg feels some needs are
Answer:- satisfiers / dissatisfiers

Question:- owners
Answer:- profits

Question:- shareholders
Answer:- dividends

Question:- customers
Answer:- satisfaction

Question:- creditors
Answer:- interest

Question:- analysis is the ratio of costs versus benefits
Answer:- cost-benefit

Question:- the mechanism through which we recognise value and pay is called
Answer:- price

Question:- a communication system must include the method of feedback
Answer:- TRUE

Question:- when an organization handles a number of business requiring their own strategies it
is called _____
Answer:- strategic

Question:- competition arises out of
Answer:- competitive industry / substitute industry / input and process industry

Question:- planning helps
Answer:- as a navigational tool / in establishing performance standards / in establishing synergy

Question:- partners are
Answer:- owners

Question:- some principles written by fayol were
Answer:- unity of direction / subordination of individual to general interest / adequate
remuneration to employ

Question:- the values and organization culture are to be built to support controls
Answer:- TRUE

Question:- management must find reasons for
Answer:- imitation

Question:- after drinking water he felt comfortable
Answer:- satisfaction

Question:- he started feeling the need to eat
Answer:- need

Question:- despite of being thirsty he did not move for water
Answer:- dissatisfaction

Question:- he was so desperate he drank the dirty water
Answer:- urgent

Question:- direction is a _____ function performed by all the managers at all levels of the organization

Answer:- managerial

Question:- koontz defines management as a/an

Answer:- process

Question:- maslow descubes hierachical needs as

Answer:- phusiological needs / safety and security needs

Question:- division of labour takes the forms such as

Answer:- departments / sections / divisions

Question:- what is the orchestrating factor to produce work result which are ultimately satisfying to the customer

Answer:- synchronizing

Question:- stabilized values which get ingrained in your behaviour is called your individual culture

Answer:- TRUE

Question:- mechinery is shown as investment and not as an expenditure because it is

Answer:- used for number of year

Question:- decisions involves

Answer:- risk taking / changes /

Question:- leaders can be classified by style such as

Answer:- authoritative / democratic or participative

Question:- the more the ability to think in future the more will be the capacity you need to take risks

Answer:- TRUE

Question:- cpm means

Answer:- critical path method

Question:- the _____ is a method to build right words for communication

Answer:- nlp

Question:- the following may be called intangible inputs

Answer:- bank services / insurance / consultancy service

Question:- scale of business helps t minimize the overheads for

Answer:- all

Question:- reviewing controls and feedback must be a part of the management culture

Answer:- TRUE

Question:- manager must try to co ordinate

Answer:- authority levels / divisions departments and sections / business and organization intersests

Question:- the best way to start human relations is for accept

Answer:- indifference

Question:- organization was described principally s a cooperative system by

Answer:- chester bernard

Question:- is a crazy follow up of concept without discretion

Answer:- fad

Question:- where the production process takes place is known as

Answer:- workshop

Question:- sales administration is characterized by

Answer:- more field orientation

Question:- technical (production)

Answer:- now there are numerically

Question:- commercial (buying selling exchange)

Answer:- in our company .there is a

Question:- security (protection of property and person)

Answer:- personnel department in our

Question:- accounting including statistics

Answer:- management accounting

Question:- people being noticed and cared gives a boost to morale and work undertaken was revealed in the famous

Answer:- hawthorn experiment

Question:- a broad statement of purpose for the future is called

Answer:- vision

Question:- peter drucker is descibed as

Answer:- management guru

Question:- communication must have

Answer:- clarity / empathy / brevity

Question:- since employees and managers are dependent on earning a living they are interested in the organization countinuity

Answer:- TRUE

Question:- performance of plan must be

Answer:- efficient / of least possible cost / satisfactory to the sustomers

Question:- job description includes

Answer:- activities involved / knowledge /skills

Question:- the process of manning an organization is known _____

Answer:- staffing

Question:- managers handle a variety of decisions at the same time

Answer:- FALSE

Question:- the leadership come out of coleman emotional intelligence approach is

Answer:- primal leadership

Question:- machinery as a resource has the attributes

Answer:- subject to depreciation

Question:- organization levels co ordination involves aspects like

Answer:- information and decisions / authority and responsibility / communication and action

Question:- needs have been classified hierachically as

Answer:- physiological needs / social affiliation needs

Question:- an organization introduces its business philosophy through

Answer:- orientation

Question:- when in an organization levels are few it is called _____organization

Answer:- small

Question:- the added advantage of _____ as a resource is that it has alternate application and storing value

Answer:- materials

Question:- in organizing structure a problem is building rigidity _____ at the same time

Answer:- flexibility

Question:- management principle are applied _____ situation

Answer:- traditional

Question:- the principle of synergy states that combined strength of people coming together is more than their individual strength counted

Answer:- synergy

Question:- the promotion of a person should be more in the interest of _____ development than personal development

Answer:- organization

Question:- manual prepared for introducing new comes in an organization is called

Answer:- induction manual

Question:- budget not based on past records is known as _____ budget

Answer:- zero based

Question:- creativity and innovation is essential in order to

Answer:- gain new strength / continuation of organization

Question:- since the purpose of the organization is continuous it losses its momentum on way and more than structure a leadership give it

Answer:- TRUE

Question:- management is more of an application and is an art backed by laws of tendencies

Answer:- TRUE

Question:- staffing must be a supporting partner in building careers of its members

Answer:- TRUE

Question:- control techniques are

Answer:- budgeting techniques / activities network- control / statistical database - control

Question:- more clear and understandable the message to the receiver more effective is the communication

Answer:- TRUE

Question:- business helps economic development

Answer:- TRUE

Question:- process of organizing goes through division of

Answer:- labour

Question:- continuous planning is a system more than a process

Answer:- TRUE

Question:- the communication network created in informal organization is called _____

Answer:- grapevine

Question:- to what level we will reach depends upon competition business growth and one own

Answer:- competence

Question:- in order to maintain principle of unity of command a person must be under the control of

Answer:- one person

Question:- business is now being equated with war and we plan strategy not only to establish us but also to weaken competitors

Answer:- TRUE

Question:- man machine relationship has increased on work floor because of the

Answer:- need for simplification of tasks / need for the standard of quality /need for quality

Question:- since people can follow only if they are led the manager does the function of leading

Answer:- TRUE

Question:- computer staff at lower level needs data input operators while at higher level specialized in information technology

Answer:- TRUE

Question:- following are the parts of management

Answer:- owners / board of directors / managing directors

Question:- fayol describes physical managerial qualities

Answer:- health / vigour / address

Question:- writing likely future scences is called

Answer:- scenario

Question:- departmentation can be decided

Answer:- by time / by place / by function

Question:- identify formal relations from the following

Answer:- boss and subordinate / boss and working colleague

Question:- the use emotions intelligently is called _____

Answer:- emotional intelligence

Question:- success becomes a passport for jumping from application to application

Answer:- TRUE

Question:- the principle of departmentation is fashioned in an hierarchical manner such as

Answer:- strategic business unit / divisions / department

Question:- management must have some compass when it comes to navigating the future such as

Answer:- vision / market research / forecasting

Question:- to avoid a long drawn interview process industry has now adapted to _____

Answer:- walk in interview

Question:- effectiveness and _____ became watch words of management

Answer:- efficiency

Question:- profit or loss in the business plays major part for the development of

Answer:- economic

Question:- what are the strings through which an organization is co ordinated

Answer:- authority relationships / vision / auditing

Question:- erp is a good example of co ordination at he enterprise level. Here erp is

Answer:- enterprise resource planning

Question:- which of the following are goals

Answer:- achieve rs. 10 lakhs turnover / keep department expenses at rs.1 lakhs/ clocking less than a minute a mile

Question:- it is prudent to use power in getting work done and use authority by exception

Answer:- TRUE

Question:- in practice ownership entrepreneurial and managerial qualities become integrated in business success

Answer:- TRUE

Question:- managers work within two extreme concerns for the people and for the production

Answer:- FALSE

Question:- a person starts business with some innovative way is called as

Answer:- enterprenuer

Question:- worked for seven years

Answer:- experience

Question:- his family is in another city

Answer:- personal role

Question:- he is already 55 years old

Answer:- length of usefulness

Question:- 8 jons so far

Answer:- unstable

Question:- if one has to direct and control others one must have a degree of self control to maintain

Answer:- equity

Question:- planning is no more how to produce and supply but how to plan overall strategies considering competition

Answer:- TRUE

Question:- human being pay value for

Answer:- goods and services

Question:- the following non employees can also be called managers

Answer:- consultants / dealers / part time employees

Question:- which of the following can be called functional specialization

Answer:- marketing / finance / materials

Question:- finance can have the functions such as

Answer:- credit control / costing / accounts

Question:- to make a partner in decision making

Answer:- participation

Question:- give power to decide

Answer:- development

Question:- give chance to observe work

Answer:- empowerment

Question:- listing activities under a particular job

Answer:- job description

Question:- a person who holds characters like planning organising leading etc. which are necessary for the growth of business

Answer:- manager

Question:- the success of any business activity depends on the satisfaction of the customer

Answer:- TRUE

Question:- the top most ability managers require is learning the

Answer:- human work attitude

Question:- the general raise in wages and salaries can be called _____ decision
Answer:- prescriptive

Question:- the establishment of measurable goals is a pre requisite to controlling
Answer:- TRUE

Question:- managerial leadership works within
Answer:- organization / organization objective / authority given

Question:- the recognition that human contribution cannot be dictated but has to be obtained by persuasion has now been accepted
Answer:- TRUE

Question:- our survey shows sixty percent of would be buyers are willing to buy our products
Answer:- information collection

Question:- we lack trained manpower
Answer:- planning

Question:- no failures in quality deliveries
Answer:- mission

Question:- customer satisfaction
Answer:- promise

Question:- in order to prompt people to learn organizations have introduced measures like
Answer:- simulation / games / in house magazines

Question:- is such a resource which does not come back in life
Answer:- time

Question:- without general management sense specialization will not be effective
Answer:- TRUE

Question:- decision making is more of an art than a science since it has to weigh so many aspects and use judgment
Answer:- FALSE

Question:- if one wants to outsource work one will consider the following
Answer:- delivery cost time quality / own capacity utilization / vendors capacity

Question:- activity in which production of goods and services and its distribution is done is calls
Answer:- business

Question:- personal observation can act as control tool in systems such as
Answer:- management by wandering around

Question:- a vision statement is circulated in an organization so that all should know the direction towards which management is moving
Answer:- FALSE

Question:- the human resource is unpredictable resource because
Answer:- he works with help of tools

Question:- combination of thought and emotion work differently in different people and it changes that person perspective to look at things
Answer:- TRUE

Question:- too liberal an approach will spoil goods and services and what does too many controls in management bring
Answer:- flexibility

Question:- deciding the time frame and then seeing that short term and long term interests are co ordinated becomes a job of a manager

Answer:- TRUE

Question:- division of labour creates a problem in co ordinating with _____

Answer:- managers

Question:- those who hold capital or its equivalent rights are called shareholders

Answer:- TRUE

Question:- the data which is collected by direct interviewing is called _____

Answer:- primary

Question:- is forecasting trend in terms of finance and is connected to numerical information

Answer:- budgeting

Question:- for easy process of work activities which are related are grouped together and are called

Answer:- departmentation

Question:- hotel

Answer:- bartenders

Question:- hospitals

Answer:- ward boys

Question:- insurance

Answer:- actuary

Question:- tourism

Answer:- guides

Question:- each time we plan a control we must weight its benefits ageinsts its

Answer:- value

Question:- while motivation fefers to the drive to satisfy a want or objective the satisfaction ferers to the contentment one gets at the end of action

Answer:- TRUE

Question:- peter drucker is described managers job is to prepare _____ people to perform

Answer:- make

Question:- management is means to an end not an end in itself

Answer:- FALSE

Question:- according to mcgregor people are of types

Answer:- theory x unwilling to work / theory y like to work

Question:- the people who work between top and operational management are supposed to work at _____ management

Answer:- functional

Question:- services as a resource comprise of

Answer:- house keeping / water supply / waste disposal

Question:- manipulating data base

Answer:- operating system

Question:- helping write reports

Answer:- ms word

Question:- helping presentations

Answer:- ms power point

Question:- calculating results by changing factors
Answer:- ms excel

Question:- an organization goes through stages of inception growth and maturity and can be revitalized by
Answer:- planning fresh business initiative

Question:- the organization should take a/an _____ interview to know why people are leaving
Answer:- exit

Question:- a group function is possible without applying division of labour
Answer:- FALSE

Question:- the summary of important trends in retailing is
Answer:- efficiency and focus / non store retailing / global player vs local

Question:- eq
Answer:- the qualities that mark the people who excel in real life

Question:- self motivation
Answer:- it requires a high level of optimism and persistence despite reje

Question:- cost
Answer:- it signifies increased employees turnover

Question:- benefits
Answer:- diferentiating between positive and destructive emotions

Question:- name the leading and agencies in India that have a separate event section
Answer:- vigennet / ogilvy / mathers

Question:- henry fayol was born in England
Answer:- FALSE

Question:- the service sector is most divrse sector in the economy and one of the oldest professions present today are
Answer:- Indian administrative services

Question:- insider trading issue is an important aspect of corporate govemance
Answer:- TRUE

Question:- economic consideration do not affect the choice of span
Answer:- FALSE

Question:- name the following topics that gives an idea about the concept of organizing
Answer:- decentralization / staffing process / span of management

Question:- span of management is normally related to organization structure
Answer:- TRUE

Question:- where is the attak on business families coming from
Answer:- transnationals

Question:- activities include co ordination and control
Answer:- managerial

Question:- who emphasized that king as a head of the state has to be virtuous and self disciplined
Answer:- sukrayacharya

Question:- except project organizations all business organization are built _____
Answer:- to last

Question:- job descriptions are being designed as
Answer:- multi asking / multi skilling

Question:- relations have become subsidiary to human relations and supply of goods and service to customers interest
Answer:- authority

Question:- market information and intelligence department
Answer:- up date marketing trends

Question:- skinner emphasizes reinforcement as a motivation by
Answer:- removing obstacles / careful planning

Question:- voluntary service organization is based on volunteers foregoing some comfort level and call for more _____
Answer:- value

Question:- men bear different perspectives because of the difference in
Answer:- knowledge / experience / values

Question:- some of the factors which give advantages in an environment are called _____
Answer:- opportunities

Question:- mbo means
Answer:- management by objectives

Question:- just designing an organization is not a total solution to problems but how you run the organization is equally important
Answer:- TRUE

Question:- is a mechanism we recognize for its value and pay for it
Answer:- price

Question:- the structure of consumer demand in India is like an iceberg what is the rationale behind this statement
Answer:- we see only parts of ready potential on the surface

Question:- samartha ramdas contributed to the conception of administration and management
Answer:- TRUE

Question:- Taj Mahal are living symbols of creation and result of management practices
Answer:- TRUE

Question:- who said management is management of men money machinery materials and information
Answer:- anonymous

Question:- management is the combination of arts science and
Answer:- profession

Question:- who said management is the creation and maintenance of internal environment in an enterprise of internal environment in an enterprise where individuals working in groups can perform efficiently and effecticely towards the attainment of gre
Answer:- koontz & donell

Question:- how many central ideas are associated with consequentialism
Answer:- two

Question:- vision without mission is incomplete and mission without vision is meaningless
Answer:- TRUE

Question:- who said management is a multiple organ that manages a business manages a manager and manages workers and work
Answer:- peter drucker

Question:- control like other elements of management process has to be _____ and not an emergency operation

Answer:- continuous

Question:- the concept of value and the concept of maximization of value are related to _____ concept of ethics

Answer:- consequentialism

Question:- advantage of delegation of authority result in prompt

Answer:- decision making

Question:- in addition to place labour and money which other internal environment factor influences management

Answer:- machines

Question:- management is

Answer:- multidisciplinary

Question:- thinks that all knowledge is not subjective and he is self conceit to possess it

Answer:- knowledge worker

Question:- events are occurrences designed for _____ interests

Answer:- marketing

Question:- delegation has basically five degrees zero low moderate high and fifth degree

Answer:- TRUE

Question:- business ethics can be defined as the study of what is _____ for the business

Answer:- good and right

Question:- the retailing sector in India has been quite

Answer:- staid and boring

Question:- management is said to be the combination of three factors arts science and the third is

Answer:- profession

Question:- unit of command

Answer:- this means that employees should receive orders from one superior only

Question:- scalar chain

Answer:- chain of superiors from the highest to the lowest ranks

Question:- equity

Answer:- loyalty devotion on the part of managers should be there when dealing with subordinates

Question:- esprit de corps

Answer:- in union there is strength

Question:- which concept of ethics tries to explore the traits which help a person to lead a life that is satisfying from an ethical point of view

Answer:- ethics of virtue

Question:- in management process the most misinterpreted word is _____

Answer:- organizing

Question:- what does maslow propound about the five needs

Answer:- hierarchy

Question:- which ethical concept argues/emphasizes that all mature persons have adequate capacity to reason and that ethical rules can be desired from such reasons

Answer:- deontological ethics

Question:- what is the challenge insurance will face like any other service sector

Answer:- branding

Question:- the steps included in the process of mbo are

Answer:- preliminary setting of goals / at the top clarification of organization goals recycling of objectives

Question:- what require a high level of optimism and persistence despite rejection

Answer:- self motivation

Question:- one to the internal environment factors that influences management is

Answer:- place

Question:- name the flagship companies under the business family munjals

Answer:- hero Honda / hero cycles

Question:- in the complex new liberalized economy business families face common problems such as

Answer:- unproductive labour / falling share value / transnational attach

Question:- henry fayol finds _____ and responsibility to be related with the latter

Answer:- authority

Question:- planning depends on authenticity and _____ of information

Answer:- reliability

Question:- one of the external environment factors that influences management is

Answer:- legal

Question:- the essence of mbo is mutual consultation mutual understanding and self motivation to work as a part of the team to achieve objective

Answer:- TRUE

Question:- how many event management companies are there in Pune

Answer:- 215

Question:- managers should be effective _____ so that they may influence the activities of subordinates without dissatisfying them

Answer:- leaders

Question:- the process of control is complete only when the organization take _____ action

Answer:- corrective

Question:- a new sector has emerged in modern time know as management

Answer:- event

Question:- planning is based on future conditions which are dynamic hence it is said to be

Answer:- flexible

Question:- oral communication

Answer:- frequently used by supervisors at the shop floor and by middle level manager

Question:- selective perception

Answer:- in communication this means that they hear what they want to hear and ignore others information

Question:- semantic distortion

Answer:- this type of communication is said to be deliberate or accidental

Question:- secrecy

Answer:- there is a large amount of information which is withheld becit will cause jealousy

Question:- a method of grouping the business of a multi business corporation which helps in strategic planning is

Answer:- scientific

Question:- one of the internal environment factors that influences management is

Answer:- place

Question:- who said the heart of administration is the directing function

Answer:- dimock

Question:- some of the external factors that limit control are

Answer:- govt. policies / market change / economic change

Question:- high morale is likely to be associated with superior motivation and low morale with _____ and a lack of drive

Answer:- frustration

Question:- knowledge based decision making

Answer:- instead of intuition

Question:- professional managers may have only salary stake

Answer:- question of accountability of performance

Question:- management can be applied everywhere

Answer:- management is universal

Question:- manager does not require any specific qualification

Answer:- anybody can become a manager

Question:- the important point to be noted under the definition of learning organization is

Answer:- development of collective as well as individual learning

Question:- the non executive directors on the board of the company should be 50%

Answer:- TRUE

Question:- management manages a manager and manages machines and workers

Answer:- FALSE

Question:- management is

Answer:- creative

Question:- the various activities undertaken by event management companies during events are

Answer:- concept building / communication strategy / concept evaluation

Question:- few of the benefits of direction are

Answer:- ensures stability and balance / secures employee co operation facilitates change in organization

Question:- the summary of important trends in retailing is

Answer:- non store retailing / global players vs local players / efficiency and focus

Question:- componets of planning would include

Answer:- objectives / budgets / procedures

Question:- which type of transmission of orders help in obtaining linear behaviour

Answer:- one way

Question:- the model presented by dr. chakraborty shows that Indian thought has a keynote that is

Answer:- balance

Question:- management is a creative and _____ process

Answer:- continuous

Question:- franchisee stores can be categorized as
Answer:- gift and card store / apparel store / jewelley stores

Question:- which of the following business house has gone the retail way
Answer:- raheias

Question:- name the technique which is said to be a ploy or a future course of action
Answer:- strategy

Question:- the characteristics of professional managers are
Answer:- focus / objectivity / creativity

Question:- international _____ is an integral part of many successful consultancies
Answer:- exposure

Question:- ethics of statute tries to explore the traits which help the person to lead a life that is satisfying from an ethical point of view
Answer:- FALSE

Question:- under pre requisites of planning performance budgeting is meaningful without control
Answer:- FALSE

Question:- posture and observance are not included under the yogic exercises
Answer:- FALSE

Question:- under the type of motivators non financial moteivations are encouragement freedom

Answer:- recognition

Question:- it is that top leadership fails to teach the mbo philosophy largely because very often it is itself not motivated
Answer:- TRUE

Question:- the service sector has expanded relentlessly in the past decades which of the following events gave it pre eminence
Answer:- explosion of information technology

Question:- the best leader is someone who is
Answer:- cool

Question:- life insurance corporation was nationalized in 1956 by merging how many private insurance companies
Answer:- 245

Question:- offer a definite _____ to the planning process
Answer:- rules / direction

Question:- to avoid order and clarity there should be unity of command
Answer:- FALSE

Question:- the different leadership styles are
Answer:- autocratic / democratic / laissez faire

Question:- companies seeking to improve have taken a plethora of initiatives such as _____ and _____
Answer:- tqm / bpr

Question:- what has led to the stumbling of Indian companies
Answer:- self confidence

Question:- divide work into specialized _____
Answer:- managers / functions

Question:- the internal environment factors that influence management are
Answer:- labour / machines / place

Question:- co ordination must be visualized from which stage of planning and policymaking
Answer:- early

Question:- management consultants do not assist implementation
Answer:- FALSE

Question:- management includes _____ of tools and equipments
Answer:- scientific / standardization

Question:- a _____ faced by the retail business is the aspect
Answer:- challenge / cultural

Question:- should _____ its resources in key areas
Answer:- sbu / manage

Question:- frederick w.taylor was born before henry fayol
Answer:- FALSE

Question:- without an efficient what can direction not be fully defective
Answer:- control