



**SIDDHARTH GROUP OF INSTITUTIONS :: PUTTUR**  
Siddharth Nagar, Narayanavanam Road – 517583

**QUESTION BANK (DESCRIPTIVE)**

**Subject with Code : MS(13A52702)**

**Course & Branch: B.Tech - CSE**

**Year & Sem: IV-B.Tech & I-Sem**

**Regulation: R13**

**UNIT –I**

**Introduction to Management**

- |   |     |
|---|-----|
| 1. Define management. Explain its nature and features.[L2]                        | 10M |
| 2. Discuss the challenges to management in the new millennium[L2]                 | 10M |
| 3. Explain monetary and non-monetary incentives to relation movement [L1]         | 10M |
| 4. Critically evaluate the different leadership stages in an organization. [L2]   | 10M |
| 5. Define management Explain the importance of management. [L2]                   | 10M |
| 6. What are the basic principles of management according to Henry Fayol's? [L1]   | 10M |
| 7. What are the three levels of management ? Briefly explain their functions [L1] | 10M |
| 8. Explain Management as a Science and Art and Profession [L2]                    | 10M |
| 9. Briefly explain different function of management. [L2]                         | 10M |
| <b>10. Short-answer Questions</b>   |     |
| a) Define Contingency Theory[L2]  | 2M  |
| b) Define System Theory [L1]  | 2M  |
| c) Define Qualities of successful leaders [L2]                                    | 2M  |
| d) Explain Elton Mayo's Human relations [L2]                                      | 2M  |
| e) Explain Universality of management [L2]  | 2M  |

**UNIT –II****Organization design and structure**

1. Discuss the process of organizing. Explain the principles to be observed while creating all organization structure. 10M
2. Explain the significance and advantages of functional organization. [L1] 10M
3. Discuss the features of line and staff organization with a chart. [L1] 10M
4. Explain the Line Organization and Functional Organization and their merits and demerits. 10M
5. Evaluate Matrix Organization with Merits and Demerits. [L5] 10M
6. What do you mean by departmentation? Evaluate any three methods of departmentation. [L1] 10M
7. Briefly explain the following:
  - (a) Delegation of authority [L1] 5M
  - (b) Principles for effective delegation of authority [L1] 5M
8. Explain the concept of organization as a process and as a structure. [L1] 10M
9. What is meant by line and staff organization? Briefly explain with examples. [L1] 10M
10. **Short-answer Questions**
  - (a) Explain basic concepts of organization? [L1] 2M
  - (b) Evaluate line and staff organization. [L5] 2M
  - (c) Evaluate matrix organisation. [L5] 2M
  - (d) Obtain the relation between power and authority? [L3] 2M
  - (e) Difference between departmentation and decentralization [L3] 2M

**UNIT –III**  
**HUMAN RESOURCE & MATERIAL MANAGEMENT**

1. Define HRM? Explain about its functions? [L1] 10 M
2. What are the advantages of Training and development programmers?[L1] 10 M
3. What are the rules to be considered in performance appraisal? [L1] 10 M
4. What are the different types of training methods? [L3] 10 M
5. What are the steps involved in setting up grievance redressal machinery?[L1] 10 M
6. Write a note on different plant layouts?[L3] 10 M
7. Define the term TQM? [L1] 10 M
8. What are the advantages of ABC analysis?[L1] 10 M
9. State marketing strategies based on PLC?[L1] 10 M
10. **Short-answer Questions**
  - a. Define departmentation ? [L1] 2 M
  - b. Explain centralization? [L1] 2 M
  - c. what is power? [L1] 2 M
  - d. what is authority? [L1] 2 M
  - e. what is penetration policy? [L1] 2 M

**UNIT -IV****MANGEMENT OF OPERATIONS & PROJECT MANAGEMENT**

1. Create a PERT network for the following project:[L4] 10M

A is the first event and J the end event

J is a successor event to F

C and D are successor events to B

D is a f occur after predecessor event to G

E and F occur after event C

E precedes F

C restrains the occurrence of G and G precedes H

H follows F

H precedes J

2. Create the network from the following information[L4] 10M

Events number    Predecessor

A                    1-2

B                    1-3

C                    1-4

D                    2-5

E                    3-5

F                    4-6

G                    5-6

Find out the PERT, CPM, EST, LFT and SLACK?

3. A small engineering project consists of six activities. The three times estimates in number days for each activity are given below.[L4] 10M

| Activity | to | tm | tp |
|----------|----|----|----|
| 1-2      | 2  | 5  | 8  |
| 2-3      | 1  | 1  | 1  |
| 3-5      | 0  | 6  | 18 |
| 5-6      | 7  | 7  | 7  |
| 1-4      | 3  | 3  | 3  |
| 4-5      | 2  | 8  | 14 |

**Find out:**

1. Calculate the values of expected time ( $t_e$ ), and S.D variance ( $\sigma (v_i)$ ) of each activity
2. Draw the network diagram and mark  $t_e$  on each activity
3. Calculate EST and LFT and mark them on the net work diagram
4. Calculate total slack for each activity
5. Identify the critical path and mark on the net work diagram
6. Probability of completing project in 25 days.

4. Distinguish between PERT and CPM? [L3]

10M

5. Create the network for the following project and number the events [L4]

| Event number | Precededby  | Event number | Preceded by |
|--------------|-------------|--------------|-------------|
| A            | Star event- | G            | E           |
| B            | A           | H            | G,E         |
| C            | B           | J            | D,F,H       |
| D            | B           | K            | C,J         |
| E            | D           | L            | K           |
| F            | B           | M            | J           |

6. What are the essentials of operations management?[L1]

10M

7. List out recent trend in operational management?[L1]

10M

8. How to design operation system for effective management of an organization?[L1]

10M

9. What is organizational control? Explains its nature and importance. [L1]

10M

10. Short Answer Questions

(a) Evaluate Marketing control [L5]

2M

(b) Evaluate HR control [L5]

2M

(c) Define network analysis? [L1]

2M

(d) Define critical path? [L1]

2M

(e) Discuss direct and indirect cost.[L1]

2M

**UNIT –V**  
**Contemporary Management Issues**

- |   |     |
|---|-----|
| 1. Explain the concept of corporate planning. Discuss the essential steps in corporate planning through a flow chart. [L1]                              | 10M |
| 2. Is there any link between mission, goal, objective, strategy and programmes in an industrial environment? Illustrate. [L2]                           | 10M |
| 3. What are the internal factors that need to be examined for the firm to assess its strengths and weaknesses? Illustrate. [L2]                         | 10M |
| 4. Identify the factors that are to be diagnosed both in the external and the internal environment to make enough ground for strategy formulation. [L3] | 10M |
| 5. Identify and discuss the stages in the process of strategy formulation and Implementation. [L4]  | 10M |
| 6. Business Process Reengineering deals with the restructuring the processes associated with the products or services'. Do you agree? Illustrate. [L5]  | 10M |
| 7. Explain how modern concepts like JIT, MRP, Six Sigma changed the production environment? [L1]  | 10M |
| 8. What is supply chain management? Discuss with merits and demerits [L1]   | 10M |
| 9. A) Basic concepts of MIS and explains its advantage. [L1]  | 5M  |
| B) Discuss Materials Requirement Planning [L1]  | 5M  |
| 10. <b>Short-answer Questions</b>   |     |
| a) Define Total Quality management (TQM) [L1]   | 2M  |
| b) Business Process Outsourcing (BPO) [L1]  | 2M  |
| c) Discuss SWOT analysis [L1]   | 2M  |
| d) Discuss MIS [L1]   | 2M  |
| e) Explain SIX Sigma [L1]   | 2M  |

**Prepared by:** R.Jyothsna Devi, M.Jayalakshmi, S.K.Guru Moorthi, A.Krishna Moorthy  
B.Sampath Kumar, K.Sai Chandu


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**UNIT – I**
**Introduction to Management**

1. Who said this---‘to manage is to forecast and plan, to command, to coordinate and Control [    ]  
A) E.L.F. Brech    B) W.F.G Glueck    C) Henri Fayol    D) Peters.T
2. Management is a ----- process [    ]  
A) Structural    B) Organizational    C) Operational    D) Motivation
3. The term management does *not* connote which of the following? [    ]  
A) Inter-disciplinary in nature    B) Profession  
C) ‘Body of people’ involved in decision making    D) Omniscient
4. Organizations are systems of inter-dependent human beings’.who said this? [    ]  
A) Pugh    B) Simon    C) brech    D) stewart
5. Who of the following are internal stackholders of the organization? [    ]  
A) competitors    B)government    C)span of control    D)creditors
6. Management is a -----process. [    ]  
A) social    B) economic    C) environmental    D) psychic
7. According to Henri Fayol,management process covers all except [    ]  
A) organizing    B) commanding    C) ordinating    D) controlling
8. The process of determining the best course of action to achieve the given goal is called [    ]  
A) organizing    B) planning    C)controlling    D) coordinating
9. Which one of the following is not an element of planning? [    ]  
A) objectives    B)policies    C)budgets    D)analysis
10. Which one of the following indicates what is to be done at a given point of time? [    ]  
A) budgets    B) policies    C)schedules    D)objectives
11. What refers to the process of grouping of related activites and assign them to a manager with authority to supervise it? [    ]

- A)staffing B)directing C)planning D)organizing
12. Which one of the following is not included in the staffing process? [ ]  
A) recruitment B) placement C) demotion D) appraisal
13. Which one of the following is a decisive function of the management? [ ]  
A) leading B) directing C) staffing D) coordinating
14. What is the time horizon for the top level management? [ ]  
A) 10-15 years B) 0-5 years C) 10-20 years D) 5-10 years
15. Which one of the following ends with decision making? [ ]  
A) Planning B) organizing C) implementing D) coordinating
16. What does 'Espirit de Corps' stand for? [ ]  
A) team work B) right thing in the right place  
C) Initiation D) avoiding frequent transfers
17. Who is regarded as the father of scientific management? [ ]  
A)henri fayol B)MC gregor C)F.W. taylor D)Charles babbage
18. Which of the following is not recognized in the Maslow's hierarchy of human needs? [ ]  
A) Safety needs B)esteem needs C)physical needs D)acceptance needs
19. Which one of the following is not one of the fayol's 14 principles of management? [ ]  
A) Authority B) remuneration C) decentralization D)unity of direction
20. Who gave the two factor theory of motivation? [ ]  
A) vroom B)herzberg C)fayol D)maslow
21. Luther gullick coined a new term 'POSDCORB'.in this acronym,what does the B stand for? [ ]  
A)bullion B)bearish C)budgeting D)bench marking
22. Which one of the following is a decisive function of the management? [ ]  
A) leading B) directing C) staffing D) coordinating
23. Which approach says that technology alone cannot make organization successful? [ ]  
A) system apporch B)socio-technical approach  
C) case study approach D)numerical approach
24. Who is responsible for carrying out the decisions and policies made by the top management? [ ]  
A) Chairmen and managing director B) middle level management  
C) Lower level management D) head of the department
25. Which one of the following ends with decision making? [ ]  
A) Planning B) organizing C) implementing D) coordinating



26. Which one of the following phrase best describes the management functions?  
A) Omnipresent B)omniscient C)ubiquitous D)permanent
27. which one of the following approaches has emerged from the findings of hawthorne experiments ? [ ]  
A) Human Behaviour approach B) System approach  
c) Human relation approach D) Decision theory approach
28. Management as a system emphasizes [ ]  
A) close System perspective B) open system perspective  
C) socio- technical system D)None of these
29. Bounary of a system classifies it into two parts one is open system second is [ ]  
A)closed system B)Main system  
C) Management system D)None of these
30. Contingency theory is also called as [ ]  
A) system theory B) decision theory  
C) situational Approach D)None
31. Which one of the following is not covered by the 4 M's of management? [ ]  
A) money B) materials C) manager D) machine
32. Scientific management school was developed by [ ]  
A) Henry fayol B) peter F Drucker  
C) Frederic W Taylor D) Elton Mayo
33. The school based on situation is known as [ ]  
A) system school B) Contingency school  
C) operation Research D)Human Relation school
34. Which school was developed by Chester Barnard? [ ]  
A) Administrative school B) system school  
C)Human behavior school D)Decision Theory Approach
35. Whose contribution is known as principle of scientific management? [ ]  
A) F W Taylor B) W.F.G Glueck C) Henri Fayol D) Peters.T
36. By what name is the contribution F W Taylor labeled [ ]  
A) Scientific management B) Administrative management  
C) system school D) Contingency school
37. Which of the following implies 'the effective utilization of human and material resources to achieve the enterprise objectives? [ ]  
A) Management B) Planning C) Requirement D) Control

38. which approach says that technology alone cannot make organization successful? [    ]  
A) system approach    B) socio-technical approach    C) case study    D)none
39. 'Management is concerned with the systematic organisation of economic resources and its task is to make these resources productive'. Who said this? [    ]  
A) Koontz & Weihrich    B) Peter F.Druker    C) Koontz & O'Donnell    D)Henri Fayol
- 40 which approach considers that function of management are sub-system; the organization is a system where all these functions are interrelated? [    ]  
A) system approach    B) socio-technical approach    C) empirical approach    D)none

**UNIT –II****Organization design and structure**

1. Which of the following is not a characteristic of a formal organisation? [ ]  
(a) Able to communicate with one another (b) Willing to act in an atmosphere of cooperation  
(c) Share a common implicit purpose (d) Share a common explicit purpose
2. The obligation on the part of the subordinate to complete the given job is called [ ]  
(a) Authority (b) Power (c) Reliability (d) Responsibility
3. The process of transferring authority from the top to the lower levels in the organization is called [ ]  
(a) Authority (b) Delegation (c) Power (d) Responsibility
4. What is the type of organization when the authority is delegated to the regional offices? [ ]  
(a) Centralized (b) Decentralized (c) Both (d) None
5. Which of the following is not defined by V.A. Graicunas classification for superior-subordinate relationships? [ ]  
(a) Group relationships (b) Direct single relationships  
(c) Direct group relationships (d) Cross relationships
6. Which one of the following is a disadvantage for wide span of control? [ ]  
(a) Fewer levels of management (b) Difficult to supervise the subordinates directly  
(c) Lower supervision costs (d) Fewer levels of decision making
7. Which one of the following is an advantage in narrow span of control? [ ]  
(a) Subordinates may lack motivation (b) costs related to administration tend to increase  
(c) Allows for tight control and supervision (d) Too much super vision may hinder motivation
8. Which one of the following is not a cardinal principle of sound organization? [ ]  
(a) Flow of authority (b) Maximum number of subordinates (c) Attain balance (d) Specialization
9. Which one of the following is not a factor that determines the optimum number of subordinates? [ ]  
(a) Efficiency of the superior (b) Nature of work (c) Duration of work (d) Responsibility
10. Which one of the following is not a factor that helps the organization to attain its balance? [ ]  
(a) Span of control (b) Centralization of authority (c) Delegation of authority (d) Departmentation
11. The Line organization is favoured because of [ ]  
(a) More scope for favouritism (b) No.scope for specialization (c) Flexibility (d) No scope for nepotism
12. Which one of the following is a demerit of the line organization? [ ]

(a) Simple to understand (b) Facilitates quick decisions (c) Each section is treated as a unit for control purposes (d) Instability is likely, due to a lack of continuity

13. Which one of the following is the demerit of line and staff organization? [ ]

(a) Relieves the line managers (b) Greater scope for advancement  
(c) Staff suggestions are seldom implemented (d) Enhances the quality of decisions

14. Which one of the following is a merit for the functional organization? [ ]

(a) Calls for more coordination (b) Disciplinary controls are well defined  
(c) Lower supervision costs (d) Fewer levels of decision making

15. Which one of the following is a demerit of the committee? [ ]

a) Motivates all the concerned groups to participate b) Yields good results  
c) Calls for high degree of coordination d) Facilitates group decisions

16. Which one of the following refers to a project organization? [ ]

(a) Line organization (b) Military organization (c) Scalar organization (d) Matrix organization

17. Which one of the following is a merit for the matrix organization? [ ]

(a) Calls for greater degree of coordination (b) Difficult to define authority  
(c) Offers operations freedom (d) Difficult to define authority

18. Which of the following is a demerit in the matrix organization? [ ]

(a) Focuses on end results (b) Employees may find it frustrating to work with two bosses  
(c) Maintains professional identity (d) Seeks to optimize the utilization of resources

19. What is the process of classifying the organization on the basis of similar activities? [ ]

(a) Formulation (b) Departmentation (c) Execution (d) Implementation

20. Which of the following is a merit for the functional organization? [ ]

(a) Calls for more coordination (b) delayed decision making  
(c) Offers better control (d) Expensive in terms of time

21. Which of the following is a demerit in the functional organization? [ ]

(a) Each function is focused (b) Reduces the load on senior executives  
(c) Specialization enhances the quality of decisions  
(d) Objectives are more focused than the corporate goals.

22. Which of the following is a merit in the product organization? [ ]

(a) Central services maintenance may not be cost-effective  
(b) Tends to increase the control problems for top management  
(c) Organization may get disintegrated.  
(d) Responsibility can be fixed for sales and profits for each product or service

23. Which of the following is a demerit for a product organization? [ ]  
(a) Provides way for diversification (b) Ensures better customer care  
(c) Adequate number of professional managers may not be available  
(d) All facilities are available under one roof
24. Which of the following is a demerit for the territorial organization [ ]  
(a) Responsibility is fixed at the territorial level (b) May involve duplication of costs  
(c) Managers at lower level can be made more responsible (d) Local resources can be utilized
25. Which of the following is a merit for the territorial organization? [ ]  
(a) Local facilities can be under utilized  
(b) Difficult for the top management to monitor the territory level operations  
(c) Train managers for senior management positions  
(d) Difficult to find competent managers
26. Which of the following is a demerit for the customer organization? [ ]  
(a) Ensures better customer care (b) May be very costly  
(c). Develops a competitive advantage (d) Focuses on the specific needs of individual customers
27. Which of the following is a merit for the customer organization? [ ]  
(a) Calls for focused training programs  
(b) Difficult to specialize in customer problems if the customer group is small  
(c) It is based on the diversified needs of customers (d) Customer requirement keep changing
28. What is the limitation of the partial organization structure? [ ]  
(a) The superior subordinate relationship is illustrated  
(b) Managers tend to neglect to redraft charts as and when necessary  
(c) Describes how the activities of the entire organization are coordinated  
(d) Chart identifies lines of authority & responsibility
29. What refers to drawing the managerial attention only to exceptional problems? [ ]  
(a) Manage via exception (b) Manage via perception (c) Manage via dictation (d) Manage via supervision
30. Which of the following refers to the policies & procedures of the organization? [ ]  
(a) manual (b) Book (c) Journal (d) Record
31. What refers to the effective control of a number of subordinates by a supervisor at a given point of time? [ ]  
(a) Management (b) Control of power (c) Span of control (d) Authority

32. What refers to the line of flow of authority from the management to every subordinate in the organization? [ ]

(a) unit of command (b) Flow of authority (c) Span of management (d) Delegation of authority

33. Which of the following is an example for organic structure of an organization? [ ]

(a) Line and Staff organization (b) Product Organization (c) Virtual Organization (d) Matrix organization

34. Which of the following allows an easy reallocation of resources? [ ]

(a) Line and Staff organization (b) Product Organization

(c) Matrix organization (d) Virtual Organization

35. Which of the following requires as strong brand and high trust culture? [ ]

(a) Functional organization structure (b) Line organisation

(c) Staff organization (d) Virtual organization

36. In which of the following organization structures, every team of workers has the responsibility to improve or maintain the quality and quantity of its products? [ ]

(a) Cellular organization (b) Virtual organization (c) Inverted pyramid.(d) Matrix organization structure

37. Which of the following is a combination of team and network structures with the addition of temporariness? [ ]

(a) Cellular organization (b) Virtual organization (c) Inverted pyramid (d) Boundary less organization

38. Which of the following is not an advantage of decentralization? [ ]

(a) management develop their own decision-making skills.(b) Managers can exercise more autonomy.

(c) Managers are more motivated.(d) None of the above.

39. Which form of departmentalization would be most appropriate in companies that have distinctly different product lines? [ ]

(a) Functional departmentalization. (b) Product departmentalization.

(c) Customer departmentalization. (d) Geographical departmentalization

40. Which of the following teams is formed for the propose of planning, implementing and/or evaluating projects? [ ]

(a) Task teams. (b) Project teams.(c) Communication teams.(d) quality teams.

**UNIT – III****HUMAN RESOURCE AND MATERIAL MANAGEMENT**

1. Which of the following refers to inputs into the production process? [ ]  
(A) Materials (B) Work in progress  
(C) Spare parts (D) Components
2. What refers to the process of planning, organising and controlling the materials in a given organization particularly armed forces? [ ]  
(a) Supply management (b) Materials management  
(c) Logistics management (d) Operations management
3. What refers to all the idle physical stocks which have economic value? [ ]  
(a) Items in stores (b) Inventory  
(c) Materials in transit (d) Materials in process
4. What refers to the scientific method of providing 'the right type of material at the tight time in the right quantities and at the right price to sustain the given production schedules? [ ]  
(a) Stock control (b) Materials control  
(c) Inventory control (d) Disaster control
5. Which of the following is not an objective of inventory control? [ ]  
(a) Ensure economy of costs (b) Avoid accumulation in materials  
(c) Maximise investments in materials (d) Maintain adequate inventories
6. Which of the following is a factor affecting inventory control function? [ ]  
(a) decreases in material prices (b) decreasing lead time  
(c) excessive storage costs (d) gradual changes in production plans
7. Which of the following is not an objective of the purchasing function? [ ]  
(a) Explore and develop other sources of supply (b) Ensure interrupted flow of supplies  
(c) Obtain the best value for money spent (d) To train staff, make policies and procedures
8. Which of the following is not a feasible situation that justifies decentralization? [ ]  
(a) Companies that process single natural raw materials (b) Technology oriented firms  
(c) Services oriented firms (d) Multi plant manufacturing firms

9. Who receives the inward invoice? [ ]  
(a) Supplier (b) Vendor  
(c) Consumer (d) Buyer
10. Which of the following is a benefit reaped for a rational purchasing decision? [ ]  
(a) Increased lead times (b) Slow turnover of inventory  
(c) Increase in transport costs (d) Reduced obsolescence in materials
11. What is the process of assigning numbers or symbols or a combination of both? [ ]  
(a) Classification (b) Codification  
(c) Duplication (d) Computerisation
12. Which of the following is an advantage of classification and codification? [ ]  
(a) Easy availability of materials (b) Complex inspection process  
(c) Complex process of issuing products (d) Standardization of items.
13. What facilitates the maintenance of accounts for each item of inventory? [ ]  
(a) Journals (b) Store records  
(c) Ledgers (d) Maintenance records
14. What is the slip attached to the bin where the goods are stocked? [ ]  
(a) invoice (b) material requisition note  
(c) bin card . (d) stores ledger account
15. . What refers to the costs incurred to procure materials? [ ]  
(a) Inventory carrying costs (b) Inventory ordering costs .  
(c) Stock order costs (d) Stock out costs
16. What refers to that quantity of material which can be ordered at one time to minimise the cost of ordering and carrying the costs? [ ]  
(a) Carrying cost (b) Cost of acquisition  
(c) Economic order quantity (d) Economic quantity
17. Which of the following is a method of pricing the issues of inventory? [ ]  
(a) First in last out (b) Last in last out  
(c) Simple average price method (d) Last in first out
18. What refers to the process of centralising the functions of materials management? [ ]  
(a) Perpetual inventory control (b) Integrated materials management  
(c) Simple average price control (d) Weighted. Average price control



19. Which of the following is a benefit of centralised integrated materials management? [ ]
- (a) Duplication in purchases . (b) Diseconomies of scale
- (c) Decentralised monitoring of requirements (d) Better allocation of scarce materials
20. Which of the following is not a benefit of decentralized set up of integrated materials management? [ ]
- (a) Minimization of procurement delays (b) Larger scope for division of labor
- (c) High degree-of flexibility (d) No functional specialization
- 21 .Which of the following refers to the process of managing the human resources of an organisation in tune with the vision of the top management? [ ]
- (a) CRM (b) HRM
- (c) HRD (d) PM & IR
- 22 What is a strategically driven process? [ ]
- (a) HRD (b) PM&IR
- (c) HRM (d) CRM
- 23 Which of the following is not a function of HRM? [ ]
- (a) Focusing on team building . . (b) Developing product sensitive management style.
- (c) Empowering employees . (d) Evaluating self appraisals . . . .
- 24 What refers to the process of managing people enabling them to contribute their best for the attainment of organisation goals? . [ ]
- (a) HRM (b) HRD
- (c) Personnel Management (d) Industrial relations
- 25 What refers to the. Relations between the employees and the management: [ ]
- (a) HRD (b) Personnel Management
- (c) Industrial Relations (d) HRM
- 26 Who focused on Compensation, integration and Maintenance of people m the Organisation [ ]
- (a) Peter F Drucker . (b) Flippo
- (c) Pigours & Myres (d) Pyle
- 27 The process of formulating a personnel program, which is determined in advance is [ ]

- called
- (a) Planning (b) Organisation  
(c) Directing (d) Controlling
- 28 The process of creating an environment integrating individual interests and organizational interests is known as [ ]
- (a) Development (b) Compensation  
(c) Integration (d) Maintenance
- 29 Which of the following is not a feature of personnel management? [ ]
- (a) Aims to achieve efficiency (b) Aims to achieve proficiency  
(c) Aims to achieve justice (d) Concerned with people at work
- 30 Who defined personnel mgt as a method of developing the employee potential? [ ]
- (a) Clark & Clark . . (b) MB Athreya  
(c) Pigours & Myres (d) Philip Kotler
- 31 Which of the following is not a feature of Personnel Management? [ ]
- (a) Is concerned with employees . (b) Is a method of helping employees .  
(c) Manages people-at the lower level in the organisation only (d) Is a method of channelising the potential
- 32 What. is an expression of the values and beliefs of the organisation? [ ]
- (a) Induction (b) Personnel Policy  
(c) Recruitment (d) Service
- 33 What refers to the activities of a specialist responsible for devising and executing the personnel policies and strategies in the organisation? [ ]
- (a) HRM (b) PM  
(c) IT (d) HRD
- 34 Who referred to the goal of personnel mgt is employee orientation while the goal of HRM is organization oriented? . [ ]
- (a) GA Cole (b) Pyle  
(c) Flippo (d) Pigorous & Myres
- 35 Which of the following is a benefit of HRM?' [ ]
- (a) Decreases the employee productivity (b) Decreases the employee commitment to the organisation  
(c) Pre requisite for lower productivity (d) Ensures that tile right person is selected

- for the right JOB
- 36 Which of the following is not a concern of HRM? [ ]
- (a) Minimizing conflicts (b) Meeting technology changes  
(c) Accommodate varying interests of a common workgroup (d) Equipping the available staff in terms of skill set
- 37 What is the nature of relations between management and labour, as stated by Storey, or personnel & IR and HRM? [ ]
- a) Pluralist, Unitarist (b) Unitarist, Pluralist  
(c) Aims to achieve justice (d) Concerned with people at work
- 38 . What states how the employees should behave conduct themselves in the organisation?' [ ]
- (a) Resources policy . (b) Finance policy  
(c) Personnel policy (d) Technology policy
- 39 What is not a function of a personnel manager? [ ]
- (a) Develop vision (b) Develop objectives  
(c) Develop cultures' (d) none
- 40 What is not a necessity of HRD? [ ]
- (a) Make organisational dynamics growth oriented . (b) Make industrial policies  
(c) Succeed in a fast changing environment (d) Make personnel policies

**UNIT –IV****MANGEMENT OF OPERATIONS & PROJECT MANAGEMENT**

1. What are the two basic types of production systems? [    ]
- A. Automated and manual                      B. Intermittent and non-intermittent process
- C. Normal and continuous process            D. Continuous process and batch
2. What term describes a vertical expansion of job duties in order to give the worker more responsibility? [    ]
- A. Job enlargement                              B. Job rotation
- C. Job enrichment                                D. Job design
3. What type of process would a paper mill be most likely to use? [    ]
- A. Continuous flow                              B. Project
- C. Job shop                                         D. Flow shop
4. What technique deals with the problem of supplying sufficient facilities to production lines or individuals that require uneven service? [    ]
- A. Supply demand theory                      B. Pert
- C. Inventory theory                              D. Queuing theory
5. A manufacturer has been receiving excessive numbers of defective standard machine parts from a vendor on a regular basis. What is the most effective way to design a formal inspection system for incoming parts? [    ]
- A. Queuing analysis                              B. Time series analysis
- C. Statistical quality control                    D. Regression analysis
- [    ]
6. A set of simultaneous equations that has more variables than constraints has
- A. No solution                                      B. An infinite number of solution
- C. A finite solution                                D. An infinite solution
7. In a PERT/CPM network, computing the critical path requires [    ]
- A. Determining the total project duration    B. Assigning the earliest finish time for an activity as the earliest start time for

- the next
- C. That the latest finishing time for an activity not delay the overall project beyond initial expectation
- D. A sophisticated and complex computer program
8. At the completion of the forward and backward passes, the slack for an activity is given by the [     ]
- A. Difference between early start and early finish
- B. Difference between early start and latest finish
- C. Difference between latest start and early finish
- D. Amount of idle labor on the critical path
9. What type of control chart is used to monitor the number of defects per unit? [     ]
- A. P-chart
- B. R-chart
- C. C-chart
- D. X-bar chart
10. A project has three paths: A—B—C has a length of 25 days. A—D—C has a length of 15 days. A—E—C has a length of 20 days. Which of the following statements is correct? [     ]
- A. A—D—C is the critical path.
- B. A—B—C has the most slack.
- C. The expected duration of the project is 25 days.
- D. The expected duration of this project is 60 days.
11. The operating characteristic (OC) curve shows the probability of [     ]
- A. Rejection for every possible true percentage of defectives
- A. Rejection for every possible true percentage of defectives
- C. Making type I errors for various percentages of defectives
- D. None of the above
- [     ]
12. If an artificial variable remains in the solution with a positive value after the stopping criterion has been Reached, the problem
- A. Is infeasible
- B. Is optimal
- C. Need a new basis
- D. Has more than one solution
13. What are the two sources of costs in queuing analysis? [     ]
- A. Arrivals and departure
- B. Arrivals and idleness

- C. Waiting customers and capacity                      D. Equipment breakdown and departures
14. The transportation model method that is used to evaluate location alternatives minimizes total [     ]
- A. Source    B. Destinations
- C. Capacity    D. Shipping costs
15. What is simulation? [     ]
- A. A quick solution method to problem-solving              B. A formalized deterministic approach to problem-solving
- C. A graphical method to problem-solving                      D. A trial-and-error approach to problem-solving
16. What priority rule is being used when jobs are processed according to the lowest ratio of due date to remaining processing time? [     ]
- A. CR    B. EDD
- C. FCFS    D. S/O
17. Moving from the aggregate plan to a master production schedule requires [     ]
- A. Rough cut capacity planning                                      B. Sub optimization
- C. Disaggregation    D. Strategy formulation
18. Which of the following statements is true of Lean-Six Sigma? [     ]
- A. Lean principles focus on advanced statistical methods.                      B. Lean principles and Six-Sigma are separate bodies of knowledge.
- C. Lean principles have been developed over a lengthy period of time.                      D. Lean principles include the 5Ss framework and practices.
19. When the flow of materials is variable [     ]
- A. Layout by process is most suitable                                      B. layout by product is most suitable
- C. Layout by fixed position is most suitable                                      D. Line balancing is most suitable
20. A fixed interval system [     ]
- A. Adds the same predetermined amount to inventory each time replenishment                      B. Is suitable for joint replenishment items

occurs

C. Is triggered at the reorder level

D. Requires perpetual monitoring of inventory records

21. which of the following denotes a number of techniques for planning and control of complex project [ ]

A. Network analysis

B. Planning analysis

C. Activity analysis

D. Project analysis

22. In network analysis the overall objective is [ ]

A. To minimize overall time spent

B. To maximize overall return on capital

C. To neutralize overall time spent

D. To cover all activities at any cost

23. The minimum slack will always be [ ]

A. Positive

B. Negative

C. Linear

D. Deterministic

24. PERT refers to [ ]

A. Programme escalation review tool

B. Programme evaluation review technique

C. Project evaluation revised testing

D. Project evaluation reasoning tool

25. Which of the following are not limitations of gantt's bar chart? [ ]

A. Interdependencies

B. Project progress

C. Uncertainty

D. Coordination

[ ]

26. Which is the link between gantt chart & PERT/CPM network?

A. Milestone chart

B. Logical chart

C. Network chart

D. Activity chart

27. what does CPM involve in a tradeoff between [ ]

A. Cost & quantity

B. Time & work

C. Cost & time

D. Cost, time and quality

28. which of the following is event oriented? [ ]

- A. PERT  
B. CPM  
C. Schedule  
D. None
- 29.CPM is [ ]  
A. Optimistic  
B. Probabilistic  
C. Deterministic  
D. Optimistic and probabilistic
- 30.PERT activity is represented by [ ]  
A. Arrow  
B. Circle  
C. Line  
D. Dotted circle
- 31.PERT event is represented by [ ]  
A. Arrow  
B. Circle  
C. Line  
D. Dotted circle
- 32.what is the start or end of activity is called [ ]  
A. Event  
B. Activity  
C. Critical path  
D. Event and activity
33. Which of the following does not consume resource? [ ]  
A. Activity  
B. Circle  
C. Line  
D. Dangler
- 34.events left untied to overall network are called [ ]  
A. Prototype  
B. Sequence  
C. Dangler  
D. Drops
- 35.path which contains all event with zero or minimum slack is [ ]  
A. Critical path  
B. Succession  
C. Critical slack  
D. Event slack
- 36.which of the following indicates time by which an activity can expand [ ]  
A. Total float  
B. Free float  
C. Independent float  
D. Negative float
- 37.A programme is also called [ ]



- A. Job  
C. Event
- B. Project  
D. Network

38. what are the cost that are determined per day? [ ]

- A. Direct cost  
C. Variable cost
- B. Differential cost  
D. Indirect cost

39. interest on borrowings and advertisement form a part of [ ]

- A. Direct cost  
C. Variable cost
- B. Differential cost  
D. Indirect cost

40. what does crash cost mean? [ ]

- A. Cost incurred due to crash  
C. Cost incurred to reduce activity
- B. Cost incurred due to errors  
D. None

**UNIT – V**

**Contemporary Management Issues**

1. What refers to the process of planning undertaken by the top management [ ]  
to achieve their organizational goals? .  
(a) Strategy formulation (b) Corporate planning  
(c) Environmental scanning (d) Corporate analysis
2. Which of the following is not a characteristic of a mission statement? [ ]  
(a) Flexible (b) Provides shared visions  
(c) Focuses on products (d) Focus on limited
3. Which of the following is not a feature of policy? [ ]  
(a) Expresses organizational culture (b) Provides discretion to managers  
(c) Helps in coordinating decisions (d) Brings out uniformity in action
4. What refers to the process of identifying opportunities to develop or [ ]  
acquire businesses that are related to the company current business?  
(a) Intensive growth (b) Integrative growth  
(c) Diversification growth (d) Concentric growth
5. What refers to the process wherein a company legally takes over or acquires [ ]  
the business of any of its leading competitors? . .  
(a) Backward integration (b) Forward integration  
(c) Horizontal integration (d) concentric integration
6. What reflects the vision of the top management? [ ]  
(a) Goal (b) Policy (c) Mission (d) Strategy
7. What involves an analysis and diagnosis of the external and internal [ ]  
environments of a business firm?  
(a) Environmental analysis (b) SWOT analysis  
(c) Environmental scanning (d) Strategic analysis

8. What refers to the group of firms carrying on similar activity? [    ]  
(a) Suppliers (b) Competitors (c) Industry (d) Strategy
9. What refers to the process of analysing and diagnosing the firms' internal Strengths and weaknesses? [    ]  
(a) Internal analysis                      (b) Strategic analysis  
(c) Internal analysis and diagnosis (d) Strategic analysis and design
10. Which of the following is neither an internal strength nor a weakness to a Particular firm? [    ]  
(a) Managerial personnel      (b) Research and development  
(c) Financial policies              (d) Organizational systems
11. Which of the following is not an alternative strategy to deal with the factors in the external and the internal environment? [    ]  
(a) TW Strategy (b) ST Strategy (c) SW Strategy (d) OW Strategy
12. Which of the following is not the component of the industry environment? [    ]  
(a) Customers (b) Suppliers (c) Competitors (d) vendors
13. Which of the following is not a part of the environment? [    ]  
(a) General (b) Economy (c) Industry (d) International
14. Which of the following is always made at a given point of time? [    ]  
(a) Internal analysis (b) SWOT analysis  
(c) External analysis (d) Environmental analysis
15. From where do visionaries identify opportunities? [    ]  
(a) Strengths (b) Weaknesses (c) Threats (d) Opportunities
16. Which of the following is not a generic strategy alternative? [    ]  
(a) Stability strategy              (b) Expansion strategy  
(c) Retrenchment strategy (d) Allocation strategy

17. One of the following strategies implies that unviable products and services can be dropped. Name it. [     ]  
(a) Expansion strategy (b) Retrenchment strategy  
(c) Stability strategy (d) Combination strategy
18. What alliance 'refers to the process wherein two or more companies may get together to synergies their operations?' . [     ]  
(a) Promotional alliance (b) Logistics alliance  
(c) Product/service alliance (d) Pricing collaboration
19. Which of the following is not an approach to internal expansion? [     ]  
(a) Penetrate existing markets (b) Mergers and acquisitions  
(c) Add new products (d) Add new markets
20. Which of the following is not one of the most generic types to initiate strategic thinking? [     ]  
(a) Overall cost leadership (b) Differentiation (c) Diversification (d) Focus
21. At what stage, can the success of the programmer be assessed? [     ]  
(a) Implementation (b) Evaluation (c) Development (d) Design
22. Which of the following refers to varying the strategy to address the specific requirements of the markets? [     ]  
(a) Strategic alliances (b) Strategy variations  
(c) Promotional alliance (d) Logistic alliance
23. What refers to the decision of selection of the strategy that will best meet the enterprise objectives? [     ]  
(a) Strategic alliances (b) Strategy variations  
(c) Strategic choice (d) Pricing collaborations
24. A good strategy with effective implementation has “probability of success. [     ]  
(a) lower (b) higher (c) moderate (d) least

25. What strategy can be adopted in case of highly competitive and volatile markets? [     ]  
(a) Stability strategy      (b) Combination strategy  
(c) Retrenchment strategy   (d) Expansion strategy
26. Which of the following refers to the kind of alliance where in two or more companies come together to promote their products/services? [     ]  
(a) Product/service alliance      (b) Logistic alliance  
(c) Promotional alliance      (d) Pricing collaboration
27. Just in time concept eliminates [     ]  
(a) Operations   (b) Inventory   (c) Man power   (d) WIP
28. Kanban is [     ]  
(a) Information as to what has to be done      (b) Over production  
(c) Inventory control      (d) Automation
29. EOQ is the order quantity that [     ]  
(a) Maximizes total annual carrying cost      (b) Equates total cost  
(c) Multiplies total annual carrying cost      (d) Minimizes total annual carrying cost
30. TQM was first coined by [     ]  
(a) Toyota      (b) US Naval AirSystems Command  
(c) General Electric   (d) Mitsubishi
31. Six sigma methodology is accomplished through the use of [     ]  
(a) DMAIC + DMADV      (b) DMADV x DMAIC  
(c) DMAIC and DMADV      (d) DMAIC minus DMADV
32. Which of the following refers to the process of planning and management of sourcing, Procurement, conversion and logistics activities? [     ]  
(a) Supply Chain Management      (b) Inventory Management  
(c) Logistics Management      (d) procurement management
33. Inbound and outbound logistics form [     ]  
Management science

- (a) Operational activity (b) Tactical Activity  
(c) Strategic Activity (d) expansion activity
34. ERP is [ ]  
(a) Economic resource planning (b) Enterprise resource planning  
(c) Emerging resource planning (d) Economic review periodical
35. MRP is [ ]  
(a) Material requirement Planning (b) Manufacturing requirement planning  
(c) Multiple resource planning (d) maximum resource provider
36. Which of the following involves decision to sub contract some or all non core processes? [ ]  
(a) BPR (b) BPO (c) MAPM (d) MIS
37. BPO contracted outside a company's own country is called [ ]  
(a) Offshore outsourcing (b) Onshore outsourcing  
(c) onsite outsourcing (d) offsite outsourcing
38. Which of the following refers to 'thinking creatively' in the JIT context? [ ]  
(a) Muri (b) Muda (c) Mura (d) Soikufu
39. Green belts refers to [ ]  
(a) employees implementing six sigma (b) lenders following six sigma  
(c) competitors working under six sigma (d) government collecting taxes
40. Which of the following is a key ingredient of ERP system? [ ]  
(a) Multiple database (b) Diversified database  
(c) Unified-database (d) modular base

**Prepared by:** R.Jyothsna Devi, M.Jayalakshmi, S.K.Guru Moorthi, A.Krishna Moorthy  
B.Sampath Kumar, K.Sai Chandhu