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Question Type	Question J↑	A J†	B ↓↑	c 11	D 1	Answe
FBQ	One of the major advantages of the industrial revolution is that it gave birth to accelerated rate of of large scale enterprises.	resources accumulation and the growth				
FBQ	The first principles of management were advocated by a French engineer and geologist,	Henri Fayol				
FBQ	According to, "rarely, if ever, has a. new basic institution; or new lending group, a new central function, emerged as fast as has management since the turn of the century."	Peter Drucker				
FBQ	Any organization that fails to realize its objective often blames it on	management				
FBQ	are people who are primarily responsible for the achievement of organizational goals.	Managers				
FBQ	attempt to quantify some areas of management such as planning, decision making and control in the form of symbols and models.	Mathematical School				
FBQ	Dale's Comparative Approach is based on less experience.	structure				
FBQ	"The Management Theory Jungle" has classified the major "schools" of management into broad areas.	six				
FBQ	George Elton Mayo is from	Australia				
FBQ	Charles Babbage and Frederick W. Taylor are from	United States of America				
FBQ	The fourteen (14) principles of management cover all aspects of management – human relations, scientific management as advocated by	Babbage and Taylor				
FBQ	Gilbreth is known for his work on studies.	time and motion				
FBQ	Taylor used to illustrate the benefits of division of labour pointing out the savings in time and the acquisition of skill within a relatively short time as a person concentrates on only one operation.	pin production				
FBQ	stressed the need for dividing and assigning labour on the basis of skill.	Division of labour and specialization				

FBQ	Taylor was criticised for his lack of concept	humanitarian			
FBQ	Scientific management is not a bonus system.	bonus system			
FBQ	Scientific management was intended to bring about "a complete", which must occur in the minds of the workmen and management.	mental revolution			
FBQ	The scientific management school placed special emphasis upon	production			
FBQ	Another well documented, properly organised management system was that of the who carried out organised activities such as the construction of pyramids, irrigation projects and the building of canals.	Egyptians			
FBQ	The King's affairs were so well organised and so efficiently and effectively run that it was devoid of	bureaucracy			
FBQ	This planning covers a time frame of about and is contemplated by middle management who includes functional managers, department, heads and product-line managers.	6 months to 2 years	six months to two years		
FBQ	Operational planning are the responsibility of and are conducted by unit supervisors, foremen, etc.	lower management	bottom management		
FBQ	Strategic planning steps start with	Define and express clearly the mission of the organisation	Define and express clearly the mission of the organization		
FBQ	A strategy is a choice and would involve consideration for external environment affecting the company as well as the internal environment of strengths and weaknesses of the company.	decision making			
FBQ	According to William F. Guelick (1972), there are four strategies which are	stability	retrenchment		
FBQ	Objectives which are desired outcomes and goals which are more concrete aims, both provide direction for the	organisation	organization		
FBQ	The broader aims of the company are broken down into hierarchical objectives, work group objectives and individual employee objectives.	segments of divisional			
FBQ	Peter Drucker (1954) has identified areas where objectives are necessary and useful.	eight	8		
FBQ	Control has very broad applications both in the personal as well as the	industrial world			

FBQ	The process by which managers assure that resources are obtained and used effectively and efficiently in the accomplishment of the organisation's objectives" is called	Managerial Control	Organisational Control		
FBQ	The control system format must be simple, clear, unambiguous so that irrelevant information is excluded and only useful and necessary	data is utilised	data is utilized		
FBQ	A well designed control system should be capable of identifying areas before they arise so that corrective action can be taken before the problem becomes serious and unmanageable.	potential problem	problem		
FBQ	The can described as the human interaction that occurs simultaneously and naturally without overt influence.	informal organisation	informal organization		
FBQ	Sound involves dividing activities into departments, divisions, units and subunits, defining relationships between the heads and members that make up the units.	organisation structure	organization structure		
FBQ	In a typical, authority is divested downward in a straight line from the Board of Directors to the Managing Director and to lower management levels.	line organisation	line organization		
FBQ	position is advisory in nature.	Staff Authority			
FBQ	is the ability an individual has to compel another to do something against his will despite any resistance.	Power			
FBQ	Authority is a source of and a potential source of power.	influence			
FBQ	Sources of Authority are	Positional Source	Subordinate Acceptance Source		
FBQ	A superior authority influences the authority delegated to in any organisation.	lower executives	line executives		
FBQ	According to , the communication effectiveness is always influenced by "our very natural tendency to judge, to evaluate, to approve or disapprove the statement of the other person or other group".	Rogers and Roethlisberger (1952)			
FBQ	The only way to ascertain as to how the message was interpreted is known as	Feedback Barriers			
FBQ	relates to the process through which we receive and interpret information from our environment and create a meaningful word out of it.	Perception			
FBQ	Feedback helps to reduce	misunderstandings			
FBQ	Directing and leading comprise the managerial function of guiding, overseeing and leading	people			

FBQ	involves objective and systematic assessment of present staffing needs of an organisation, identifying the available personnel to satisfy the current needs, forecasting the future demand and supply of employees, formulating staffing strategies with a view to both short range as well as long range strategic plans and continuously monitoring, evaluating and updating these needs and resources of supply.	Human resource planning			
FBQ	is defined as, "the process of collecting and analysing information to determine the future supply of, and demand for, any given skill or job category".	Manpower forecasting			
FBQ	According to Byars and Rues (1984), involves seeking and attracting a pool of people from which qualified candidates for job vacancies can be chosen.	recruitment			
FBQ	is the traditional management function of attraction and selection of the best people and putting them on jobs where their talents and skills can best be utilised, and retention of these people through incentives, job training and job enrichment programs in order to achieve both individual and organisational objectives.	Staffing			
FBQ	In a , all efforts are directed towards goal achievement.	task-oriented organisation			
FBQ	occur due to differences in individual the words interpretations of words and symbols.	Semantic Barriers			
FBQ	A is known as face-to-face communication and may be in the form of direct talk and conversation or the public address.	oral communication			
FBQ	The acceptance of postulates that the source of managerial authority emanates from the subordinate acceptance of authority that the manager holds over them.	authority theory			
FBQ	can be seen as a direct opposite of informal organisation.	Formal organisation	Formal organization		
FBQ	The subject of is central to sociology, psychology and even anthropology.	organisation	organization		
FBQ	An organisation is a group of people bound together to provide unity of action for the achievement of a	predetermined objective	predetermined goal.		
FBQ	The basic means to make the control process more effective and acceptable include	Set meaningful acceptable	attainable standards		
FBQ	An early start with steering controls increases the chances that we will achieve a	favourable outcome	favorable outcome		
FBQ	are preventive in nature.	Pre-controls	"Feed- forward" controls		

FBQ	Most methods of control can be grouped into basic types which may be applied individually or in combination with each other.	four	4		
FBQ	performance was better than expected and the goals achieved were either sooner than anticipated or less costly than planned.	Positive deviations			
FBQ	negative repercussions as a result and may be in the form of cost overruns or the project being behind schedule or the quality or the quantity being below the expected levels.	Negative deviations			
FBQ	both formal and informal can be used in certain situations as a measuring device for performances, especially the performances of personnel.	Personal Observation			
FBQ	determine the extent of working capital tied up in inventory.	Inventory to net working capital			
FBQ	determine the financial soundness of the business. This ratio should remain as low as possible.	Total debt to tangible net worth			
FBQ	limportant ratios includes	Net sales to working capital and Net sales to inventory			
FBQ	describes the relationship of one business variable to another.	Ratio Analysis			
FBQ	involves a wide variety of technical instruments used for measurement of machine operations, product quality for size and ingredients and for production processes.	Mechanised Measuring Devices	Mechanized Measuring Devices		
FBQ	is the ratio of output to need and is a useful measure if the need and the output can be clearly identified and related.	Adequacy			
FBQ	reveals the extent of input and the idea is to measure input to see if it is adequate in meeting objectives.	Effort			
FBQ	Means that goal will be set on the basis of time lapse in performing a particular task.	Time standards			
FBQ	is a part of the planning process and involves setting a standard of expected performance.	Predetermined Goals			
FBQ	Control is a process that measures current performance on a continuous basis and ensures that the performance leads to some	pre-determined goal			
FBQ	Effective controls requires	Support of top management	Participation of all managers in setting up the control system		

FBQ	The strategic planning is conducted by the which includes Chief Executive Officer, President, Vice-Presidents, General Managers, etc. and is the process of determining overall objectives of the organisation and the policies and strategies adopted to achieve those objectives.	top management	highest managers			
MCQ	is a relatively new mathematical technique in situations requiring the optimum allocation of resources, money, capital equipment, raw material and personnel.	Linear programming	Mathematical research	production research	Marketing reseach	A
MCQ	The Six P's of Planning are	Purpose, Philosophy, Policies, Premise,Plans and Priorities.	Purpose, Philosophy, Price, Premise,Plans and Priorities.	Purpose, Philosophy, Policies, Promotion,Plans and Priorities.	Purpose, Philosophy, Policies, Premise,Production and Priorities.	Α
MCQ	The reasons for planning are	Planning is essential in modern business	Planning is related to performance	Planning is necessary to facilitate control	A, B and C	D
MCQ	According to, "Planning is hardwork.	George Steiner (1969)	Grace Steiner (1989)	George Stepins (196)	John Steiner (1939)	Α
MCQ	methods to either take over the earlier plans if they seem to fail due to unexpected circumstances or modify them as the situation demands.	Contingency plans	Strategic plans	Tactical plans	Formal plans	A
MCQ	Once an overall plan has been adopted, it is necessary to develop other derivative plans for each segment of the company, to support the	action plan	On-going plan	formal plan	informal plan	С
MCQ	A well-defined objective can make the difference between success and failure of an enterprise.	True	False	a and b above	none of the above	С
MCQ	The contributions or benefits of planning exclude	Planning gives managers some purpose and direction	Proper planning helps in the process of employee layoff	Proper planning helps in the process of motivation	Planning provides a framework for decision making	В
MCQ	The planning process has the following characteristics except	Planning is anticipatory in nature	Planning is a system of decisions	It is focused on desired future results	Planning is static in nature.	D
MCQ	is a decision making activity requiring the process of ascertaining objectives and deciding on activities to attain these objectives.	Planning	Economics	Sociology	Psychology	Α
MCQ	Queuing theory is often called	minimum-line theory	maximum-line theory	waiting-line theory	accurate-line theory	С
MCQ	The basic advantages of committee excludes	Makes different view points available	Better coordination	Collective responsibility for decision	Lack of Accountability	D
MCQ	Arequires the decision maker to acquire a thorough understanding of the problem in order to make an intelligent choice.	rational decision	management decision	technical decision	extreme decision	A
MCQ	Some of the major criticisms of brainstorming are that it is	time consuming	make no relevance	highly concise	all of the above	Α
MCQ	The mathematical techniques used as aid to decision making are often called	managerial research	scientific research	production research	operations research	D

MCQ	The official goals are mainly for "public consumption" while operative goals are those that are in fact pursued by the organisation and this influences its	Production	operation	taxes	revenue	В
MCQ	In some instances, the official goal and operative goals could be the same and only differ by the	degree of distribution	degree of articulation	degree of operation	degree of specificity	D
MCQ	A. typical employee goals can be divided into main groups.	2	10	6	7	Α
MCQ	The major organizational goals exclude	Profitability	staff lay-off	Survival	Social responsibility	В
MCQ	A good goal makes the organization while helping to exploit the opportunities to minimize the impact of the	risks	profit	expenditure	Production	Α
MCQ	Good goals must possess the following qualities except	they must be realistic	they must not specify period of achievement.	their achievement must be measurable or verifiable	they must be ranked according to relative importance	В
MCQ	goal could be implicit and require explicit formulation before they could be realised.	Organisation	marketing	Distribution	Production	A
MCQ	What managers do in organizations includes	they control organizational activities	they direct and supervise by secure actual performance from subordinates.	they communicate with subordinates, colleagues and superiors	all of the above	D
MCQ	Management function is identical in all	style organizations	line organizations	informal organizations	formal organizations	D
MCQ	In a general sense, the human being is a complex system made up of sub- systems such as the circulatory system, the auditory system, the locomotive system, and so on.	False	True	a and b above	none of the above	A
MCQ	is known as the father of scientific management.	Adam Smith	Frederick W. Taylor	Gilbreth	Henri Fayol	В
MCQ	A scholarly grouping of concepts and principles creates a	theory	Thesis	Concepts	subject	Α
MCQ	are abstractions formed from generalizations.	Theory	Thesis	Concepts	Art	С
MCQ	Fayol, after more than of practical business experience drew up his principles of management.	20 years	40 years	5 years	10 years	В
MCQ	are best seen as fundamental or general truth on which other truths depend.	Production	Principles	Distribution	Process	В
MCQ	A successful manager blends experience with in order to achieve a desired result.	science	employees	share holders	all of the above	Α
MCQ		Plant management	industrial relation	Science	Art	С
MCQ	is an imposition of order on chaos.	Gold	Style	Culture	Art	D

MCQ	Gilbreth believed that there was one best way which was believed to be the way that required the	low motion	less motion	last motion	least motion	D
мсо	Taylor's principles of management could be summarized as	the gathering, analysis and codification of all "rule of thumb" and data existing in business	management should reorganize these in order to carry out their duties properly.	a and b above	none of the above	С
MCQ	A manager will find it difficult to enforce quality or engage in	overall profit	overall interest	target profit	cure profit	Α
MCQ	Ais the selection of alternative course of action from available alternatives in order to achieve a given objective.	decision	demand	thesis	thermos	А
MCQ	Acould be seen as a group of people assembled together to take action on an administrative task.	command	committee	Concepts	collection	В
MCQ	What determines whether a decision is to be made by an individual or group is the type of decision to be made, and the importance of the decision to the immediate attainment of	organisational management	organisational marketing	organisational profit	organisational objectives	D
MCQ	A decision process is not completed until it is	evaluated	implemented	prepared	all of the above	В
MCQ	An entrepreneur may decide in the circumstance to select the alternative that "minimises his risk or involves "minimum regret" or gives him optimum result in the	short-run	long-run	average terms	total terms	A
MCQ	Stages in Decision Making includes	formulation of goal or goals	choice procedure	implementation	all of the above	D
MCQ	A decision made with full knowledge of the occurrence of an event is said to be decision	under risk	under uncertainty	under certainty	none of the above	С
MCQ	The course of action that maximises the final desirability is the	second decision	firth decision	rational decision	immediate decision	С
MCQ	If a quantitative method is used, the value of each alternative is	produced	computed	differenciate	attained	В
MCQ	In business, there are absolutely no right or wrong decisions but	administrative choices	production choices	market choices	intelligent choices	D
MCQ	Factors Determining Unethical Decisions	Formal company policy	The behaviour of a man's superior in a company	Lack of company policy	Personal financial needs	A
MCQ	Factors Determining Ethical Decision exclude	A man's personal code of behaviour	Informal company policy	Ethical climate of the industry	Behaviour of a man's equals in the company	В
MCQ	The most common unethical business practices in Nigeria are presented includes	Outright bribe	Unfair credit practices	Cheating of customers	all of the above	D
MCQ	The ethical conduct of an organization is in part determined by the	employment ethics	administrative ethics	personal ethics	moral ethics	D

MCQ	Conflict of interest arises when an executive deals with	vested interest	low interest	vertical ointerest	super interest	Α
IVICQ	a company in which it	vested interest	low interest	vertical officerest	super interest	A
MCQ	The	United kindom	Tunisian Civil Service	Ghanian Civil Service	Nigerian Civil Service	D
MCQ	To obtain balanced efforts the objectives of all managers on all levels and in all areas should also be keyed to both and long-range considerations.	average-range	medium-range	short-range	immediate-range	С
MCQ	Organizations and individuals function better when there is	goal matchup	goal marriage	goal congruency	none of the above	С
MCQ	Ghana's judicial system was well organised, managed and had both a lower court and a	court of appeal	industrial court	customary court	special court	A
MCQ	One of the major advantages of the industrial revolution is that it gave birth to accelerated rate of	education advancement and the growth	raw material accumulation and the growth	resources accumulation and the growth	resources accumulation plus capital	С
MCQ	The first principles of management were advocated by a French engineer and geologist,	Henri Fayol	Frederick Tayor	Adams Smith	none of the above	Α
MCQ	According to, "rarely, if ever, has a. new basic institution; or new lending group, a new central function, emerged as fast as has management since the turn of the century."	Peter Drucker	Frederick W. Taylor	Gilbreth	Elton Mayo	A
MCQ	Any organization that fails to realize its objective often blames it on	management	share hold	emlopyee	marketers	Α
MCQ	are people who are primarily responsible for the achievement of organizational goals.	Employees	Distribitors	Managers	Producers	С
MCQ		Empirical School	Decision Theory School	Human Relations School	Mathematical School	D
MCQ	Dale's Comparative Approach is based onless experience.	production	market	capital	structure	D
MCQ	"The Management Theory Jungle" has classified the major "schools" of management into broad areas.	six	sixteen	seven	seventeen	А
MCQ	George Elton Mayo is from	France	USA	Tunisia	Australia	D
MCQ	Charles Babbage and Frederick W. Taylor are from	Australia	United kindom	United States of America,	France	С
MCQ	The fourteen (14) principles of management cover all aspects of management – human relations, scientific management as advocated by	Babbage and Fayol's	Babbage and Taylor	Babbage and Success	Babbage and Smith	В
MCQ	Gilbreth is known for his work on studies.	tin and motion	time and motion	time and ration	time and choice	В
MCQ	Taylor used to illustrate the benefits of division of labour pointing out the savings in time and the acquisition of skill within a relatively short time as a person concentrates on only one operation.	pin production	wood production	soap production	plastic production	A

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MCQ	ateria and the considerate dividies	Division of works	Division of	Division of	none of the above	С
MCQ	and assigning labour on the basis of skill.	and centralization	labour and specialization	Division of labour and specialization	none of the above	
MCQ	Taylor was criticised for his lack ofconcept	capitalism	humanitarian	bureaucratic	materialistics	В
MCQ	Scientific management is not a bonus system.	bailout system	budget system	balance system	bonus system	D
MCQ	Scientific management was intended to bring about "a complete", which must occur in the minds of the workmen and management.	socio revolution	financial regulations	market revolution	mental revolution	D
MCQ	The scientific management school placed special emphasis upon	production	raw material	marketing	transportation	Α
MCQ	Another well documented, properly organised management system was that of the	Nigerians	Egyptians	Ghanians	Togolis	В
MCQ	The King's affairs were so well organised and so efficiently and effectively run that it was devoid of	profitability	dictatorship	democracy	bureaucracy	D

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