

MOCK MCQ TEST

**SUBJECT: MANAGEMENT PRACTICES
& ORGANIZATION BEHAVIOR (MPOB)**

PAPER CODE: BCOM 101

DELHI INSTITUTE OF ADVANCED STUDIES

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MULTIPLE CHOICE QUESTIONS

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1. Division of labor, authority hierarchy, formal selection, formal rules and regulations, impersonality, and career orientation are all features of:
 - A. Weber's ideal type bureaucracy.
 - B. General administrative theory.
 - C. Fayol's principles of management.
 - D. Taylor's principles of management.

2. According to Mintzberg's management roles, the _____ roles are those that involve people and other duties that are ceremonial and symbolic in nature.
 - A. technical
 - B. decisional
 - C. informational
 - D. interpersonal

3. Which one of the following concepts are not associated with Scientific Management?
 - A. Mental Revolution
 - B. Unity of Command
 - C. Time and Motion Study
 - D. Differential Piece rate plan

4. The systems approach _____?
 - A. Emphasises the psychological and social aspects
 - B. Emphasises the technical requirements of the organisation and its needs
 - C. Encourages managers to view the organisation both as a whole and as part of a larger environment
 - D. All of the above

5. "Hawthorne experiment" which was a real beginning of applied research in OB was conducted by
 - A. Elton Mayo
 - B. Henry Fayol
 - C. F.W. Taylor
 - D. Max Weber

6. The most significant management skills are
 - A. Technical, Human and Conceptual
 - B. Technical, behavioural and Conceptual
 - C. Systematic, Human and Conceptual
 - D. Technical, Human and cognitive

7. Technical skills are most important for which of the following:
- A. first line managers.
 - B. middle managers.
 - C. vice President-Production.
 - D. top managers
8. According to functional foremanship, the speed boss, Inspector, foreman and gang boss are entrusted with the..... aspect of work.
- A. Planning
 - B. Organizing
 - C. Doing
 - D. None of these
9. Everything which goes to increase the importance of subordinates role is.....
- A. Decentralization
 - B. Centralization
 - C. Either A or B
 - D. None
10.school of thought has developed on the idea that there is no single best method to find solutions to Managerial problems
- A. System approach
 - B. Empirical
 - C. Contingency
 - D. Operational
11.is highly suitable for large organizations having large number of managerial personnel at different levels.
- A. Centralization
 - B. Decentralization
 - C. Departmentalization
 - D. All of these
12. Which of the following statements is/are true with reference to principles of management?
- A. The principles are guidelines to action.
 - B. The principles denote a cause and effect relationship.
 - C. Principles help the manager to take decisions while performing various management functions.
 - D. All of the above.

13. According to Taylor, “even a small production activity like loading figures of iron into boxes can be scientifically planned and managed. This can result in tremendous savings of human energy as well as wastage of time and materials.” Identify the related principle of scientific management.
- A. Harmony, not discord
 - B. Science, not rule of thumb
 - C. Development of each and every person to get his/her greatest efficiency and prosperity
 - D. None of the above
14. According to this principle of scientific management, “Scientific management has for its foundation the firm conviction that true interest of the management and workers are one and the same; the prosperity for the employer cannot exist for a long time unless it is accompanied by prosperity for the employees and vice versa.”
- A. Science, not rule of thumb
 - B. Co-operation, not individualism
 - C. Harmony, not discord
 - D. All of the above
15. What are three interpersonal roles of a manager?
- A. Figurehead, Leader, liaison
 - B. Spokesperson, Leader, coordinator
 - C. Director, coordinator, disseminator
 - D. Communicator, organizer, Spokesperson
16. Which of the following is not an importance of controlling function?
- A. It ensures order and discipline.
 - B. It restricts co-ordination in action.
 - C. It helps in judging accuracy of standards.
 - D. It improves employee motivation.
17. Which of the following statements does not highlight the relationship between planning and controlling?
- A. Planning and controlling are separable twins of management.
 - B. Planning without controlling is meaningless, controlling without planning is blind.
 - C. Planning is prescriptive, controlling is evaluative.
 - D. Planning and controlling are interrelated and interdependent.
18. Om Prakash has set up a small business unit for the manufacturing of detergent. In order to market the detergent in the local residential areas, he has appointed a team of ten salesmen. Each salesman is expected to sell at least 200 units of the detergent within a week’s time. Identify the point of importance of controlling being highlighted in the above case.
- A. Controlling helps in judging accuracy of standards.
 - B. It ensures efficient use of resources.

- C. It helps in improving employee motivation.
D. It facilitates co-ordination in action.
19. It is the process of ensuring that events confirm to plans.
A. Planning
B. Controlling
C. Organising
D. Directing
20. The controlling function is performed by
A. Top level management
B. Lower level management
C. Middle level management
D. All of the above
21. Controlling function brings the management cycle back to the
A. Organising function
B. Directing function
C. Planning function
D. Scientific approach
E. None of the above
22. Deviations are said to be positive in nature when
A. Planned performance is more than the actual performance
B. Actual performance is more than the planned performance
C. Both planned and actual performances are same
D. None of the above
23. Which of the following statements is true with respect to controlling function?
A. It is a forward looking function.
B. Is a backward looking function.
C. Both (a) and (b)
D. None of the above
24. Identify the correct sequence of the steps involved in the controlling process.
A. Measurement of actual performance, Taking corrective action, Setting performance standards, Comparison of actual performance with standards, Analysing deviations
B. Comparison of actual performance with standards, Setting performance standards. Measurement of actual performance, Analysing deviations, Taking corrective action
C. Setting performance standards, Measurement of actual performance, Comparison of actual performance with standards, Analysing deviations, Taking corrective action
D. Taking corrective action, Measurement of actual performance, Comparison of actual performance with standards, Analysing deviations, Setting performance standards

25. Which of the following is a technique used for measuring actual performance?
- A. Random sampling
 - B. Personal observation
 - C. Performance reports
 - D. All of the above
26. The comparison of actual performance with the planned performance becomes easier if the standards are set in
- A. Qualitative terms
 - B. Quantitative terms
 - C. Either of the above
 - D. None of the above
27. This concept of Control Management is based on the belief that if you try to control everything, you may end up controlling nothing.
- A. Critical point control
 - B. Key result areas
 - C. Management by exception
 - D. Deviations
28. When the deviations between the actual performance and the planned performance are within the limits:
- A. A limited corrective action is required
 - B. No corrective action is required
 - C. A major corrective action is required
 - D. None of the above
29. In an artificial plants manufacturing unit, the standard output set for a worker is 50 units per day. Dinesh produces 48 units in one day. In the given case, the value of deviation is
- A. -2
 - B. + 2
 - C. 98
 - D. None of the above
30. The need for the controlling function is felt in
- A. Business organisations
 - B. Political organisations
 - C. Social organisations
 - D. All of the above
31. Which of the following is NOT an important issue relating to goal-setting theory?
- A. Goal specificity
 - B. Equity among workers
 - C. Feedback
 - D. Defining the goal

32. Behavior, power, and conflict are central areas of study for_.
- A. Sociologist
 - B. Anthropologists
 - C. Social psychologists
 - D. Operations analysts
33. When a bank robber points a gun at a bank employee, his base of power is:
- A. Coercive
 - B. Punitive
 - C. Positional
 - D. Authoritative
34. The managers of a multinational company are located in France, India, Brazil, and the United States. Which decision-making technique seems most reasonable for this organization?
- A. A postal service interaction
 - B. A brainstorming session
 - C. A nominal discussion
 - D. An electronic meeting
35. What do we call it when we judge someone on the basis of our perception?
- A. Stereotyping
 - B. Categorizing
 - C. Halo effect
 - D. Prototyping
36. Sobha is an honest and straightforward person. She believes her employees are all similarly honest and straightforward, ignoring signs that they may be manipulating her. What perceptual shortcut is Sobha most likely using?
- A. Contrast effect
 - B. Halo effect
 - C. Stereotyping
 - D. Projection
37. Sathish has a low absenteeism rate. He takes responsibility for his health and has good health habits. He is likely to have a(an):
- A. Internal locus of control
 - B. External locus of control
 - C. Core locus of control
 - D. High emotional stability level
38. Raju believes that men perform better in oral presentations than women. What shortcut has been used in this case?
- A. The halo effects
 - B. The contrast effects
 - C. Projection
 - D. Stereotyping

39. Mr. Manoj, Manager ABC Company found that skills of workers and machinery used by them as compared to the competitors in the market are obsolete within a year, which type of challenge ABC Company is facing?
- A. High Quality and Low Quality
 - B. Globalization and Culture
 - C. Rapid Pace of Change
 - D. Multiple Stakeholders
40. According to Robert Katz, when managers have the mental ability to analyze and diagnose complex situations, they possess _____ skills.
- A. Technical
 - B. Leadership
 - C. Problem-solving
 - D. Conceptual
41. What sort of goals does Management by Objectives (MBO) emphasize?
- A. Tangible, verifiable and measurable
 - B. Achievable, controllable and profitable
 - C. Challenging, emotional and constructive
 - D. Hierarchical, attainable and effective
42. Today's managers understand that the success of any effort at improving quality and productivity must include ____.
- A. Quality management programs
 - B. Customer service improvements
 - C. Employee's participation
 - D. Manufacturing simplification
43. Which of the following would be least likely to pose a barrier to cross-cultural communications?
- A. Tone difference
 - B. Word connotations
 - C. Political correctness
 - D. Differences among perceptions
44. Which of the following theory is proposed by Clayton Alderfer?
- A. Theory X and Theory Y
 - B. Hierarchy of Needs
 - C. ERG Theory
 - D. Theory
45. Concept of MBO was introduced by:
- A. Peter. F. Drucker
 - B. Mary Parker
 - C. Henry Fayol
 - D. Philip Kotler

46. Which of the following processes deals with how well an individual remembers a model's action after it is no longer readily available?
- A. Attitudinal
 - B. Retention
 - C. motor reproduction
 - D. reinforcement
47. What do we call the practice of reinforcing closer and closer approximations of a desired behavior?
- A. Modeling
 - B. Shaping
 - C. classical conditioning
 - D. social learning
48. Suspending an employee for dishonest behavior is an example of which method of shaping behavior?
- A. Extinction
 - B. negative reinforcement
 - C. punishment
 - D. reaction
49. If everyone who is faced with a similar situation responds in the same way, attribution theory states that the behavior shows_____.
- A. Consensus
 - B. Similarity
 - C. Reliability
 - D. Consistency
50. Your boss never gives you the benefit of the doubt. When you were late back from lunch, he assumed that you had simply taken too much time. He never considered that the elevators were out and you had to walk up 10 flights of stairs. Your boss is guilty of___.
- A. Self-serving bias
 - B. Selective perception
 - C. Fundamental attribution error
 - D. Inconsistency
51. Mr.Sajeev rated Mr. Rajiv high in his job evaluation because both belong to same area and graduated from the same University. It is an example of:
- A. Central Tendency
 - B. Halo effect
 - C. Similar-to-me effect
 - D. Misperception
52. All the following are dimensions of Intellectual ability EXCEPT:
- A. Inductive reasoning
 - B. Dynamic strength
 - C. Deductive reasoning
 - D. Number aptitude

53. What sort of actions is most likely to be attributed to external causes?
- A. Actions that have high distinctiveness, high consensus and high consistency
 - B. Actions that have high distinctiveness, high consensus and low consistency
 - C. Actions that have high distinctiveness, low consensus and low consistency
 - D. Actions that have low distinctiveness, low consistency and high consensus
54. A threatened strike action by a labour union to force the management to accept their demands is an example of which of the following power?
- A. Referent power
 - B. legitimate power
 - C. Reward power
 - D. Coercive power
55. Which of the following departmentalization can be considered necessary in an organization where the company's products fall into several categories with very different production methods for each category?
- A. Customer
 - B. Production
 - C. Process
 - D. Matrix
56. Mr. Dirash has a job which pays an excellent salary. He has a good relationship with his peers and his supervisors. He also likes the fact that the company policy fits well with what he personally believes, and that he has received considerable recognition for his achievements at the company. Which of these factors is 'MOST likely' responsible for the fact that Dirash loves his job?
- A. High compensation
 - B. Good nature of peer relationships
 - C. Good nature of supervisor relationships
 - D. Recognition for his achievements
57. Job appraisal is the part of ____
- A. Sociology
 - B. Anthropology
 - C. Psychology
 - D. Political science
58. Which of the following is most likely to be a belief held by a successful manager?
- A. Technical knowledge is all that is needed for success.
 - B. It is not essential to have sound interpersonal skills.
 - C. Technical skills are necessary, but insufficient alone for success.
 - D. Effectiveness is not impacted by human behavior.

59. What term is used for the extent to which an individual displays different behaviours in different situations?
- Continuity
 - Integrity
 - Flexibility
 - distinctiveness
60. What does consensus refer to in attribution theory?
- There is general agreement about a perception.
 - Different people respond the same way in the same situation.
 - There is general agreement about how people desire to respond to the same situation.
 - Different people perceive a situation similarly.

ANSWER KEY

1	A	11	D	21	C	31	B	41	A	51	C
2	B	12	D	22	B	32	A	42	C	52	D
3	B	13	B	23	C	33	A	43	C	53	A
4	C	14	C	24	C	34	D	44	C	54	B
5	A	15	A	25	D	35	A	45	A	55	A
6	A	16	B	26	B	36	D	46	B	56	A
7	A	17	A	27	C	37	A	47	B	57	B
8	C	18	C	28	B	38	D	48	C	58	D
9	A	19	B	29	A	39	C	49	D	59	C
10	C	20	D	30	D	40	D	50	C	60	C