

HEADINGS BASED TEST

(WITH ANSWER KEY)

Q1. From the following statements: Identify the feature or characteristics of management

1. An organisation has a set of simple and clearly stated basic goals which are the basic reason for its existence.
2. Different organisations have different goals.
3. A retail store wants to increase sales to maximize its profits
4. In order to be successful, an organisation must change itself and its goals according to the Needs of the environment.
5. McDonald's, the fast food giant made major changes in its menu to be able to survive in the Indian market.
6. Management can't be seen but its presence can be felt in the way the organisation functions.
7. The goal of The Spastics Society of India is to impart education to children with special needs.
8. Management unites the efforts of different individuals in the organisation towards achieving these goals.
9. The activities involved in managing an enterprise are common to all organisations whether economic, social or political.
10. A petrol pump needs to be managed as much as a hospital or a school.
11. What managers do in India, the USA, Germany or Japan is the same. How they do it may be quite different. This difference is due to the differences in culture, tradition and history.
12. This requires a production process which entails the flow of input material and the technology for transforming this input into the desired output for consumption
13. This is interlinked with both the management of work and the management of people.
14. It is a series of continuous, composite, but separate functions (planning, organising, directing, staffing and controlling). These functions are simultaneously performed by all managers all the time.
15. Smita at Namchi Designer Candles performs several different tasks in a single day. Some days she may spend more time in planning a future exhibition and on another day, she may spend time in sorting out an employee's problem.
16. The task of a manager consists of an ongoing series of functions.
17. Every member of the group has a different purpose for joining the organisation but as members of the organization they work towards fulfilling the common organizational goal.
18. This requires team work and coordination of individual effort in a common direction.
19. The effect of management is noticeable in an organization where targets are met according to plans, employees are happy and satisfied, and there is orderliness instead of chaos.
20. In a factory, a product is manufactured, in a garment store a customer's need is satisfied and in a hospital a patient is treated. Management translates work in terms of goals to be achieved and assigns the means to achieve it.
21. Despite all developments in technology "getting work done through people" is still a major task for the manager
22. It implies dealing with employees as individuals with diverse needs and behaviour;
23. The task of management is to make people work towards achieving the organisation's goals, by making their strengths effective and their weaknesses irrelevant.

Q2. From the following statements: - Identify if the manager is efficient or effective?

1. The aim of all managers is to be _____.
2. The manager completes the given task but at a high cost.

3. Suppose, a company's target production is 5000 units in a year. To achieve this target the manager has to operate on double shifts due to power failure most of the time. The manager is able to produce 5000 units but at a higher production cost.
4. the manager has Cut down costs but has not been able to achieve the target production.

Q3. From the following statements:- Identify the related Objective of Management

1. It has to achieve a variety of objectives in all areas considering the interest of all stakeholders Including, shareholders, employees, customers and the government
2. In order to survive, an organisation must earn enough revenues to cover costs
3. A business enterprise must consistently creating economic value for various constituents of Society.
4. This includes using environmental friendly methods of production, giving employment Opportunities to the disadvantaged sections of society and providing basic amenities like schools and crèches to employees.
5. People join an organisation to satisfy their diverse needs. Which vary from financial needs such As competitive salaries and perks, social needs such as peer recognition and higher level needs such as personal growth and development.
6. Management has to reconcile personal goals with organisational objectives for harmony in the organisation.

Q4. From the following statements:- Identify the related Importance of Management

1. The task of a manager is to give a common direction to the numerous individual efforts in achieving the overall goal of the organisation.
2. The aim of a manager is to reduce costs and increase productivity
3. Management helps people adapt to these changes so that the organisation is able to maintain its competitive edge
4. Through motivation and leadership the management helps individuals to develop team spirit, cooperation and commitment to group success.
5. Members are able to achieve personal goals while contributing to the overall organizational objective.
6. It helps to provide good quality products and services, creates employment opportunities, adopts new technology for the greater good of the people and leads the path towards growth and development
7. All organisations have to function in an environment which is constantly changing

Q5. From the following statements:- Identify the Nature of Management as science art or profession.

1. Management is the skilful and personal application of existing knowledge to achieve desired Results. It can be acquired through study, observation and experience.
2. Personal application of knowledge with ingenuity and creativity is required to practice the basic Principles learnt i.e. theoretical knowledge.
3. Experts in their respective areas have derived certain basic principles which are applicable to a particular form.
4. The day-to-day job of managing an enterprise is based on study, observation and Experience. There is a lot of literature available in various areas of management like marketing, finance and human resources which the manager has to specialise in.
5. A good manager works through a combination of practice, creativity, imagination, initiative and Innovation.

6. A manager applies this acquired knowledge in a personalized and skilful manner in the light of the realities of a given situation. He is involved in the activities of the organisation, studies critical situations and formulates his own theories for use in a given situation.
7. The best managers are committed and dedicated individuals; highly trained and educated, with Personal qualities such as ambition, self-motivation, creativity and imagination, a desire for development of the self and the organisation.
8. All management practices are based on the same set of principles; what distinguishes a successful manager from a less successful one is the ability to put these principles into practice.
9. Management has a systematized body of knowledge. It has its own theory and principles that have developed over a period of time
10. The principles of management based on repeated experimentation and observation
11. the principles of managements application and use is not universal. They are modified according to a given situation.
12. Well-defined principles based on a variety of business situations. This knowledge can be acquired through a number of books and journals and institutes
13. there is no restriction Anyone can be called a manager But professional knowledge and training from reputed institutions is considered to be a desirable qualification,
14. There are several associations of practising managers in India, but ,not compulsory for managers
15. The basic aim is profit maximization but a good management team automatically serves society

Q6. From the following statements:- Identify the Levels of Management

1. They consist of the senior-most executives of the organisation as the chairman, the chief Executive officer, chief operating officer, president and vice-president. A team consisting of managers at Functional levels, heading finance, marketing etc. For example chief finance officer, vice president (marketing).
2. Their basic task is to integrate diverse elements and coordinate the activities of different Departments according to the overall objectives of the organisation.
3. Managers are responsible for the welfare and survival of the organisation
4. They formulate overall organisational goals and strategies
5. They directly oversee the efforts of the workforce.
6. Their authority and responsibility is limited according to the plans drawn by the top Management.
7. They interact with the actual work force and pass on instructions of the middle management to the workers.
8. The job of the top manager is complex and stressful, demanding long hours and commitment to the organisation.
9. They are responsible for implementing and controlling plans and strategies developed by top Management.
10. They ensure that their department has the necessary personnel, and assign necessary duties And responsibilities to them,
11. These managers co-operate with other departments for smooth functioning of the Organisation. At the same time they are responsible for all the activities of first line managers
12. Through their efforts quality of output is maintained, wastage of materials is minimised and Safety standards are maintained.
13. Link between top and lower level managers.
14. They are superior to the first line managers. They are usually known as division heads, Production manager.

Q7. From the following statements:- Identify the functions of management:

1. This implies setting goals in advance and developing a way of achieving them efficiently and effectively
2. Organising involves the grouping of the required tasks into manageable departments or work units and the establishment of authority and reporting relationships within the organisational hierarchy
3. Help in the accomplishment of work and promote both the efficiency of operations and the effectiveness of results.
4. It involves activities such as recruitment, selection, placement and training of personnel.
5. It is to make sure that the right people with the right qualifications are available at the right places and times to accomplish the goals of the organisation.
6. It involves leading, influencing and motivating employees to perform the tasks assigned to them.
7. The task involves establishing standards of performance, measuring current performance, comparing this with established standards and taking corrective action where any deviation is found.

Q8. From the following statements:- Identify the Characteristics of Coordination

1. It is the process of achieving unity of action among interdependent activities and departments of an organisation.
2. It gives a common focus to group effort to ensure that performance is as it was planned and scheduled
3. It acts as the binding force between departments and ensures that all action is aimed at achieving the goals of the organisation.
4. Is not a one-time function but a continuous process. It begins at the planning stage and continues till controlling
5. In the absence of coordination there is overlapping and chaos instead of harmony and integration of activities.
6. Middle level management coordinates with both the top level and first line managers. Operational level management coordinates the activities of its workers
7. Even where members of a department willingly cooperate and work, coordination gives a direction to that willing spirit.

Q9. From the following statements:- Identify the Importance of Coordination

1. For organisational efficiency, it is important to harmonise individual goals and organisational goals through coordination.
2. The marketing department's objective may be to increase sales by 10 per cent by offering discounts. But, the finance department may not approve of such discounts as it means loss of revenue.
3. All departments and individuals are interdependent and they have to depend on each other for information to perform their activities
4. Modern organisations due to complexities of modern technology and the diversity of tasks to be performed, need to employ a number of specialists

ANSWER KEY

ALL ANSWERS ARE WRITTEN IN RED INK

Q1. From the following statements: Identify the feature or characteristics of management

1. An organisation has a set of simple and clearly stated basic goals which are the basic reason for its existence. **Goal oriented process**
2. Different organisations have different goals. **Goal oriented process**
3. A retail store wants to increase sales to maximize its profits **Goal oriented process**
4. In order to be successful, an organisation must change itself and its goals according to the Needs of the environment. **Management is a dynamic function**
5. McDonald's, the fast food giant made major changes in its menu to be able to survive in the Indian market. **Management is a dynamic function**
6. Management can't be seen but its presence can be felt in the way the organisation functions. **Management is an intangible force**
7. The goal of The Spastics Society of India is to impart education to children with special needs. **Goal oriented process**
8. Management unites the efforts of different individuals in the organisation towards achieving these goals. **Goal oriented process**
9. The activities involved in managing an enterprise are common to all organisations whether economic, social or political. **All pervasive**
10. A petrol pump needs to be managed as much as a hospital or a school. **All pervasive**
11. What managers do in India, the USA, Germany or Japan is the same. How they do it may be quite different. This difference is due to the differences in culture, tradition and history. **All pervasive**
12. This requires a production process which entails the flow of input material and the technology for transforming this input into the desired output for consumption. **Management is multidimensional**
13. This is interlinked with both the management of work and the management of people. **Management is multidimensional**
14. It is a series of continuous, composite, but separate functions (planning, organising, directing, staffing and controlling). These functions are simultaneously performed by all managers all the time. **Management is a continuous process**
15. Smita at Namchi Designer Candles performs several different tasks in a single day. Some days she may spend more time in planning a future exhibition and on another day, she may spend time in sorting out an employee's problem. **Management is a continuous process:**
16. The task of a manager consists of an ongoing series of functions. **Management is a continuous process**
17. Every member of the group has a different purpose for joining the organisation but as members of the organization they work towards fulfilling the common organizational goal. **Management is a group activity**
18. This requires team work and coordination of individual effort in a common direction. **Management is a group activity**
19. The effect of management is noticeable in an organization where targets are met according to plans, employees are happy and satisfied, and there is orderliness instead of chaos. **Management is an intangible force**
20. In a factory, a product is manufactured, in a garment store a customer's need is satisfied and in a hospital a patient is treated. Management translates work in terms of goals to be achieved and assigns the means to achieve it. **Management is multidimensional**
21. Despite all developments in technology "getting work done through people" is still a major task for the manager **Management is multidimensional**

22. It implies dealing with employees as individuals with diverse needs and behaviour; **Management is multidimensional**
23. The task of management is to make people work towards achieving the organisation's goals, by making their strengths effective and their weaknesses irrelevant. **Management is multidimensional**

Q2. From the following statements: - Identify if the manager is efficient or effective?

1. The aim of all managers is to be.....**efficient**
2. The manager Completes the given task but at a high cost. **efficient**
3. Suppose, a company's target production is 5000 units in a year. To achieve this target the manager has to operate on double shifts due to power failure most of the time. The manager is able to produce 5000 units but at a higher production cost. **efficient**
4. The manager has Cut down costs but has not been able to achieve the target production. **Effective**

Q3. From the following statements:- Identify the related Objective of Management

1. It has to achieve a variety of objectives in all areas considering the interest of all stakeholders Including, shareholders, employees, customers and the government **Organisational Objectives**
2. In order to survive, an organisation must earn enough revenues to cover costs **Organisational Objectives - Survival**
3. A business enterprise must consistently strive for creating economic value for various constituents of Society. **Social objectives**
4. This includes using environmental friendly methods of production, giving employment Opportunities to the disadvantaged sections of society and providing basic amenities like schools and crèches to employees. **Social objectives**
5. People join an organisation to satisfy their diverse needs. Which vary from financial needs such As competitive salaries and perks, social needs such as peer recognition and higher level needs such as personal growth and development. **Personal objectives**
6. Management has to reconcile personal goals with organisational objectives for harmony in the organisation. **Personal objectives**

Q4. From the following statements:- Identify the related Importance of Management

1. The task of a manager is to give a common direction to the numerous individual efforts in achieving the overall goal of the organisation. **Management helps in achieving group goals**
2. The aim of a manager is to reduce costs and increase productivity **Management increases efficiency**
3. Management helps people adapt to these changes so that the organisation is able to maintain its competitive edge **Management creates a dynamic organisation**
4. Through motivation and leadership the management helps individuals to develop team spirit, cooperation and commitment to group success. **Management helps in achieving personal objectives**
5. Members are able to achieve personal goals while contributing to the overall organizational objective. **Management helps in achieving personal objectives**
6. It helps to provide good quality products and services, creates employment opportunities, adopts new technology for the greater good of the people and leads the path towards growth and development **Management helps in the development of society**
7. All organisations have to function in an environment which is constantly changing **Management creates a dynamic organisation**

Q5. From the following statements:- Identify the Nature of Management as science art or profession.

1. Management is the skilful and personal application of existing knowledge to achieve desired Results. It can be acquired through study, observation and experience. **Management as art**
2. Personal application of knowledge with ingenuity and creativity is required to practice the basic Principles learnt i.e. theoretical knowledge. **Management as art**
3. Experts in their respective areas have derived certain basic principles which are applicable to a particular form. **Management as art**
4. The day-to-day job of managing an enterprise is based on study, observation and Experience. There is a lot of literature available in various areas of management like marketing, finance and human resources which the manager has to specialise in. **Management as art**
5. A good manager works through a combination of practice, creativity, imagination, initiative and Innovation. **Management as art**
6. A manager applies this acquired knowledge in a personalized and skilful manner in the light of the realities of a given situation. He is involved in the activities of the organisation, studies critical situations and formulates his own theories for use in a given situation. **Management as art**
7. The best managers are committed and dedicated individuals; highly trained and educated, with Personal qualities such as ambition, self-motivation, creativity and imagination, a desire for development of the self and the organisation. **Management as art**
8. All management practices are based on the same set of principles; what distinguishes a successful manager from a less successful one is the ability to put these principles into practice. **Management as art**
9. Management has a systematized body of knowledge. It has its own theory and principles that have developed over a period of time **Management as a Science**
10. The principles of management based on repeated experimentation and observation **Management as a Science**
11. The principles of managements application and use is not universal. They are modified according to a given situation. **Management as a Science**
12. Well-defined principles based on a variety of business situations. This knowledge can be acquired through a number of books and journals and institutes. **Management as a Profession**
13. there is no restriction Anyone can be called a manager But professional knowledge and training from reputed institutions is considered to be a desirable qualification, **Management as a Profession**
14. There are several associations of practising managers in India, but ,not compulsory for managers **Management as a Profession**
15. The basic aim is profit maximization but a good management team automatically serves society **Management as a Profession**

Q6. From the following statements:- Identify the Levels of Management

1. They consist of the senior-most executives of the organisation as the chairman, the chief Executive officer, chief operating officer, president and vice-president. A team consisting of managers at Functional levels, heading finance, marketing etc. For example chief finance officer, vice president (marketing). **Top Management**
2. Their basic task is to integrate diverse elements and coordinate the activities of different Departments according to the overall objectives of the organisation. **Top Management**
3. Managers are responsible for the welfare and survival of the organisation **Top Management**
4. They formulate overall organisational goals and strategies. **Top Management**

5. They directly oversee the efforts of the workforce. **Supervisory Or Operational Management**
6. Their authority and responsibility is limited according to the plans drawn by the top Management. **Supervisory Or Operational Management**
7. They interact with the actual work force and pass on instructions of the middle management to the workers. **Supervisory Or Operational Management**
8. The job of the top manager is complex and stressful, demanding long hours and commitment to the organisation. **Top Management**
9. They are responsible for implementing and controlling plans and strategies developed by top Management. **Middle Management**
10. They ensure that their department has the necessary personnel, and assign necessary duties and responsibilities to them. **Middle Management**
11. These managers co-operate with other departments for smooth functioning of the Organisation. At the same time they are responsible for all the activities of first line managers **Middle Management**
12. Through their efforts quality of output is maintained, wastage of materials is minimised and Safety standards are maintained. **Supervisory Or Operational Management**
13. Link between top and lower level managers. **Middle Management**
14. They are superior to the first line managers. They are usually known as division heads, Production manager. **Middle Management**

Q7. From the following statements:- Identify the functions of management:

1. This implies setting goals in advance and developing a way of achieving them efficiently and effectively. **Planning**
2. Organising involves the grouping of the required tasks into manageable departments or work units and the establishment of authority and reporting relationships within the organisational hierarchy **organising**
3. Help in the accomplishment of work and promote both the efficiency of operations and the effectiveness of results. **organising**
4. It involves activities such as recruitment, selection, placement and training of personnel. **Staffing**
5. It is to make sure that the right people with the right qualifications are available at the right places and times to accomplish the goals of the organisation. **staffing**
6. It involves leading, influencing and motivating employees to perform the tasks assigned to them. **directing**
7. The task involves establishing standards of performance, measuring current performance, comparing this with established standards and taking corrective action where any deviation is found. **controlling**

Q8. From the following statements:- Identify the Characteristics of Coordination

1. It is the process of achieving unity of action among interdependent activities and departments of an organisation. **Coordination is an all pervasive function**
2. It gives a common focus to group effort to ensure that performance is as it was planned and scheduled **Coordination integrates group efforts**
3. It acts as the binding force between departments and ensures that all action is aimed at achieving the goals of the organisation. **Coordination ensures unity of action**
4. Is not a one-time function but a continuous process. It begins at the planning stage and continues till controlling **Coordination is a continuous process**
5. In the absence of coordination there is overlapping and chaos instead of harmony and integration of activities. **Coordination is an all pervasive function**

6. Middle level management coordinates with both the top level and first line managers. Operational level management coordinates the activities of its workers **Coordination is the responsibility of all managers**
7. Even where members of a department willingly cooperate and work, coordination gives a direction to that willing spirit. **Coordination is a deliberate function**

Q9. From the following statements:- Identify the Importance of Coordination

1. For organisational efficiency, it is important to harmonise individual goals and organisational goals through coordination. **Growth in size**
2. The marketing department's objective may be to increase sales by 10 per cent by offering discounts. But, the finance department may not approve of such discounts as it means loss of revenue. **Functional differentiation**
3. All departments and individuals are interdependent and they have to depend on each other for information to perform their activities **Functional differentiation**
4. Modern organisations due to complexities of modern technology and the diversity of tasks to be performed, need to employ a number of specialists **Specialisation**



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