

Business Studies

Controlling

- Q1.** Under Field Review Method workers are usually classified into three categories as_____. **1 Mark**
A Poor, normal, good **B** A Grade, B Grade, C Grade **C** Good, better, best
D Outstanding, satisfactory and unsatisfactory
- Q2.** When sharmila is comparing actual sales figures with goals established earlier to see if her department met the target, she is performing which of the following functions? **1 Mark**
A Planning **B** Organizing **C** Leading **D** Controlling
- Q3.** A holding company is one which controls one or more other companies by means of_____. **1 Mark**
A Holding majority shares **B** Controlling the composition of Board of Directors
C Controlling a holding company with subsidiaries **D** Either (A) or (B) or (C)
- Q4.** "Managerial control implies the measurement of accomplishment against the standard and the correction of deviations to assure attainment of objectives according to plans". This definition has been given by: **1 Mark**
A Koontz and O'Donnell. **B** Peter Drucke. **C** Henry Fayol.
D Chester Barnard.
- Q5.** The rater's bias in the other direction, where one negative quality of the employee is being rated harshly _____. **1 Mark**
A Halo **B** Horn effect **C** Stereotyping **D** Recency effect
- Q6.** The process of control consists of _____. **1 Mark**
A Setting standards and analyzing why deviations occurred.
B Measuring performance and reporting deviations. **C** Taking corrective actions.
D All the above.
- Q7.** _____ is often referred to as control by exception: **1 Mark**
A Deviation. **B** Management by exception. **C** Feedback.
D Critical point.
- Q8.** _____ may be defined as the systematic and dispassionate examination, analysis and appraisal of management's overall performance. **1 Mark**
A Financial audit **B** External audit **C** Performance audit **D** Management audit
- Q9.** What is the importance of controlling_____. **1 Mark**
A It issues managerial authority **B** It issues managerial ability
C It resulted into optimum use of valuable resources **D** It facilitates coordination
- Q10.** For the following, choose the right answer. **1 Mark**
Controlling function of an organisation is:
A Forward looking. **B** Backward looking. **C** Forward as well as backward looking.
D None of the above.
- Q11.** Which of the following is NOT a measure of a manager's effectiveness? **1 Mark**
A Absenteeism and sickness **B** Level of staff turnover **C** Accidents at work

- D** Speed of promotion through the organisation
- Q12.** The following is not Principle of Personnel Policies. **1 Mark**
A Principle of common interest **B** Principle of development
C Principle of recognition of trade unions **D** Principle of team spirit
- Q13.** Information system recommended by the study group is an important tool _____ **1 Mark**
A To determine the quantum of credit **B** To watch end-use of credit
C To detect any incipient sickness to facilitate taking timely action. **D** All the above
- Q14.** "Taking corrective actions" is the final step in the process of controlling, in which the managers takes corrective measures to bring back everything on track. Sometimes even after best efforts, if deviations cannot be corrected then what should be done? **1 Mark**
A Revise the standards. **B** Fire the managers. **C** Shut the company.
D None of the above.
- Q15.** Techniques of managerial control are useful in _____. **1 Mark**
A Selection of plant location **B** Identifying appropriate technology **C** Profit planning
D Conducting shareholders' meeting
- Q16.** Budgetary control is concerned with _____. **1 Mark**
A The control of the expenses **B** The policy of that particular period
C Planning in advance **D** All of the above
- Q17.** Which of the following is not an advantage of management information system? **1 Mark**
A It supports planning, decision-making and controlling at all levels.
B It ensures cost effectiveness in managing information.
C
It increases information overload on the managers as only relevant information is provided to them.
D It improves the quality of information with which a manager works.
- Q18.** Controlling is ___ looking. **1 Mark**
A Backward **B** Forward **C** Both (A) and (B) **D** Either (A) or (B)
- Q19.** Determining of standards of performance and goals is done in_____. **1 Mark**
A Control **B** Motivation **C** Organization **D** Directing
- Q20.** A group of documents that inform, analyse or recommend is_____. **1 Mark**
A Report **B** Memo **C** Letter **D** Fax
- Q21.** What is the meaning of GAS in terms of stress? **1 Mark**
A General Adaptability Stress **B** General Adaptation Stress
C General Adaptation Syndrome **D** None of these
- Q22.** _____ provides information on the human attributes in terms of education, skills, aptitudes and experience necessary to perform a job effectively. **1 Mark**
A Job description **B** Job specification **C** Job analysis **D** Job evaluation
- Q23.** A good control system should focus attention on critical or key points that need to be regulated. This is known as _____. **1 Mark**
A MBO **B** Control by Exception **C** Leadership by Exception
D None of the above
- Q24.** Which of the following is / are traditional control device(s) of control system? **1 Mark**
A Financial ratio analysis **B** Critical path method **C** PERT

D All of above

- Q25.** Which of the following method of performance appraisal is subjective? **1 Mark**
A Unstructured Appraisal **B** Compulsory Appraisal **C** Critical Appraisal
D Standard Appraisal
- Q26.** Which of the following is not an importance of controlling? **1 Mark**
A Judging accuracy of standards. **B** Effective use of resources.
C Ensures order and discipline. **D** Exploitation of resources.
- Q27.** _____ is/are a computer-based information system that provides information and support for effective managerial decision-making. **1 Mark**
A Pert and CPM **B** Return on investment **C** Management information system
D Management audit
- Q28.** Joint committee with equal number of employers and employee's representatives for discussion of certain common problems is called _____. **1 Mark**
A Joint counsel **B** Works committee **C** Conciliation **D** Workers committee
- Q29.** What is vetting_____. **1 Mark**
A It is the signing of documents by the directors of the company.
B It is signing of documents by sub subscriber of the company.
C Examining the documents from legal point. **D** All of the above
- Q30.** Which of the following is the third step in the process of control? **1 Mark**
A Establishment of goals and standards.
B Measurement of actual performance against standards.
C Comparison of actual performance with the standards. **D** Corrective action.
- Q31.** Which of the following is / are non - traditional control device(s) of control system? **1 Mark**
A Break - even analysis **B** Network analysis **C** Financial ratio analysis
D All of above
- Q32.** Which of the following is an analytical method of job evaluation **1 Mark**
A Paired comparison **B** Ranking method **C** Job grading
D Point ranking method
- Q33.** Which of the following statements is correct? **1 Mark**
A Planning and controlling are the essentially one and the same.
B Controlling is the part of the planning process.
C Controlling can be a substitute for planning.
D A control process is meaningless without pre determined goals set.
- Q34.** The process of control consists of _____. **1 Mark**
A Setting standards and analyzing why deviations occurred.
B Measuring performance and reporting deviations. **C** Taking corrective actions.
D All the above.
- Q35.** Critical path method is a technique adopted in_____. **1 Mark**
A Decision making **B** Control **C** Motivation **D** Delegation
- Q36.** Controlling is a pervasive function because it is performed: **1 Mark**
A In all organisations whether profit making or non-profit making.
B
At all levels of management to ensure that the work at every stage is performed as planned.
C Goal-oriented process. **D** Both (a) and (b).
- Q37.** Which technique is used for measurement of actual performance? **1 Mark**

- A** Personal observation. **B** Market survey. **C** Critical point control.
D CCTV's footage.
- Q38.** Which standard(s) is/ are used in production? **1 Mark**
A Quality Standards. **B** Quantity Standards. **C** Cost Standards.
D All of the above.
- Q39.** The last step in the controlling process is: **1 Mark**
A Analysing deviations. **B** Comparing actual performance with standards set.
C Taking corrective action. **D** Measurement of actual performance.
- Q40.** For the following, choose the right answer. **1 Mark**
Management audit is a technique to keep a check on the performance of:
A Company. **B** Management of the company. **C** Shareholders.
D Customers.
- Q41.** Critical Incident Technology (CIT) is _____. **1 Mark**
A Qualitative approach to job analysis **B** Quantitative approach to job analysis
C Both (A) and (B) **D** None of the above
- Q42.** Which concept in the process of controlling focus on key result areas? **1 Mark**
A Corrective measure. **B** Measurement of actual performance. **C** Critical point control.
D Management by exception.
- Q43.** For the following, choose the right answer. **1 Mark**
Budgetary control requires the preparation of:
A Training schedule. **B** Budgets. **C** Network diagram.
D Responsibility centers.
- Q44.** Which one of the following is known as a technique of controlling? **1 Mark**
A Margin of safety **B** Margin of Contribution **C** Break-even analysis
D P/V Ratio
- Q45.** It is instantaneous, self-correcting and forward-looking _____. **1 Mark**
A Ideal control **B** Ideal planning **C** Ideal co-ordination **D** None of the above
- Q46.** 'Taking corrective action' is _____ step in process of controlling: **1 Mark**
A First. **B** Second. **C** Third. **D** Last.
- Q47.** Which among the following methods eliminated personal bias to a large extent? **1 Mark**
A Self-appraisal **B** Rating scale **C** Group Appraisal **D** Critical incident
- Q48.** ____ as a function of management, therefore, means the measurement and correction of performance of activities of subordinates in order, to make sure that enterprise objectives and plans devised to attain them are accomplished. **1 Mark**
A Co-operation **B** Co-ordination **C** Controlling **D** Motivation
- Q49.** MPDQ stands for _____. **1 Mark**
A Management Position Description Questionnaire.
B Management Process Descriptive Questions.
C Methods for Personality Development Questions.
D Modern Positions Developed Qualitatively.
- Q50.** Control is said to be forward looking because _____. **1 Mark**
A It is future oriental **B** Past mistakes cannot be rectified
C Wastages of the past are not taken care of **D** All of the above

- Q51.** The purpose of controlling is to achieve organizational goal as well as give individual independence, this shows _____ approach of controlling. **1 Mark**
A Positive **B** Negative **C** Forward looking **D** None of the above
- Q52.** _____ technique uses historical rates of promotions, transfers and turnover to estimate future availabilities in the workforce. **1 Mark**
A Workforce analysis **B** Replacement chart **C** Skills inventory **D** Markov analysis
- Q53.** Which of the following ensures that more difficult jobs are paid more? **1 Mark**
A Internal equity **B** External equity **C** Individual equity **D** Both (a) and (b)
- Q54.** Which of the following techniques is least susceptible to personal bias? **1 Mark**
A BARS **B** Rating scale **C** Checklist **D** Critical incident
- Q55.** MBO approach is _____. **1 Mark**
A Democratic **B** Autocratic **C** Universal **D** Sociolistic in nature
- Q56.** _____ refers to systematic appraisal of the overall performance of the management of an organisation. **1 Mark**
A Management audit **B** Ratio analysis **C** Pert and CPM
D Responsibility accounting
- Q57.** In controlling process, the next stage of setting performance standards is: **1 Mark**
A Measurement of actual performance. **B** Comparing actual performance with standards.
C Analysing deviations. **D** Taking corrective action.
- Q58.** The concept of 'zero base budgeting' was introduced in 1970 by _____. **1 Mark**
A Joseph L. Massie **B** Lester R. Bittel **C** Peter Phyrre **D** Peter F. Drucker
- Q59.** Which of the following is not a modern technique of managerial control? **1 Mark**
A Return on Investment **B** Ratio analysis **C** Statistical reports
D Responsibility accounting
- Q60.** Who has given 'Red Hot Stove Rule'? **1 Mark**
A Selye **B** Henry Fayol **C** Douglas McGregor **D** None of these
- Q61.** Control system is _____. **1 Mark**
A Work oriented **B** Job oriented **C** Worker focused **D** None of the above
- Q62.** What is Skinner's A-B-C of behaviorism? **1 Mark**
A Antecedents-behavior-consequences **B** Attitude-behavior-conclusions
C Behavior-conclusions **D** None of these
- Q63.** The concept of MBO was developed by _____. **1 Mark**
A Elton Mayo **B** F. W. Taylor **C** Peter Drucker **D** Philip Kotler
- Q64.** Audits of managers are known as _____. **1 Mark**
A Workforce analysis **B** Replacement chart **C** Skills inventory
D Management inventories
- Q65.** Which one of these is not a traditional method of controlling? **1 Mark**
A Budgetary control **B** Standard costing **C** Merit - Rating
D Break-even analysis
- Q66.** _____ is a system of accounting in which different sections, divisions and departments of an organisation are set up. **1 Mark**
A Ratio analysis **B** Responsibility accounting **C** Return on Investment

D PERT and CPM

- Q67.** Which of the following is the technique of measurement of performance? **1 Mark**
A Personal observation. **B** Sample checking. **C** Performance reports.
D All of the above.
- Q68.** Which of the following is not a feature of controlling? **1 Mark**
A Controlling is a positive process. **B** Controlling is a dynamic process.
C Controlling improves employee's motivation. **D** Controlling is an all pervasive function.
- Q69.** Markov Analysis technique of forecasting is used to determine_____. **1 Mark**
A Internal supply of manpower **B** External supply of manpower **C** Both (A) and (B)
D None of the above
- Q70.** _____ is set up to find out deficiencies, periodic updating of manpower inventory, in the light of changing circumstances, be undertaken to remove deficiencies and develop future plans. **1 Mark**
A Control points **B** Deficiencies checker **C** Enhancement point
D All of these
- Q71.** Which of the following consists in knowing the extent to which actions are in conformity with plans adopted and instructions issued so that errors and deviations are promptly reported and analyzed, and suitable corrective actions taken? **1 Mark**
A Forecast **B** Planning **C** Controlling **D** Decision
- Q72.** An appraisal that is conducted after a set time which was specified in advance, based on performance measures is _____. **1 Mark**
A Formal **B** Informal **C** Comparative **D** Objective
- Q73.** Critical incident, interview, panel of experts, diary log, questionnaires, observation and job performance are important methods of collecting data for_____. **1 Mark**
A Job analysis **B** Job description **C** Job classification **D** Job specification
- Q74.** Control presupposes the existence of _____. **1 Mark**
A Motivation **B** Goals **C** Plans **D** Both (B) & (C)
- Q75.** What is the third stage of stress according to Selve? **1 Mark**
A Alarm **B** Resistance **C** Exhaustion **D** None of these
- Q76.** Which one of the following method is used frequently by an organisation to decide its strategic goals? **1 Mark**
A Group discussion **B** Brain storming **C** Interview **D** None of the above
- Q77.** A _____ diagram is prepared to show the sequence of activities, the starting point and the termination point of the project. **1 Mark**
A Chart **B** Network **C** Flow **D** Tree
- Q78.** After amendment Workmen's Compensation Act, 1923 is now known as Employees Compensation Act, 1923, so in which year name was amended? **1 Mark**
A 2008 **B** 2009 **C** 2007 **D** 2010
- Q79.** Which of the management tasks is the most important for a supervisory manager? **1 Mark**
A Planning **B** Organizing **C** Controlling **D** Staffing
- Q80.** The longest path in the network of PERT/CPM is identified as _____ path. **1 Mark**
A Logical **B** Critical **C** Continuous **D** Flow
- Q81.** The essence of control is _____. **1 Mark**

A Action **B** Planning **C** Delegation **D** Information

Q82. Job Analysis is the basis for _____. **1 Mark**

- A** Job evaluation **B** Performance appraisal **C** Bargaining
D All of these

Q83. Match the following causes of deviation with corrective options to be taken to correct them. **1 Mark**

S. No.	Column I	S. No.	Column II
1.	Defective material	(i)	Modify existing process
2.	Defective machinery	(ii)	Change the quality of materials
3.	Defective process	(iii)	Improve physical conditions of work
4.	Defective physical conditions.	(iv)	Repair/ replace machine.

Q84. Under controlling of HR area, corrective action must be taken for: **1 Mark**

- A** High labour turnover rate. **B** Low labour turnover rate. **C** Zero labour turnover rate.
D Low labour absenteeism.

Q85. _____ may be defined as the systematic and dispassionate examination, analysis and appraisal of management's overall performance. **1 Mark**

- A** Financial audit **B** External audit **C** Performance audit **D** Management audit

Q86. Modern control system is _____ rather than work or job oriented. **1 Mark**

- A** Worker - focused **B** Job focused **C** Incentive focused **D** None of the above

Q87. Which of the following defines decision making? **1 Mark**

- A** The process of selecting one action from two alternative courses of action.
B The process of selecting one action from two or more alternative courses of action.
C Most efficient means of attaining a desired end. **D** All of the above.

Q88. When each job is individually compared with every other in the organization, it is called _____. **1 Mark**

- A** Ranking method **B** Paired comparison method **C** Point ranking method
D Factor comparison method

Q89. _____ is the first step in the process of controlling: **1 Mark**

- A** Measurement of actual performance. **B** Setting performance standards.
C Analysing deviations. **D** Taking corrective action.

Q90. Job Analysis is a systematic procedure for securing and reporting information defining a _____. **1 Mark**

- A** Specific job **B** Specific product **C** Specific service **D** All of these above

Q91. Which of the following is the most essential requirement for an effective points-based rating system? **1 Mark**

- A** Close co-ordination between the management and the HR department.
B Comprehensive, dependable and consistent information. **C** Impartiality in evaluation
D None of the above

Q92. Research evidence indicates that employees _____. **1 Mark**

- A** Appreciate benefits **B** Undervalue benefits **C** Try to abuse benefits
D Are aware of their coverage

Q93. In which country the zero base budgeting was first evolved? **1 Mark**

- A** Japan **B** USA **C** India **D** China

- Q94.** For proper control it is required that_____.
- A** Actual performance be always measured. **B** The reasons for durations are analyzed.
C Motivate the subordinates. **D** Both A & B
- Q95.** Through job evaluation we can ensure about _____.
- A** Internal equity **B** External equity **C** Individual equity **D** Both (A) and (B)
- Q96.** Administration is done by_____.
- A** Top level management **B** Middle level management **C** Lower level management
D None of the above
- Q97.** The contents of job description includes _____.
- A** Job title **B** Condition of work **C** Location of work **D** All of these above
- Q98.** Identify the function of management which aims that activities conform to the standards set so that organisational goals are achieved:
- A** Planning. **B** Controlling. **C** Direction. **D** None of these.
- Q99.** Wage and salary survey ensures about _____.
- A** Internal equity **B** External equity **C** Individual equity **D** Both (a) and (b)
- Q100.** Management principles influence _____.
- A** Human behaviour **B** Organization **C** Government **D** None of the above
- Q101.** The 'stars' can be picked up and kept ready for further promotions whenever they arise. This is called_____.
- A** Succession plan **B** Redundancy plan **C** Placement **D** Retention plan
- Q102.** Which area is identified under Critical Point Control while analysing deviations?
- A** Key Failure Areas. **B** Key Result Areas. **C** Critical Area. **D** None of these.
- Q103.** When the focus of the evaluation is on facts and not on traits, it is known as _____ evaluation.
- A** Objective **B** Subjective **C** Performance **D** Career
- Q104.** Employee's dissatisfaction is not because of any valid reason but because of wrong perception, wrong attitude or wrong information he has. This type of grievance is known as_____.
- A** Factual **B** Imaginary **C** Disguised
D None of these above
- Q105.** In Bedeaux Plan, each B representing _____.
- A** Bonus **B** One minutes through time and motion study.
C One hour through time and motion study. **D** One second through time and motion study.
- Q106.** In performance appraisal BARS stands for_____.
- A** Behaviorally Attitude Rating System. **B** Behaviorally Aptitude Raking System.
C Behaviorally Anchored Rating Scales. **D** Behaviorally Attitude Rating Scales.
- Q107.** ___ are designed to identify the critical areas of performance for a job, and to describe the more effective job behavior for getting results.
- A** Behaviorally Anchored Rating Scales (BARS) **B** Management by Objectives (MBO)
C Goal Setting Approach (GSA) **D** None of above
- Q108.** What is control?
- A** Is closely related to the planning job of the manager.
B Should not be viewed merely as a postmortem off past achievements and performance.

C

Should suggest corrective measures so that negative deviations may not re-occur in future.

D All of the above.

- Q109.** Which of the following is an importance of controlling? **1 Mark**
A Costly affair. **B** Ensures order and discipline. **C** Both (a) and (b).
D Neither (a) and (b).
- Q110.** Management information system facilitates collection, management and dissemination of information at _____ levels of management and across _____ departments of the organisation. **1 Mark**
A Different, same **B** Same, same **C** Different, different **D** Same, different
- Q111.** Which of the following is not offered in a job analysis? **1 Mark**
A Performance appraisal **B** Job description **C** Job evaluation
D Job specification
- Q112.** Which of the following is / are traditional control device(s) of control system? **1 Mark**
A Zero base budgeting **B** Network analysis **C** Internal audit
D All of above
- Q113.** For the following, choose the right answer. **1 Mark**
An efficient control system helps to:
A Accomplishes organisational objectives. **B** Boosts employee morale.
C Judges accuracy of standards. **D** All of the above.
- Q114.** ____ helps the personnel manager to evaluate the performance of personnel department. **1 Mark**
A Planning **B** Controlling **C** Organizing **D** Direction
- Q115.** Job evaluation is a technique adopted for determining the _____ of the job. **1 Mark**
A Internal worth **B** External worth **C** Internal and external worth
D None of the above
- Q116.** The essential skills which every manager needs for doing better management are known as _____. **1 Mark**
A Leadership Skills **B** Teaching Skills **C** Professional Skills **D** Managerial Skills
- Q117.** Which of the following is a limitation of controlling? **1 Mark**
A Judging accuracy of standards. **B** Little control on external factors.
C Both (a) and (b). **D** Neither (a) and (b).
- Q118.** Sales volume, sales expenses, advertising expenses are the part of _____ standards: **1 Mark**
A Production. **B** Marketing. **C** HR. **D** Finance.
- Q119.** Which of the following is an advantage of critical point control and management by exception? **1 Mark**
A Saves time. **B** Better utilisation of managerial talent.
C Facilitates delegation of authority. **D** All of the above.
- Q120.** Leading controlling and allocating resources describes which one of the following? **1 Mark**
A Management **B** Graphic **C** Research **D** Banking
- Q121.** An identifiable work activity carried out for a specific purpose is called _____. **1 Mark**
A Job **B** Duty **C** Task **D** Work
- Q122.** Controlling provides direction to all activities and each department and employee is governed by predetermined standards, which helps in establishing among them: **1 Mark**

- A** Organising. **B** Directing. **C** Planning. **D** Co-ordination.
- Q123.** Which of the following is an element of control? **1 Mark**
A Planning **B** Decentralization **C** Delegation of authority
D Informal feedback
- Q124.** Accounting is the function of business that includes _____. **1 Mark**
A Record keeping **B** Issuance of notices **C** Recording minutes **D** (A) and(C)
- Q125.** _____ is responsible not only for profits but also for investments made in the center in the form of assets. **1 Mark**
A Cost center **B** Investment center **C** Revenue center **D** Profit center
- Q126.** The basis of control is _____. **1 Mark**
A Planning **B** Action **C** Delegation **D** Information
- Q127.** Under Industrial Dispute Act, 1947, Chapter VC deals with _____. **1 Mark**
A Procedure power and duties of authorities **B** Unfair labour practice
C Layoff and retrenchment **D** Special provision of layoff, retrenchment and closure
- Q128.** POQ and MPDQ are _____. **1 Mark**
A Qualitative approach to job analysis **B** Quantitative approach to job analysis
C Both a and b **D** None of these
- Q129.** Under _____ approach, an employee is not appraised by his recognizable traits, but by his performance with respect to the agreed goals or objectives. **1 Mark**
A Management by object **B** Management by objectives **C** Management by observation
D Management by objectification
- Q130.** A group of positions similar in their significant duties is called _____. **1 Mark**
A Job **B** Duty **C** Task **D** Work
- Q131.** Which of the following is incorrect regarding control? **1 Mark**
A Controlling is backward looking. **B** Controlling exists at every management level.
C Controlling is a continuous activity. **D** Purpose of controlling is positive.
- Q132.** Which among the following questionnaires contain 194 items and divided into 6 major divisions? **1 Mark**
A Management Position Description Questionnaire **B** Management By Objectives
C Position Analysis Questionnaire **D** Functional job Analysis Questionnaire
- Q133.** Which of the following is / are traditional control device(s) of control system? **1 Mark**
A Management audit **B** Budgetary control **C** Programme evaluation & review technique
D All of above
- Q134.** _____ is a process which verifies whether everything occurs in the organization according to plans. **1 Mark**
A Planning **B** Controlling **C** Directing **D** Organizing
- Q135.** The first step of the controlling process is _____. **1 Mark**
A Measurement if performance **B** Fixation of standards **C** Correction of deviations
D Comparing performance with standards
- Q136.** Which of the following factor(s) is/ are beyond the control of an organisation? **1 Mark**
A Change in government policies. **B** Change in technology. **C** Competition level.
D All of the above.

- Q137.** PERT requires the preparation of _____ time estimates. **1 Mark**
A One **B** Two **C** Three **D** Four
- Q138.** ____ is a systematic process of finding what is done on a job by examining and analysing the fundamental components of data, people and things. **1 Mark**
A Job Analysis **B** Management By objectives **C** Position Analysis
D Functional Job Analysis
- Q139.** A _____ center is a segment of an organisation whose manager is responsible for both the revenues and costs. **1 Mark**
A Profit **B** Revenue **C** Cost **D** Investment
- Q140.** For the following, choose the right answer. **1 Mark**
 Which of the following is not applicable to responsibility accounting:
A Investment center. **B** Accounting center. **C** Profit center. **D** Cost center.
- Q141.** In management the last management function is _____. **1 Mark**
A Controlling **B** Directing **C** Motivation **D** Organizing
- Q142.** In controlling process, while setting performance standards, standards can be set: **1 Mark**
A In quantitative terms only. **B** In qualitative terms only. **C** Both (a) and (b).
D In subjective terms.
- Q143.** The employees are required at times to set their own performance standards or arrive at a consensus regarding the standards with their supervisors under _____. **1 Mark**
A Work-standards approach **B** Management by objectives **C** Forced-choice rating
D Group rating
- Q144.** Administration is a process of _____. **1 Mark**
A Laying down broad policies **B** Objectives of the organization **C** Either (A) or (B)
D Both (A) & (B)
- Q145.** Control is an _____. **1 Mark**
A Essential function of management **B** Ongoing process **C** Integrated system
D All of the above
- Q146.** Performance appraisal is a difficult work because _____. **1 Mark**
A Its not specific **B** Depends on the ability by supervisors
C Assessment basis is irrelevant **D** All of the above
- Q147.** In Ranking method employees are listed from _____. **1 Mark**
A From best to worst **B** From worst to best **C** Either (A) or (B) **D** All of these above
- Q148.** Which concept states that if you try to control everything you may end up controlling nothing? Management by Exception. **1 Mark**
A Management by Exception. **B** Critical Point Control. **C** Budgetary Control.
D All of these.
- Q149.** A mental picture that an individual holds about a person because of that person's age, religion etc suffer from judgmental error namely _____. **1 Mark**
A Halo **B** Horn effect **C** Stereotyping **D** Recency effect
- Q150.** _____ enables the manager to collect first hand information, creates psychological pressure on the employees to perform well. **1 Mark**
A Statistical reports **B** Personal observation **C** Budgetary control
D Breakeven analysis

- Q151.** _____ in the form of averages, percentages, ratios, correlation etc. present useful information to the managers regarding performance of the organisation in various ares. **1 Mark**
- A** Break-even analysis **B** Statistical analysis **C** Personal observation
D Budgetary control
- Q152.** The final step of the control process is _____. **1 Mark**
- A** Correction of deviations **B** Assessment **C** Measurement of performance
D Comparing performance with standards
- Q153.** "Planning is guided by past experience and corrective actions taken in the controlling process. Thus, it is regarded as" **1 Mark**
- A** Backward looking function. **B** Forward looking function. **C** Pervasive function.
D None of the above.
- Q154.** The first factor in deciding the supply of labour is _____. **1 Mark**
- A** Issuing advertisements **B** Preparing replacement chart **C** Auditing present employees
D Analyzing labor markets
- Q155.** Replacement chart or Succession planning are_____. **1 Mark**
- A** Internal forecasting technique **B** External forecasting technique **C** Staffing
D Workforce analysis
- Q156.** _____ is a technique of managerial control in which all operations are planned in advance in the form of budgets and actual results are compared with budgetary standards. **1 Mark**
- A** Personal observation **B** Statistical reports **C** Budgetary control
D Breakeven analysis
- Q157.** Which the following is an essential prerequisite of MBO? **1 Mark**
- A** Joint goal- setting **B** Mid-term review **C** Developing reviews **D** All of the above
- Q158.** Which of the following describes the nature of controlling? **1 Mark**
- A** Goal-oriented process. **B** Pervasive function. **C** Continuous process.
D All of the above.
- Q159.** The purpose of the Behaviorally Anchored Rating Scale (BARS) is to_____. **1 Mark**
- A** Evaluate a good or bad performance **B** Define a job
C Improve inter-personal relation skills **D** None of the above
- Q160.** Jobs are link between the people and the_____. **1 Mark**
- A** Organisation **B** Supervisor **C** Auditor **D** Manager
- Q161.** Marketing department of an organisation may be classified as: **1 Mark**
- A** A cost centre. **B** A revenue centre. **C** An investment centre.
D None of the above.
- Q162.** What are gripe boxes? **1 Mark**
- A** It is useful for lodging complaints **B** Grievance procedure **C** Discipline box
D None of these
- Q163.** In which of the following method is the evaluation done by someone other than the employee's own supervisors? **1 Mark**
- A** Essay method **B** Critical incident method **C** Field review method
D None of the above
- Q164.** Effective control requires _____. **1 Mark**
- A** Flexibility **B** Rigidity **C** High cost **D** All of the above

- Q165.** Which of the following is not an analytical method of job evaluation? **1 Mark**
- A** Point ranking method **B** Factor comparison method **C** Paired comparison
D None of the above
- Q166.** In which of the following methods of performance appraisal, employees are distinguished as outstanding, above average, average, below average and poor? **1 Mark**
- A** Ranking Method **B** Check list **C** Unstructured appraisal
D Forced distribution method.
- Q167.** Organizational control systems _____ . **1 Mark**
- A** Always penalize ethical decision making **B** Rely entirely on formal control
C May help to embed corporate social responsiveness
D Are just another name for budgeting
- Q168.** Which of the following shows the relationship between planning and controlling? **1 Mark**
- A** Both are looking forward and back. **B** Both have little control on external factors.
C Both are substitutes of each other. **D** Both are management functions.
- Q169.** Which of the following is not a responsibility center? **1 Mark**
- A** Revenue center **B** Cost center **C** Sales center **D** Investment center