1) Under which style of leadership the leader completely delegate the authority to the subordinates?

A) Free rein leadership
B) Paternalistic leadership
C) Participative leadership
D) Authoritarian leadership

Ans:- D) Authoritarian leadership
2) Which among the following is not a style of grid in the managerial grid by Blake and Mouton?

A) Task management.
B) Innovation management
C) Middle road
D) Country club
Ans:- B) Innovation management

3) Which leadership Theory suggest that "leaders are born not made"?

A) Trait theory
B) Situational theory
C) Great man theory
D) Behavioural theory
Ans:- c) Great man theory
4) Which among the following is a characteristics of motivation?

A) Internal feeling  
B) Simple process  
C) One time process.  
D) Not a goal oriented process  
Ans:- A) Internal feeling

5) Which among the following is not in the 5 types of needs proposed by maslow?

A) Psychological needs  
C) Esteem needs  
B) Social needs  
D) Safety needs  
Ans:- A) Psychological needs

6) Which theory explains that there are two separate factors influence motivation?

A) Adam's Equity theory.  
B) Maslow's need hierarchy theory  
C) Herzberg's hygiene theory.  
D) McGregor's Theory X and Theory Y  
Ans:- c) Herzberg's hygiene theory.
7) Which among the following is not a type of budget?

A) Materials budget  
B) Information budget  
C) Production budget  
D) Cash budget  
Ans: B) Information budget

8) ................. is the point at which there is no profit or no loss?

A) Maximum profit point  
B) Minimum loss point  
C) Break even point.  
D) Break down point  
Ans: c) Break even point.

9) The heart of management is

a) planning  
b) organising  
c) directing  
d) controlling  
Ans: c) directing
10) Which among the following is not an element of direction

a) motivation  
b) communication  
c) delegation  
d) supervision

Ans:- c) delegation

11) The motivation theory which classifies need in hierarchical order is developed by

a) Fred Luthans  
b) Scott  
c) Abraham Maslow  
d) Peter. F. Drucker

Ans:- c) Abraham Maslow

12) Which of the following is a financial incentive

a) promotion  
b) stock incentive  
c) job security  
d) employees participation

Ans: - b) stock incentive
13) Which of the following is not an element of communication

a) Decoding  
b) communication  
c) channel  
d) receiver  
Ans:- b) communication

14) Grapevine is

a) formal communication  
b) barrier communication  
c) lateral communication  
d) informal communication 
Ans:- d) informal communication

15) The highest level need in the need hierarchy of Abraham Maslow

a) safety needs  
b) belongingness need  
c) self actualisation need  
d) prestige need  
Ans:- c) self actualisation need
16) Ability of a leader to look things from others point of view is

a) Empathy  
b) Sympathy  
c) Responsibility  
d) Apathy  
Ans:- a) Empathy

17) Find the odd one out

a) supervision  
b) leadership  
c) co-ordination  
d) communication  
Ans:a) supervision

18) Leadership style which takes decisions with subordinate is

a) Democratic leadership  
b) autocratic leadership  
c) Laissez -faire leadership  
d) paternalistic leadership  
Ans:- c) Laissez -faire leadership
19) An efficient control system helps to

a) accomplished organisational objectives  
b) boosts employees morale  
c) judges accuracy of standards  
d) all of the above  
Ans:- d) all of the above

20) Controlling function of management is

a) forward looking  
b) backward looking  
c) forward as well as backward looking  
d) none of these  
Ans:- c) forward as well as backward looking

21) Management audit is a technique to keep a check on the performance of

a) company  
b) management of the company  
c) shareholders  
d) customers  
Ans:- b) management of the company
22) Budgetary control requires the preparation of

a) training schedule
b) budget
c) network diagram
d) responsibility centres
Ans:- b) budget

23) Who introduced quality circle in its present form in 1962?
A) Edwin Flippo
B) Dr. Ishikawa
C) F.W. Taylor
D) Edward Demin
Ans:- B) Dr. Ishikawa

24) The employee problem solving group to improve product quality is known as.................? 
A) Quality group
B) Quantity circle
C) Quality circle
D) Group circle
Ans:- c) Quality circle
25) The senior official responsible for facilitating and guiding Q.C activities in his area is known as ........................?

A) Leader  
B) Facilitator  
D) Member  
C) Follower  
Ans:- B) Facilitator

26) What is the full form of TQM ?

A) Total quality measurement  
B) Total quantity management  
C) Typical quality management  
D) Total quality management  
Ans:- D) Total quality management

27) Which among the following is not a technique of TQM ?

A) Re-engineering  
B) Quality measurement  
C) Benchmarking  
D) Empowerment  
Ans:- B) Quality measurement
28) ................ is known as rethinking and redesigning of the core business process?

A) Quality circle
B) Benchmarking
C) Business process reengineering
D) Empowerment
Ans:- c) Business process reengineering

29) Which among the following is not an element of Kaizen?

A) Individual work
B) Quality circle
C) Personal discipline
D) Improved morale
Ans:- A) Individual work

30) Which among the following is not an area of Kaizen activity?

A) Quality
B) Cost
C) Data handling.
D) Delivery
Ans:- D) Delivery
31) Well governing group of workers who voluntarily meet regularly is

a) Quality Circle
b) Total Quality Management
c) Six sigma
d) Kaizen
Ans:- a) Quality Circle

32) Defects free product creats by

a) kaizen
b) six sigma
c) Quality circle
d) Total quality management
Ans:- b) six sigma

33) The fundamental rethinking and radical design of business process

a) business process reengineering
b) six sigma
c) quality quality
d) total quality management
Ans:- b) six sigma
34) Total quality management focus on

a) customer satisfaction
b) profit maximization
c) improve efficiency
d) none of the above
Ans:- a) customer satisfaction

35) The employees who take up six sigma implementation are called

a) champions
b) green belts
c) master black belts
d) black belts
Ans:- b) green belts

36) ............. is a voluntary group of persons having a common cause.

(a) quality circle
(b) co-ordination
(c) co-oco-operation
(d) None of these
Ans:- a) quality circle
37) Expand TQM

(a) Total Quality Management  
(b) Total Quantity Management  
(c) Total Quality Method  
(d) Total Quality mythology  
Ans:- a) Total Quality Management

38) .......... is fundamental rethinking and redesign of business

(a) Business process outsourcing  
(b) Business process Reengineering  
(c) quality circle  
(d) None of these  
Ans:- b) Business process Reengineering

39) ............ is a set of techniques and tools for improving the capability of business process

(a) Quality circle  
(b) six sigma  
(c) management  
(d) All of these  
Ans:- b) six sigma
40) Expand CTQ

(a) critical To Quality
(b) continue To Quantity
(c) control To Quality
(d) critical To Quantity
Ans:- a) critical To Quality

41) According to empirical approach, management is a

(a) study of experience of managers
(b) Decision making
(c) A system of logical process
(d) Depends upon the relationship among people.

Ans:- a) study of experience of managers

42) Management by Objectives concept was developed by

(a) Peter.F.Drucker
(b) Fayol
(c) Chester Bernard
(d) None
Ans:- a) Peter.F.Drucker
43) MBO offers the basis for assessing the

(a) Techniques  
(b) performance  
(c) Authority  
(d) subject  
Ans:- b) performance

44) The principle of management by exception is to relieve top level executive from

(a) performance  
(b) production  
(c) Routine matters  
(d) None  
Ans:- c) Routine matters