1. The word ‘Management’ is derived from a Italian word ----
   (a) Maneggiare
   (b) Manage
   (c) Communis
   (d) Direction

Answer : a  Note : Maneggiare means to handle.

2. Management is ‘Dynamic’, because ----
   (a) It is objective
   (b) It is subjective, i.e Flexible
   (c) It is goal oriented
   (d) It is rigid

Answer : b  Note : Dynamic means constantly changing

3. Which of the following is NOT a function of Management?
   (a) Planning
   (b) Directing
   (c) Employee Welfare
   (d) Coordinating

Answer : c
4. Which of the following is NOT a Management Thinker?
   (a) Harold Koontz
   (b) Theo Haimann
   (c) F.W. Taylor
   (d) Hermann Muller

   Answer:  d  Hermann Muller is a Nobel laureate in Medicine

5. 'Management is an Art' because ---
   (a) It requires creative skills and talents
   (b) It uses scientific principles
   (c) It deals with people
   (d) The principles can be verified

   Answer:  a  Note: handling people require creativity and out of the box thinking

6. 'Management is different from ownership' because ---
   (a) Ownership does not require management skills
   (b) Manager manages a business on behalf of the owner
   (c) Management is a science
   (d) Owner cannot handle employees

   Answer:  b  Note: Owner may not possess management skills

7. The segment of Management which deals with employees is called ---
   (a) Financial management
   (b) Operations Management
   (c) Human Resource Management
   (d) Project management

   Answer:  c
8. Financial Management deals with ----
   (a) Technology and innovations
   (b) Stock and inventory management
   (c) Staffing and equipment handling
   (d) Cost control and budgetary control
Answer: d  Cost control and budgetary control are financial functions

9. The term ‘POSD’ stands for ---
   (a) Planning, Organizing, Staffing and Directing
   (b) Planning, Operations, Staffing and Delivery
   (c) Projecting, Organizing, Staffing and Directing
   (d) Planning, Organizing, Safety and Directing
Answer: a

10. ---- Management designs the organizational structure of the company.
    (a) Middle Management
    (b) Top Management
    (c) Operating Management
    (d) Supervisory Management
Answer: b

11. ‘Optimum Use of Resources’ means ---
    (a) Use resources as per the requirement
    (b) Order scarce resources frequently
    (c) Reduce wastage of resources
    (d) Borrow funds from bank
Answer: c
12. Who is called 'Father of Scientific Management'?
   (a) Harold Koontz
   (b) Theo Haimann
   (c) Henry Fayol
   (d) F.W. Taylor

   Answer:  d  Note: USA -1856 - 1915

13. Which Management thinker advocate '14 principles of Management'?
   (a) Henry Fayol
   (b) Theo Haimann
   (c) Harold Koontz
   (d) F.W. Taylor

   Answer:  a  Note: France – 1841-1925 /

14. 'Scalar Chain of Hierarchy' was introduced by ---
   (a) Theo Haimann
   (b) Henry Fayol
   (c) Harold Koontz
   (d) F.W. Taylor

   Answer:  b  Note: scalar chain states superior – subordinate relationship

15. Basic functions of management includes ---
   (a) Planning and coordinating
   (b) Organizing and directing
   (c) Staffing and controlling
   (d) All of the above

   Answer:  d
16. Planning means ---

(a) Selecting and developing the best course of action
(b) Coordinating the available alternatives
(c) Direct the people to do their job correctly
(d) Controlling the circumstances in best possible manner

Answer : a

17. Which of the following is not an advantage of planning?

(a) Planning provides economy in operations
(b) Planning is an expensive activity
(c) Planning provides basis for control within the organisation
(d) Planning results in great productivity

Answer : b

18. Strategic or Functional Planning is done by ---

(a) Middle Level Management
(b) Managers
(c) Top Management
(d) Chief Executive Officer

Answer : c

19. Short term planning for a specific purpose is known as ---

(a) Operational Planning
(b) Functional Planning
(c) Physical Planning
(d) Adhoc Planning

Answer : d
20. Which of the following is the first step of Planning Process?
   (a) Identification of the problem
   (b) Planning premises
   (c) Constructing plans
   (d) Plan review
   Answer: a

21. Which of the following is the last step of Planning Process?
   (a) Identification of the problem
   (b) Plan review
   (c) Constructing plans
   (d) Planning premises
   Answer: b

22. The planning concerned with building and equipment is called --
   (a) Formal planning
   (b) Functional planning
   (c) Physical planning
   (d) Standing planning
   Answer: c

23. Which of the following is a limitation of planning?
   (a) Procedural rigidity
   (b) Time consuming and expensive
   (c) Unreliable Planning Premises
   (d) All of the above
   Answer: d
24. 'A systematic attempt to probe the future' is called ---

(a) Forecasting
(b) Planning
(c) Coordinating
(d) Directing

Answer: a

25. Forecasting made by experts without face to face meeting is called ---

(a) Regression analysis
(b) Delphi technique
(c) Simulation
(d) Historical analogy

Answer: b

26. --- Method of forecasting is used to forecast national income, industry growth and population.

(a) Econometric
(b) Time series
(c) Extrapolation
(d) Business Barometers

Answer: c

27. Which of the following is a limitation of Forecasting?

(a) It is not condition proof
(b) Long term forecasting may be inaccurate
(c) Difficulties in coordination
(d) All of the above

Answer: d
28. **Method of forecasting is used to forecast technological changes.**
   (a) Morphological
   (b) Time series
   (c) Extrapolation
   (d) Business Barometers

   **Answer:** a

29. **Which of the following is an example of quantitative technique of Forecasting?**
   (a) Time series
   (b) Extrapolation
   (c) Business Barometers
   (d) All of the above

   **Answer:** d

30. **The process of selecting the best possible alternative is called ---**
   (a) Decision Making
   (b) Planning
   (c) Forecasting
   (d) Staffing

   **Answer:** a

31. **Which of the following factor/s help in decision-making?**
   (a) Intuition
   (b) Experience
   (c) Facts
   (d) All of the above

   **Answer:** d
32. Which among the following statements related to decision making is correct?
   (a) It is the process of choosing the best course of action.
   (b) It is always related to situation
   (c) It is a rational process
   (d) All of the above
   Answer: d

33. Which among the following affect decision – making process?
   (a) Information inputs
   (b) Prejudice
   (c) Attitude about risk and uncertainty
   (d) All of the above
   Answer: d

34. Which of the following is NOT a step of Decision Making process?
   (a) Motivation to employees
   (b) Collection of relevant data
   (c) Finding the root cause of the problem
   (d) Follow up and feedback
   Answer: a

35. Routine, programmed and unimportant decision are called ---
   (a) Minor decisions
   (b) Tactical Decisions
   (c) Major decisions
   (d) Policy decisions
   Answer: b
36. --- is the process of defining and grouping the activities of the enterprise.
   (a) Planning
   (b) Directing
   (c) Organizing
   (d) Decision making

   Answer : c

37. ‘Each subordinate should have only one superior’ principle is called ---
   (a) Delegation of authority
   (b) Scalar principle
   (c) Specialization
   (d) Unity of Command

   Answer : d

38. ‘A supervisor should control reasonable number of subordinates’. This is called ---
   (a) Span of control
   (b) Delegation
   (c) Scalar principle
   (d) Unity of command

   Answer : a

39. --- is the right to direct the behaviour of others.
   (a) Responsibility
   (b) Authority
   (c) Efficiency
   (d) Unity of direction

   Answer : b
40. The line of authority from the top executive to the supervisor is called ---
   (a) Span of control
   (b) Exception
   (c) Scalar principle / chain of command
   (d) Authority

   Answer: c

41. Which of the following is a correct set of principles of organizing?
   (a) Objectives, specialization, flexibility, authority
   (b) Span of control, exception, scalar principle, efficiency
   (c) Unity of command, delegation, responsibility, simplicity
   (d) All of the above

   Answer: d

42. Which of the following are essential features of a good organizational structure?
   (a) Adequate delegation of authority, span of control
   (b) Minimum managerial levels, unity of direction
   (c) Application of ultimate responsibility, simplicity and flexibility
   (d) All of the above

   Answer: d

43. ‘Military or traditional’ type of organizational structure is called ---
   (a) Line organisation
   (b) Staff organisation
   (c) Line and staff organisation
   (d) None of the above

   Answer: a
44. Which of the following are merits of Line Organisation?

(a) Simple and easy, division of authority  
(b) Unity of command, loyalty and discipline, elasticity  
(c) Low cost, more utility and high utility  
(d) All of the above

Answer: d

45. The organisation introduced to remove drawbacks of Line organisation is called ---

(a) Staff organisation  
(b) Line and staff organisation  
(c) (a) and (b)  
(d) None of the above

Answer: a

46.

Identify the above organisation structure

(a) Staff Organisation  
(b) Line Organisation  
(c) Line and Staff Organisation  
(d) Functional Organisation

Answer: b
47. Possibility of misunderstanding, shifting of responsibility are some prominent demerits of ----
   (a) Line organisation
   (b) Staff organisation
   (c) Line and staff organisation
   (d) Functional organisation

   Answer : c

48. --- are formed as formal bodies with a definite structure. It is assigned a task and given power to make decisions.
   (a) Line organisation
   (b) Staff organisation
   (c) Line and staff organisation
   (d) Committee organisation

   Answer : d

49. Which of the following can be described as merits of Committee organisation?
   (a) Integrated group knowledge
   (b) Improved communication
   (c) Democratic decision
   (d) All of the above

   Answer : d

50. Name the process, which means dividing and grouping the activities and employees of an enterprise into various departments.
   (a) Departmentalization
   (b) Planning
   (c) Coordinating
   (d) Directing

   Answer : a
51. Which of the following is a type of ‘Departmentalization’?
   (a) Departmentalization by function
   (b) departmentalization by process
   (c) Departmentalization by product
   (d) All of the above

   Answer : d

52. “The power to make decisions which guide the actions of others”. Which management function describes this statement?
   (a) Authority
   (b) Unity of command
   (c) Span of control
   (d) Direction

   Answer : a

53. What is the purpose granting a person authority?
   (a) It enables him to control others
   (b) It enables him to function effectively
   (c) It enables him to take action on others
   (d) It enables him to solve social problems

   Answer : b

54. Which of the following authority rests on magical, mystical quality of an individual leader?
   (a) External authority
   (b) Functional authority
   (c) Charismatic authority
   (d) Technical authority

   Answer : c
55. Flows from top to bottom; whereas flows from bottom to top.

(a) Responsibility, authority
(b) Staffing, responsibility
(c) Responsibility, staffing
(d) Authority, responsibility

Answer: d

56. When the work of an organisation is located at different places, type of delegation of authority is used.

(a) Geographical
(b) Functional
(c) Technical
(d) Administrative

Answer: a

57. Upward delegation of authority takes place when

(a) Superiors assign his work to subordinate
(b) Subordinate assigns some of his work to superiors
(c) Both (a) and (b)
(d) None of the above

Answer: a

58. is defined as the systematic effort to delegate to lowest levels all authority except that which can only be exercised at central point.

(a) Delegation
(b) Decentralization
(c) Departmentalization
(d) Centralization

Answer: b
59. The word ‘Staff’ has originated from the Sanskrit word ‘Stabhanti’ which means ---

(a) To appoint
(b) To terminate
(c) To support
(d) To promote

Answer : c

60. Staffing functions include ---

(a) Recruitment
(b) Selection
(c) Development and compensation
(d) All of the above

Answer : d

61. --- Refers to the process of inducing people to apply for a job.

(a) Recruitment
(b) Selection
(c) Placement
(d) Training

Answer : a

62. --- Is the process of fitting the selected person at the right job.

(a) Recruitment
(b) Placement
(c) Selection
(d) Training

Answer : b
63. Which of the following factor/s affect recruitment?

(a) Recruitment policy of the organisation
(b) Size of the organisation
(c) Organizational culture
(d) All of the above

Answer: d

64. Which of the following is ‘Internal Source of Recruitment’?

(a) Promotion
(b) Transfer
(c) Ex-employees
(d) All of the above

Answer: d

65. Which of the following is not an ‘External Source of Recruitment’?

(a) Employee recommendation
(b) Advertising
(c) Gate hiring
(d) Labour unions recommendations

Answer: a

66. ‘Demotion’ means ---

(a) Movement to a job with higher salary
(b) Movement to a job with lower salary or lower contribution level
(c) Movement to a job with higher contribution
(d) Movement to a job to an equal position with different contribution

Answer: b
4. DIRECTION AND COMMUNICATION

67. --- Refers to “Telling people what to do and seeing that they do it to the best of their ability”

(a) Coordination
(b) Communication
(c) Direction
(d) Planning

Answer : c

68. Which of the following is an element of Direction?

(a) Motivation
(b) Leadership
(c) Communication
(d) All of the above

Answer : d

69. Principle of ‘Follow Through’ in direction means ---

(a) To make sure that the directions are carried out properly
(b) To trust employees that they will do the work without supervision
(c) Encourage employees to do work independently
(d) To follow the orders of the superiors

Answer : a

70. ‘Written order issued to an employee’ is an example of ---

(a) Verbal & Informal
(b) Nonverbal & Formal
(c) Informal & Verbal
(d) Nonverbal & Informal

Answer : b
71. Communication from subordinate to superior is called ---
(a) Lateral communication
(b) Downward communication
(c) Upward communication
(d) Horizontal communication
Answer : c

72. Communication between people with equal status is called ---
(a) Vertical communication
(b) Downward communication
(c) Upward communication
(d) Horizontal communication
Answer : d

73. Which of the following is the correct process of communication?
(a) Source → Encoding → Dispatch → Reception → Decoding
(b) Decoding → Dispatch → Reception → Encoding → Source
(c) Source → Encoding → Reception → Dispatch → Decoding
(d) Dispatch → Encoding → Reception → Decoding → Source
Answer : a

74. Barriers arising due to status and position are called ---
(a) Physical Barriers
(b) Filtering Barriers
(c) Overloading barriers
(d) Position barriers
Answer : b
75. People differ in their views, ideas and opinions. This causes ---- barriers.
   (a) Physical
   (b) Mechanical
   (c) Semantic
   (d) Timing

Answer : c

5. MOTIVATION

76. --- is a process of stimulating people to accomplish desired goals.
   (a) Motivation
   (b) Communication
   (c) Staffing
   (d) Coordinating

Answer : a

77. Fear of punishment and reprimand is --- motivation.
   (a) Positive
   (b) Negative
   (c) Intrinsic
   (d) Monetary

Answer : b

78. Which of the following is an example of ‘Extrinsic Motivation’?
   (a) Bonus, fringe benefits
   (b) Free housing and medical facilities
   (c) Conveyance
   (d) All of the above

Answer : d
79. Which of the following can be best described as ‘Intrinsic Motivation’?
   (a) Status, authority and participation
   (b) Freedom to work
   (c) Greater responsibility
   (d) All of the above
Answer: d

80. Which management technique helps to eliminate negative attitude of employees?
   (a) Motivation
   (b) Direction
   (c) Planning
   (d) Coordinating
Answer: a

81. The training given to managers in order to motivate their subordinates is called ---
   (a) On the job training
   (b) Sensitivity training
   (c) Off the job training
   (d) Simulation
Answer: b

82. Who introduced ‘Need Hierarchy Theory’?
   (a) Peter Drucker
   (b) Henry Feyol
   (c) Abraham Maslow
   (d) Denial Pink
Answer: c
83. Identify this management theory.

(a) Classical Management – Henry Fayol
(b) Scientific Management – Peter Drucker
(c) Hierarchy of Needs – A.H. Maslow
(d) Bureaucracy - Max Weber

Answer: c

84. According to Abraham Maslow, which of the following is/are 'Lower Order needs'?

(a) Physiological needs
(b) Safety needs
(c) Social needs
(d) All of the above

Answer: d

85. According to Abraham Maslow, which of the following is ‘Higher Order need’?

(a) Self-Actualization Needs
(b) Esteem Needs
(c) (a) and (b)
(d) None of the above

Answer: c
86. ‘Two Factor Theory’ was introduced by ---
   (a) Fredrick Herzberg
   (b) Henry Fayol
   (c) Abraham Maslow
   (d) Peter Drucker
   Answer : a

87. “In order to get maximum performance from employees, Hygiene and Motivation are two important factors”. This was regarded by ---
   (a) Henry Fayol
   (b) Fredrick Herzberg
   (c) Abraham Maslow
   (d) Peter Drucker
   Answer : b

88. Theory ‘X’ and theory ‘Y’ was introduced by ---
   (a) Henry Fayol
   (b) Fredrick Herzberg
   (c) Douglas McGregor
   (d) Abraham Maslow
   Answer : c

89. ‘The average human being has an inherent dislike to work’. Which theory best describes this statement?
   (a) Theory Z
   (b) Theory Y
   (c) Theory X
   (d) None of the above
   Answer : c
90. ‘People naturally like to work and they seek responsibility’. Which theory best describes this statement?

(a) Theory Z  
(b) Theory Y  
(c) Theory X  
(d) None of the above

Answer : b

91. Who introduced Theory ‘Z’ of motivation?

(a) Henry Fayol  
(b) Fredrick Herzberg  
(c) Douglas McGregor  
(d) Dr. William Ouchi

Answer : d

For Ouchi, ‘Theory Z’ focused on increasing employee loyalty to the company by providing a job for life with a strong focus on the well-being of the employee.

92. Which of the following is not a feature of theory Z?

(a) Employees want to build cooperative relations with their peers  
(b) Theory Z is referred to as ‘Japanese Management Theory’  
(c) Employees value family life, culture and social institutions  
(d) Employees can make collective decision through consensus  
(e) All of the above

Answer : e

93. Who introduced ‘Theory of Motivational Achievement’?

(a) David C. McClelland  
(b) Fredrick Herzberg  
(c) Douglas McGregor  
(d) Dr. William Ouchi

Answer : a
6. LEADERSHIP

94. ____ is the quality of an individual whereby, he guides people on their activities in organised efforts.

(a) Leadership
(b) Motivation
(c) Direction
(d) Coordination

Answer: a

95. Which of the following is NOT an essential quality of a leader?

(a) Common emotional feelings
(b) Urge to exhibit ones power and authority
(c) Ability to integrate and inspire
(d) Intelligence and technical competence

Answer: b

96. A leader should be ready to accept and adopt new ideas. This is ____ quality.

(a) Motivation
(b) Social Maturity
(c) Flexibility
(d) Ability to communicate

Answer: c

97. ‘Trait Theory of Leadership’ was introduced by ---

(a) David C. McClelland
(b) Fredrick Herzberg
(c) Douglas McGregor
(d) Ordway Tead and Chester I. Barnard

Answer: d
98. 'Contingent Theory of Leadership' was introduced by ---
   (a) Fiedler
   (b) C. McClelland
   (c) Herzberg
   (d) Douglas McGregor
   Answer : a

99. 'Situational Theory of Leadership' was introduced by ---
   (a) Chester I. Barnard
   (b) Hersey and Blanchard
   (c) Henry Fayol
   (d) Fredrick Herzberg
   Answer : b

100. In which of the following style of leadership, the authority is concentrated in the hands of the leader?
    (a) Democratic Style
    (b) Free-rein style
    (c) Autocratic style
    (d) Participative style
    Answer : c

101. In Laissez- Faire style of leadership, the leader --
    (a) Keeps the powers in his hands
    (b) Orders the subordinates how to do a task
    (c) Forms a committee to get the work done
    (d) Surrenders all decision making power to the group
    Answer : d
102. In --- style of leadership, rules, regulations and procedures guide the behaviour of both the leaders as well as the followers.

(a) Bureaucratic
(b) Free-rein style
(c) Autocratic style
(d) Participative style

Answer: a

103. The concept of ‘Trusteeship’ was proclaimed by ---

(a) Pandit Nehru
(b) Mahatma Gandhi
(c) Dr. B.R. Ambedkar
(d) Sardar Vallabh bhai Patel

Answer: b

Trusteeship is a socio-economic philosophy that was propounded by Mahatma Gandhi. It provides a means by which the wealthy people would be the trustees of trusts that looked after the welfare of the people in general.

104. Which Indian leader campaigned against social discrimination?

(a) Pandit Nehru
(b) Mahatma Gandhi
(c) Dr. B.R. Ambedkar
(d) Sardar Vallabh bhai Patel

Answer: c

105. Who introduced ‘Mixed Economy System’ in India?

(a) Pandit Nehru
(b) Mahatma Gandhi
(c) Dr. B.R. Ambedkar
(d) Sardar Vallabh bhai Patel

Answer: a

Industrial Policy Resolution -1948. Pandit Nehru was then PM of India.
106. Which of the following can be described as ‘Need for coordination’?

(a) Conflicting Goals
(b) Team work
(c) Growth in size
(d) All of the above

Answer: d

107. ‘If employees are properly coordinated, their total accomplishment will be greater’. This is a feature of ---

(a) Coordination
(b) Motivation
(c) Direction
(d) Planning

Answer: a

108. Which of the following is a major difficulty in coordination?

(a) Unclear goals and faulty organizational structure
(b) Poor communication system
(c) Overdependence on technology
(d) All of the above

Answer: d

109. Which of the following is a good technique to establish good coordination?

(a) Coordination need to be dynamic and flexible
(b) There should be a well prepared organizational chart
(c) Coordination should be a vital part of planning
(d) All of the above

Answer: d
110. Planning, organizing, directing and controlling are ---
(a) Functions of management
(b) Goals of management
(c) Results of management
(d) Outcomes of management
Answer : a

111. Which of the following should be included in ‘Controlling Functions’?
(a) Measuring results against corporate objectives
(b) Explaining routines
(c) Setting standards
(d) Giving tasks
Answer : a

112. Empowerment is related to ---
(a) Planning
(b) Organizing
(c) Directing
(d) Controlling
Answer : c

113. Technical skills are most important for which of the following?
(a) First line managers
(b) Middle managers
(c) Top managers
(d) Vice president – Production
Answer : a First line managers are responsible for execution of decision.
114. Effective control depends on ---
   (a) Organizational structure
   (b) Proper direction
   (c) Flow of communication
   (d) All of the above

   Answer: d

115. Authority is the right to give ---
   (a) Powers
   (b) Orders
   (c) Responsibilities
   (d) Benefits

   Answer: b  According to Henri Fayol, "Authority is the right to give orders and the power to exact obedience.

116. Cost control, inventory control and production control are ---
   (a) Techniques of controls
   (b) Functions of control
   (c) Objectives of budgetary control
   (d) Importance of control

   Answer: c

117. Expand TQM
   (a) Total Quality Management
   (b) Total Quantity Management
   (c) Total Quality Method
   (d) Total Quality Methodology

   Answer: a
118. --- is a strategic management model that aims to improve the performance of an organization by clearly defining objectives that are agreed to by both management and employees.

(a) Cost Management
(b) Personnel Management
(c) Management by Objectives
(d) Human Resource Management

Answer: c

119. State the purpose of Planning.

(a) To determine the direction of organisation
(b) To provide a basis for team work
(c) To facilitate decision making
(d) All of the above

Answer: d

120. What is the correct sequence of following functions of a manager?

(a) Motivation → Controlling → Organizing → Planning
(b) Planning → Organizing → Motivation → Controlling
(c) Control → Planning → Motivation → Organizing
(d) Organizing → Planning → Controlling → Motivation

Answer: b

121. Which of the following function is known as ‘Essence of Management’?

(a) Planning
(b) Organizing
(c) Coordinating
(d) Control

Answer: c Coordination brings unity of action and integrates different activities of organisation. Therefore, Coordination is considered as the essence of management.
8. Recent Trends In Business Management

122. --- Means a science of morals, morale principles and rules of conduct.
   (a) Ethics
   (b) Governing Principles
   (c) Corporate Social Responsibility
   (d) Corporate Governance

   Answer: a

123. ‘Tata Motors refused to accept an order of 1000 trucks placed by Pakistan’
   This is an example of ---
   (a) Ethics
   (b) Governing Principles
   (c) Corporate Social Responsibility
   (d) Corporate Governance

   Answer: a

124. Constructions of schools in rural areas is an example of --
   (a) Ethics
   (b) Governing Principles
   (c) Corporate Social Responsibility
   (d) Corporate Governance

   Answer: c

125. ‘Proper training and promotion to employees’ is responsibility of business
towards --
   (a) Customers
   (b) Investors
   (c) Workers
   (d) Society

   Answer: c
126. ‘Business is a sub-system of Society’. Which of the following option supports this claim?

(a) Ethics
(b) Governing Principles
(c) Corporate Social Responsibility
(d) Corporate Governance

Answer: c

127. --- Refers to the set of systems, principles and processes by which a company is governed.

(a) Ethics
(b) Governing Principles
(c) Corporate Social Responsibility
(d) Corporate Governance

Answer: d

128. Primary stakeholders of a company are ---

(a) Customers
(b) Suppliers
(c) Shareholders
(d) Creditors

Answer: c

129. the chairperson of the Board of Directors and CEO should be leaders with -

(a) Vision and problem solving skills
(b) The ability to motivate
(c) Business acumen
(d) All of the above

Answer: d
130. Most companies begin the process of establishing organizational ethics programs by developing ---
   (a) Ethics training programme
   (b) Code of conduct
   (c) Ethics enforcement mechanism
   (d) Hidden agendas
Answer : b

131. --- is a problem, situation, or opportunity requiring an individual, group, or organization to choose among several actions that must be evaluated as right or wrong.
   (a) Crisis
   (b) Ethical issues
   (c) Indictment
   (d) Fraud
Answer : b The decision of right or wrong is associated with ethics.

132. Which of the following does the term Corporate Social Responsibility relate to?
   (a) Ethical conduct
   (b) Environmental practices
   (c) Community investment
   (d) All of the above
Answer : d (A) (b) and (c) are components of CSR

133. A company should spend a minimum of --- percent of its average net profits on CSR activities.
   (a) 1%
   (b) 3%
   (c) 2%
   (d) 6%
Answer : c Section 135 has been amended with respect to spending of CSR amount by companies.
134. National institute of Disaster management is located at ---
   (a) Manipur
   (b) Punjab
   (c) Hyderabad
   (d) New Delhi

   Answer : d

135. The success of Disaster management largely rely on ---
   (a) Government Agencies
   (b) Emergency Response
   (c) Pre- disaster Planning
   (d) Fire Brigade

   Answer : c

136. The level of risk of a disaster depends on ---
   (a) Nature of the hazard
   (b) Vulnerability of the elements which are affected
   (c) Economic value of the elements which are affected
   (d) All of the above

   Answer : d

137. The word ‘Disaster’ Comes from a ---
   (a) Greek word
   (b) Latin word
   (c) French word
   (d) German word

   Answer : a

   The word disaster is derived from Middle French désastre and that from Old Italian disastro, which in turn comes from the Ancient Greek pejorative prefix δυσ-, (dus-) "bad" and ἄστήρ (aster), "star".
138. Resistance to change by employees mainly occur due to ---
   (a) Fear of losing a job
   (b) Fear of obsolesce
   (c) Fear of increased work load
   (d) All of the above
   Answer : d These factors affect survival and job conditions of employees

139. Which of the following step will NOT help to overcome to resistance to change?
   (a) Transfer of employees
   (b) Proper planning for change
   (c) Group dynamics
   (d) Proper training
   Answer : a

140. While delegating, a superior delegates---
   (a) Only authority
   (b) Authority and responsibility
   (c) Authority, responsibility and accountability
   (d) Authority and responsibility but not accountability
   Answer : a A superior is responsible and accountable to his superior; so he cannot delegate it.

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