**GOVERNMENT COLLEGE FOR WOMEN (A), KUMBAKONAM**

 **DEPARTMENT OF COMMERCE**

 **Management concept - P21COC104**

 **Unit-1**

1. Which one of the following is not an important of management?
2. Integrating various interest groups
3. Developing society
4. Disciplining employees
5. Inculcating creativity
6. Management is not
7. An applied science
8. A pure science
9. An art
10. An art and science both
11. Coordination is
12. A management function
13. The essence of management
14. An objective of management
15. A social objective
16. The function of management related to placing the right person at the right job is
17. Organising b) Staffing

c) Planning d) Controlling

1. Management is essential for the organisations which are
2. Non-profit organisation
3. Service organisations
4. Social organisation
5. All of the above
6. People in the organisation carry out diverse tasks with the aim to achieve
7. Different objectives
8. Common objectives
9. Both of the above
10. None of the above
11. Successful management ensures that
12. Goals are achieved with least cost
13. Timely achievement of goals
14. Both of the above
15. None of the above
16. Which of the following is not a function of management?
17. Management is all pervasive
18. Management is multi-dimensional
19. Identification of threats & warnings
20. Location of business
21. Which of the following management functions are closely related?
22. Planning and organising
23. Staffing and control
24. Planning and control
25. Planning and staffing
26. Main functions of administrative management are
27. Planning, organising, staffing, directing and controlling
28. Planning, organising, directing and controlling
29. Planning, organising, staffing and directing
30. Planning, organising, controlling and representations
31. Control function of management cannot be performed without
32. Planning b) Organising c) Staffing d) Motivation
33. Which type of managers are responsible for reporting to middle managers?
34. Employees b) Managers

 c) Executive managers d) Second level managers

1. Which term best describes the process of obtaining, deploying, and utilizing a various of essential resources to contribute to an organization’s success?
2. Planning b) Organising c) Staffing d) Management
3. Management is a ---- activity
4. Single b) Group c) Both group and singled d) None
5. Henry Fayol, F.W. Taylor belongs to which of the following school of management?
6. Neoclassical school b) Modern school

c) Classical school d) Early perspective

1. In the words of \_\_\_\_\_, "\_\_\_\_\_\_means knowing exactly what you want men to do and seeing that they do it in the best and cheapest way”
2. Henry Fayol, "Management
3. W. Taylor, "Scientific management
4. Harold Koontz, "Administrative management
5. W. Taylor, "Management
6. Which of the following technique of scientific management is a violation of unity of command
7. Differential piece wage system
8. Fatigue study
9. Functional foremanship
10. Simplification of work
11. \_\_\_\_\_\_\_\_ is called the father of Scientific Management.
12. Peter F. Drucker b) Terry

c) F.W. Taylor d) Henry Fayol

1. To manage is to forecast and plan, to organize, to compound, to co-ordinate and to control. This definition
2. Peter F. Drucker b) Henry Fayol c) Louis Allan d) Terry
3. Father of administrative management
4. Mary parkette b) Lillian gilbert

c) Henry Fayol d) Elton mayo

1. Henry Fayol laid down---
2. 12 principles
3. 13 principles
4. 14 principles
5. 15 principles
6. General and industrial management was written by
7. Harold koontz b) Terry c) Louis Allan d) Henry Fayol
8. Control system of an organisation has no influence over the
9. Internal environment
10. External environment
11. Customers
12. Government
13. \_\_\_\_\_\_\_\_\_\_ is the primary function of management.
14. Planning
15. Organising
16. Controlling
17. Coordination
18. Goals, aims, purposes, missions and target is also known as—
19. Objective b) Strategies

c) Policies d) Rules

1. Contingent plan to meet environmental pressures is ----
2. Objective
3. Strategies
4. Policies
5. Rules
6. ---- seeks to bridge the gap between where we are and where we want to reach?
7. Organizing b) Staffing

c) Planning d) Directing

1. ---- function of management is concerned with both ends and means
2. Organizing b) Staffing

c) Planning d) Directing

1. \_\_\_\_\_\_\_\_\_\_ plans are meant for specific purpose only.
2. Single use b) Repeated use

c) Long term d) Short term

1. Identify the type of plan which provides broad contours of an organization’s business
2. Objective b) Policy c) Strategy d) Procedure
3. Which of the following type of plan do not allow for any flexibility or discretion
4. Rule b) Policy c) Strategy d) Procedure
5. Managers at the --- level spend more time in planning and organising than managers at other levels in the hierarchy of management levels
6. Lower level b) Top level

c) Middle level d) All the levels of management

1. \_\_\_\_\_\_\_\_\_\_ are concerned with the do’s and don’ts.
2. Strategies b) Procedures c) Policies d) Rules
3. \_\_\_\_\_\_\_\_\_\_\_ is adopted to raise the level of performance of an organisation.
4. Stability strategy b) Growth strategy

c) Merge strategy d) Product elimination strategy

1. ---- is a team consisting of managers from different functional levels, heading finance, marketing etc.
2. Top level b) Middle level c) Lower level d) All levels of management
3. Order is a principle of
4. Human b) Planning c) Management d) None of these
5. Dynamic administration is associated with
6. Drucker b) Mary parker c) Harpen d) Row
7. \_\_\_\_\_\_\_\_\_\_\_\_ are the assumptions made about the future happening.
8. Planning premises
9. Risk
10. Work pressure
11. Decentralization
12. Strategy is a type of ---
13. Leadership b) Plan c) Rules d) Policies
14. Plan includes
15. Policies b) Rules c) Budget d) All of these
16. \_\_\_\_\_\_\_\_\_\_\_\_\_\_ prescribe the sequence of operations to be carried out to complete a given task.
17. Policies b) Procedures

c) Strategies d) Rules

1. Budget is a type of ---
2. Plan b) Cost c) Department d) Limit
3. Which one of the following is a dynamic aspect?
4. Product b) Money c) Planning d) Cost
5. Which of the following is an intellectual process?
6. Price b) Capital c) Planning d) Economy
7. Which one of the following statements is not correct?
8. Management is a goal oriented process
9. Management is a continuous process
10. Management is a dynamic process
11. Management is a rigid process
12. In which category does management fall?
13. Well-established profession b) Semi profession

c) Emerging profession d) Marginal profession

1. The elements that aims at integrating group efforts to achieve group objectives is called ---
2. Cooperation b) Coordination

c) Management d) Directing

1. Managing director is the position of \_\_\_\_\_\_\_\_\_ level of management in a large company
2. Top b) Middle c) Lower d) Middle and lower
3. The period covered by the long term plan is usually.
4. 5 to 15 years b) 1 to 5 years

c) Less than one year d) More than two year

1. Management is a --- directed process as it aims at achieving specified goals
2. Continuously b) Future c) Goal d) Deliberately
3. --- is a systematised body of knowledge that explains certain general truths or operation of general laws.
4. Science b) Art c) Profession d) Art and profession both
5. Operational planning is
6. Long term in nature b) Medium term in nature

c) Short term in nature d) None of the above

1. Strategic planning is
2. Short term in nature b) Medium term in nature

c) Long term in nature d) None of the above

1. Corporate planning is done by the
2. Top levels of management
3. Lower levels of management
4. Bottom levels of management
5. Medium levels of management
6. Identify which of the following is the limitation of planning.
7. Uncertain nature b) Flexibility

c) Low cost d) None of the above

1. Planning consist of
2. Problem solving b) Decision making

c) Both A and B d) None of these

1. Planning means
2. Looking back b) departmentation

c) forecasting d) government policy

58. Principles of management can be applied to

1. Small Organisations b) Big organisations

c) All organisation d) None of the above

59. Repetitive decisions are known as

1. Routine decisions
2. Operational decisions
3. Programmed decisions
4. None of the above

60. Policy decisions are made at

1. Top level b) Middle level c) Operational level d) None of the above

ANSWERS:

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

 **Unit-2**

1. The parts of components of \_\_\_\_\_\_\_\_ consist of men, machines, methods, money, functions, authority and responsibility.
2. Staffing
3. Control
4. Organisation
5. Direction
6. Which of the following is the process of organization?
7. Division of work
8. Periodic review
9. Planning
10. Leadership
11. \_\_\_\_\_\_ organisation arises spontaneously
12. Formal
13. Informal
14. Line
15. Staff
16. \_\_\_\_\_\_\_\_\_\_ organisation is also known as military organisation.
17. Line
18. Line and staff
19. Project
20. Matrix
21. An important element in an organisation is
22. Tasks
23. Cost
24. People
25. Time
26. In which of the following organisation structure, each specialist is supposed to give his functional advice to all other foreman and workers
27. Line organisation
28. Functional organisation
29. Line and staff organisation
30. All of the above
31. Which organisation structure is generally followed by big steel plants?
32. Line organisation
33. Functional organisation
34. Line and staff organisation
35. All of the above
36. Departmentation is a process where
37. Tasks are grouped into jobs
38. Jobs are grouped into effective work groups
39. Work groups are grouped into identifiable segments
40. All of the above
41. Departmentation leads to grouping of
42. Activities
43. Personnel
44. Both A and B
45. None of the above
46. The department can be created
47. By function
48. By product
49. By process
50. All of the above
51. In hospital, the following type of departmentation is common
52. By function
53. By committee
54. By geographical region
55. All of the above
56. Responsibility always flows from
57. Superior to subordinate
58. Subordinate to superior
59. Both A and B
60. None of the above
61. Authority always flows from
62. Superior to subordinate
63. Subordinate to superior
64. Both A and B
65. None of the above
66. The following is not a principle or organisation
67. Principle of exception
68. Principle of balance
69. Principle of complexity
70. Principle of co-ordination
71. Division of work promotes
72. Confusion
73. Wastage
74. Inefficiency
75. Specialisation
76. \_\_\_\_\_\_\_\_\_explains the positions and official relationships between the various individual working in an organisation.
77. Organisation chart
78. Organisation structure
79. Delegation
80. Decentralization
81. Which of the following are the principles of a sound organisation structure?
82. Division of work
83. Authority and responsibility
84. Delegation
85. All the above
86. The diagrammatic presentation of the organisation structure is known as \_ .
87. Organisation chart
88. Organisation system
89. Formal organisation
90. Informal organisation
91. \_\_\_\_\_\_\_\_\_\_ is the process of dividing and grouping the activities and employees of an enterprise into department.
92. Decentralization
93. Delegation
94. Direction
95. Departmentation
96. Which of the following is the advantage of Departmentation?
97. Provide sample scope for specialization
98. A high market share
99. Customer satisfaction
100. None of the above
101. Departmentation is done according to the major functions of an enterprises is called as \_\_\_\_\_\_\_\_
102. Departmentation by customer
103. Departmentation by product
104. Departmentation by territory
105. Departmentation by function
106. Departmentation is based on different product line is called \_\_\_\_\_\_\_\_\_\_
107. Departmentation by function
108. Departmentation by customer
109. Departmentation by product
110. Departmentation by territory
111. When the departmentation is based on need of the customer then it is known as \_\_\_\_\_\_\_\_\_\_ .
112. Departmentation by customer
113. Departmentation by function
114. Departmentation by product
115. Departmentation by territory
116. Under \_\_\_\_\_\_\_\_\_\_\_ division of activities is done region-wise or branch wise .
117. Department by territory
118. Department by customer
119. Department by function
120. Department by product
121. The following are the disadvantages of the product departmentation.
122. Increases the cost of operation
123. Top management find difficult to exercise control
124. Duplication of activities
125. All the above
126. Grouping of activities is done based on the member of persons engaged is called \_\_\_\_\_\_\_\_\_\_\_
127. Departmentation by numbers
128. Departmentation by Territory
129. Departmentation by product
130. Departmentation by function
131. The various factors influencing organisational change may be grouped under \_\_\_\_\_\_\_\_\_\_\_\_\_\_ .
132. Internal and external factors
133. Strong and weak factors
134. Implicit and explicit factors
135. None of the above
136. Employees resist organisational change because of the following reasons \_\_\_\_\_\_\_\_\_\_ .
137. Threat to job security
138. Increase in work burden
139. Loss of leave benefits
140. All the above
141. Managers resist organisational changes due to the following reasons
142. Greater responsibilities
143. Simplifies the task
144. Greater freedom
145. Self development
146. Which of the following is the internal factor influencing organisational change?
147. Availability of funds
148. Government regulations
149. Competitive pressure
150. Technology advancement
151. Which of the following is the external factor influencing organisational change.
152. Economic conditions
153. Availability of fund
154. Trade union demand
155. None of the above
156. If an efficient and arrogant employee placed under a manager who is not capable of handling them, he is sure to \_\_\_\_\_\_\_\_\_\_.
157. Resist changes
158. Accept changes
159. Have monetary fund
160. None of the above
161. Changes taking place owing to government regulation such as \_\_\_\_\_\_\_\_ .
162. Take over
163. Wage revision
164. Recruitment of employees
165. All of the above
166. Owing to \_\_\_\_\_\_\_\_\_\_\_ an organisation often has to make frequent changes in its marketing strategies to survive and to stay ahead.
167. Changes in law
168. Trade association influence
169. Competitive pressure
170. None of the above
171. Organising is a harmonious adjustment of specialized parts for the accomplishment of some common purpose or purposes . This definition was given by \_\_\_\_\_\_\_\_\_\_\_\_ .
172. G.R. Terry
173. Haney
174. Jame Lundy
175. Oliver
176. According to \_\_\_\_\_\_\_\_\_\_\_\_ organisation may be defined as the structural framework within which the various efforts are co-ordinated and related to each other.
177. The Haimann
178. G.R Terry
179. Haney
180. Oliver
181. Only by creating \_\_\_\_\_\_\_\_\_\_ the superior can ensure that the subordinate has fulfilled the task assigned to them.
182. Accountability
183. Relationship
184. Co-ordination
185. None of the above
186. An \_\_\_\_\_\_\_\_\_\_\_\_\_\_ shows the formal or official relationships in an organization.
187. Organisation structure
188. Organisation change
189. Organisation stress
190. Organisation chart
191. \_\_\_\_\_\_\_\_\_\_ is the official right of a person to do and make things happen in an organisation.
192. Authority
193. Responsibility
194. Decentralization
195. Direction.
196. The person vested with authority is known as the \_\_\_\_\_\_\_\_\_.
197. Subordinate
198. Superior
199. Employee
200. None of the above
201. Authority can be transferred by the process of \_\_\_\_\_\_\_\_\_.
202. Delegation
203. Departmentation
204. Decentralisation
205. Superior
206. The various activities performed in an organisation should help to attain the \_\_\_\_\_\_\_\_\_\_ of the enterprise.
207. Objective
208. Policy
209. Budget
210. Procedure.
211. \_\_\_\_\_\_\_\_\_\_ gives identify to the personnel in an establishment.
212. Organisation chart
213. Organisation culture
214. Organisation climate
215. Organisation system
216. \_\_\_\_\_\_\_\_\_ helps to fulfil the specific needs of the customer.
217. Departmentation by functions
218. Departmentation by products
219. Departmentation by customers
220. Departmetation by numbers and time.
221. \_\_\_\_\_\_\_\_\_\_ fixes responsibility on individual departments or divisions for the promotion of specific product lines.
222. Departmentation by product
223. Departmentation by function
224. Departmentation by customer
225. Departmentation by territory
226. Departmentation by \_\_\_\_\_\_\_\_\_\_\_ is suitable for organisation like banks, insurance companies, transport companies etc whose activities are spread over the different parts of the state or country.
227. Territory
228. Product
229. Customer
230. Functions
231. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ means activities which are similar in nature and closely related are grouped and brought under the control of a department.
232. Division of work
233. Grouping of activities
234. Assignment of work
235. Delegation of authority
236. Departmentation by \_\_\_\_\_\_\_\_\_\_ is the most suitable approach in case of an enterprise undertaking diversification of activities.
237. Function
238. Consumer
239. Product
240. Territory
241. Departmentation by \_\_\_\_\_\_\_ increases the responsibilities of the departmental heads.
242. Function
243. Product
244. Customer
245. Territory.
246. Departmentation by \_\_\_\_\_\_ makes the business to maintain good support with different classes of customer.
247. Product
248. Customer
249. Territory
250. Function
251. As authority is \_\_\_\_\_\_\_\_\_ to every subordinate he has the freedom to act.
252. Delegated
253. Created
254. Submitted
255. Controlled.
256. The work that is done in an organisation is \_\_\_\_\_\_\_\_\_\_.
257. Team work
258. Individual work
259. Wastage
260. None of the above
261. Organisational changes have both \_\_\_\_\_ as well as \_\_\_\_\_ effect.
262. Positive, negative
263. Light, strong
264. Science, arts
265. None of the above
266. Changes in \_\_\_\_\_\_\_\_\_ bring changes in work pattern and working condition.
267. Technology advancement
268. Economic conditions
269. Changes in law
270. Government regulations.
271. The organisation change proposed to be made, must be beneficial to \_\_\_\_\_\_\_\_.
272. Both management and employees
273. Employees only
274. Management only
275. None of the above
276. \_\_\_\_\_\_\_\_\_\_\_\_\_\_ of an official increases with an elevation in his official status.
277. Power
278. Authority
279. Acceptance
280. Decentralization
281. \_\_\_\_\_\_\_\_\_ of work and responsibilities to subordinates give them the feeling that they are being recognised.
282. Assignment
283. Reward
284. Performance
285. Creativity.
286. Authority flow \_\_\_\_\_\_\_\_.
287. Downward
288. Upward
289. Horizontal
290. None of the above
291. Responsibility flows \_\_\_\_\_\_\_\_\_\_.
292. Downward
293. Upward
294. Sideward
295. Horizontal

60. Organisation structure should be \_\_\_\_\_\_\_\_\_\_.

1. Rigid
2. Flexible
3. Strong
4. None of the above

ANSWERS:

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

UNIT- 3

1. Direction is a \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ function.
2. Managerial b) Production c) Both A and B d) None of the above
3. Direction function is initiated by
4. Lower level management b) Middle level management
5. Top level management d) All of the above
6. Following is the technique of direction
7. Consultative b) Free rein c) Autocratic d) All of the above
8. \_\_\_\_\_\_\_\_\_\_ is the telling people what to do and seeing that they do it to the best of their ability.
9. Unit of command
10. Directing
11. Harmony of objectives
12. Efficiency
13. Which statement about directions in true?
14. It initiates action
15. It ensures maximum individual contribution
16. It provides stability and balance in the organisation
17. All of the above
18. Which of the following is the principle of directing?
19. Unity of command
20. Planning
21. Organising
22. All of the above
23. Motivation is a general term apply to \_\_\_\_\_ that induce an individual or a group of people to work.
24. Class drives
25. Class desires
26. Class of needs
27. Entire class of drives, desires, needs, wishes and similar forces
28. Which of the following is the nature of motivation?
29. A psychological concept
30. Unending process
31. Unifying force
32. All of the above
33. Which of the following are techniques of direction?
34. Delegation and supervision
35. Communication
36. Motivation and leadership
37. All the above
38. \_\_\_\_\_\_\_\_ is achieving of the desired results by means of the intelligent utilization of human talents.
39. Planning
40. Decision making
41. Supervision
42. Controlling
43. Whether the given statement is true or false?

Supervision involves face to face contact between supervisor and subordinate manage has through knowledge and excludes the worker from decision making process

1. True b) False
2. Which of the qualities is expected for a good supervisor?
3. Capacity to judge
4. Memory power
5. Patience
6. All of the above
7. Span of supervision is also called as
8. Span of management
9. Span of control
10. Leadership
11. Both a and b
12. Which of the following is the nature of motivation?
13. A psychological concept
14. Unending process
15. Unifying process
16. All of the above
17. Which of the following is the important activities of a supervisor?
18. Assigning work
19. Review the quality and quantity of workdone
20. Induce and inspire for better performance
21. All of the above
22. A\_\_\_\_\_\_ is the person who actually gives practical shape to the policies of the enterprise with the help of workmen.
23. Foreman/supervisor
24. Gang manager
25. First link manager
26. Speed manager
27. \_\_\_\_\_\_\_\_\_ is a vital link or mediator between management and worker.
28. Supervisor
29. Gang manager
30. First link manager
31. Speed manager
32. \_\_\_\_\_\_\_ refers to number of subordinates a supervisor can effectively manage.
33. Span of supervision
34. Controlling
35. Co-ordinating
36. None of the above
37. Carrot and stick is a \_\_\_\_\_\_\_\_\_\_ technique is used in an organisation.
38. To reduce absenteeism
39. Motivation
40. Effective leadership
41. To reward employees
42. \_\_\_\_\_\_\_\_\_ need arise once the basic or physiological needs of a person are fulfilled.
43. Self actualisation
44. Esteem
45. Physiological
46. Safety
47. \_\_\_\_\_\_\_\_ is the process of overseeing the subordinates at work.
48. Motivation
49. Recruitment
50. Supervision
51. Leadership
52. Which of the following is not a characteristic of the directing?
53. End process
54. Creative function
55. Linking function
56. Pervasive function
57. Motivation is a \_\_\_\_\_\_\_\_\_\_\_ process.
58. Continuous
59. End
60. Starting
61. None of the above
62. The performance of employees depends mainly on their \_\_\_\_\_\_\_\_\_\_.
63. Ability to perform
64. Willingness to perform
65. Both a and b
66. None of these
67. Ability is the function of \_\_\_\_\_\_.
68. Education
69. Training
70. Motivation
71. Both a and b
72. Method of motivation may be \_\_\_\_\_\_\_\_\_\_ as well as \_\_\_\_\_\_.
73. Positive, negative
74. Strong, weak
75. Dull, bright
76. None of the above
77. Motivation is defined as
78. The process of stimulating someone to adopt a desire course of action
79. The change from one job to another
80. The condition requiring supply or relief, the lack of anything requisite, desired or useful
81. The strength of a person’s preference for one outcome in relation to others
82. Motivation is a
83. Human concept
84. Social concept
85. Psychological concept
86. Relative concept
87. Motivational factor are also know an \_\_\_\_\_\_\_\_\_\_\_ factor
88. Hygiene
89. Intrinsic
90. Complex
91. None of the above
92. Motivation may be
93. Financial
94. Non financial
95. Both a and b
96. Either a and b
97. Motivation is the result of an interactions between
98. Human needs and incentives
99. Human needs and disincentives
100. Human needs and non human needs
101. None of the above
102. Higher motivation leads to
103. Job satisfaction of workers
104. Higher efficiency
105. Labour productivity
106. All the above
107. The starting point in the motivational process is
108. Search for action
109. Awareness of need
110. Fulfilment of need
111. Discovery of new need
112. Physiological needs include
113. Air, water, food etc
114. Medical scheme, insurance plan etc
115. Self confidence, self respect, independence status etc
116. None of these
117. Higher order needs are
118. Physiological and safety needs
119. Safety and security needs
120. Social and esteem needs
121. Esteem or ego and self acutalisation needs
122. Hygiene theory of motivation is related with the name of
123. Moslow
124. Herzberg
125. Mcgregor
126. Vroom
127. Frederick Herzberg and his associates interviewed
128. 50 engineers
129. 100 engineers
130. 200 engineers
131. 500 engineers
132. Herzberg’s theory classified the factors influencing human need into \_\_\_\_\_\_\_\_\_\_\_\_
133. Hygiene factor
134. Motivational factors
135. Hygiene and motivational factor
136. None of the above
137. Theory X is \_\_\_\_\_\_\_\_ in approach.
138. Pessimistic
139. Optimistic
140. Both positive and negative
141. None of the above
142. Close supervision is necessary for \_\_\_\_\_\_\_\_\_\_\_.
143. Theory x
144. Theory y
145. Theory z
146. None of the above
147. Vroom’s theory of motivation is one of the key point of Maslow’s theory

 is \_\_\_\_\_\_\_ arise in a particular sequential order and not at random.

1. Human need
2. Leadership
3. Incentives
4. None of the above
5. The following are the important functions of a supervisor.
6. Preparing the basic plan of work
7. Training employees
8. Handling grievances
9. All of the above
10. The following are the characteristic of a good order
11. It should be reasonable and enforceable over subordinates
12. It should be intelligible
13. A written order is preferable to an oral order
14. All of the above
15. According to Maslow’s theory, safety needs are not important until the

 physiological needs are satisfied.

 (i) State whether the above statement is true or false

1. True
2. False
3. Say True or False

 The supervisor must be of irritable nature \_\_\_\_\_

1. True
2. False
3. \_\_\_\_\_\_\_\_\_\_\_ is the set of forces that energize, direct and sustain behaviour.
4. Motivation
5. Expectancy
6. Empowerment
7. Socialization
8. Which of the following is not a “pull” force of motivation?
9. Availability of training
10. Performance – levels goals
11. Reward and compensation
12. Pressure for high levels of output
13. According to Hezberg, \_\_\_\_\_\_\_\_\_\_\_\_ are elements associated with conditions surrounding the job..
14. Hygiene factors
15. Motivating factors
16. Economic factors
17. Environmental factors
18. Motivation is the process of stimulating people to accomplish \_\_\_\_\_\_\_ .
19. Desired goals
20. Desired homework
21. Desired activities
22. None of these.
23. Which of the option is incorrect with respect to the importance of ‘employee motivation’ ?
24. Promote employees involvement
25. Promote job satisfaction
26. Reduces absenteeism
27. Increase absenteeism
28. Which of the following is not the part of basic needs mentioned by Maslow in his motivation theory?
29. Physiological needs
30. Safety needs
31. Social needs
32. Hazard needs
33. According to Maslow’s theory the biological needs required to preserve human life are called \_\_\_\_\_\_\_\_\_\_ needs.
34. Physiological
35. Safety
36. Social
37. Hazard
38. According to Maslow’s theory, the need for food, cloth and shelter belongs to \_\_\_\_\_\_\_\_ needs
	1. Physiological
	2. Social
	3. Esteem
	4. Self actualization need
39. Maslow’s hierarchy of needs and herzberg’s two factor theories are related to motivation.
40. True
41. False
42. Herzberg’s two factor theory is also known as \_\_\_\_\_\_\_\_ .
43. Motivation-hygiene theory
44. Motivation theory
45. Hygiene theory
46. Maslow’s hierarchy of needs
47. According to Herzberg’s two factor theory, motivation factors are also known as \_\_\_\_ and \_\_\_\_\_\_\_\_\_.
48. Satisfiers, satisfiers
49. Dissatisfiers
50. Satisfiers, dissatisfiers
51. Dissatisfiers, dissatisfiers
52. Employees morale relate to \_\_\_\_\_\_ .
53. Productivity
54. Attitude
55. Empathy
56. Skills
57. Which of the following is not a part of an employees morale?
58. Satisfaction level
59. Feelings
60. Attitude
61. Workload
62. The main characteristics of morale are \_\_\_\_\_\_\_\_ .
63. Psychological concept
64. Dynamic nature
65. Indicator of attitude
66. All the above
67. Willingness to perform depends upon the \_\_\_\_\_\_\_\_\_.
68. Education
69. Level of motivation
70. Training
71. All of these

ANSWERS:

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

 Unit-4

1. Leadership is a person who guides and directs others, called \_\_\_\_\_\_\_ .
2. Followers
3. Manager
4. Organiser
5. None of the above.
6. The style of leadership vary from person to person.
7. Leadership
8. Motivation
9. Staffing
10. None of the above
11. All decisions power is centralised in the
12. Democratic leadership
13. Autocratic leadership
14. Laissez-faire leadership
15. Paternalistic leadership
16. A democratic leader makes decisions
17. Without consulting the followers
18. In consultation with his followers
19. With the consultation the government
20. Both B and C
21. Which of the leaders serves as the head of the family?
22. Autocratic
23. Democratic
24. Free-rein
25. Paternalistic
26. Which of the leaders gives complete freedomto his followers
27. Autocratic
28. Democratic
29. Free rein
30. Paternalistic
31. According to \_\_\_\_\_\_\_\_\_\_\_ leadership is the activity of influencing people to strive willingly for mutual objectives.
32. Tannenbaum and schemidt
33. Rensislikert
34. George terry
35. Taylor
36. \_\_\_\_\_\_\_\_\_\_ leadership is also known as a participative leadership.
37. Exploitative
38. Democratic
39. Consultative
40. Benevolent-autocratic
41. The oldest approach to leadership is
42. Situational theory
43. Behavioural theory
44. Composite theory
45. Trait theory
46. \_\_\_\_\_\_\_\_\_\_\_ is an inborn or inherent quality of a person.
47. Leadership
48. Motivation
49. Organising
50. Supervising
51. The word communication has been derived from
52. Greak word
53. Latin word
54. German word
55. French word
56. Communis which implies
57. Communism
58. Commit
59. Common
60. Collusion
61. Communication involves
62. Exchange of ideas
63. Sharing of ideas
64. Opinions and facts between two or more persons
65. All of these
66. Communication is a
67. Single-way process
68. Two-way process
69. Trile way process
70. None of these
71. Communication is a
72. Multiple function
73. Stable function
74. Pervasive function
75. Comprehensive function
76. The subject matter of communication of \_\_\_\_\_.
77. Encoding
78. Message
79. Information
80. All of the above
81. Receiver is also known as \_\_\_\_\_\_\_\_\_\_\_\_ .
82. Messenger
83. Sender
84. Communicate
85. Mediator
86. Feedback is the
87. Act of translating the message into words
88. Subject matter of communication
89. Media through which the message passes from the sender to the receiver
90. Response, reaction or reply by the receiver
91. Downward communication refers to
92. The flow of communication form subordinates to superiors
93. The transmission of information among the positions at the same level of organisation
94. The flow of information form a superior to a subordinate
95. None of the above
96. Upward communication refers to
97. The flow of communication from subordinates to superiors
98. The flow of communication from superiors to subordinates
99. High level communication
100. Low level communication
101. Horizontal communication refers to
102. The flow of communication from subordinate to superiors
103. The transmission of information among the positions at the same level of organisation
104. The flow of communication from superiors to subordinates
105. High level of communication
106. Formal communication is always.
107. Official
108. Unofficial
109. Impersonal
110. Both A and C
111. Which of the following is the feature of a formal communication?
112. Authentic
113. Written forms
114. Follows the hierarchy
115. All the above
116. Down ward communication flows\_\_\_\_\_\_\_\_\_\_ .
117. Upward to downward
118. Lower to upper
119. Horizontal
120. Diagonal
121. Appeals and representations are used in – communication
122. Horizontal
123. Downward
124. Upward
125. Grapevine
126. The study of communication through touch is ---
127. Chronemics
128. Haptics
129. Proxemics
130. Semantics
131. Horizontal communication is also known as \_\_\_\_\_\_\_\_ .
132. Lateral communication
133. Upward communication
134. Formal communication
135. None of the above
136. The following is non-verbal communication
137. Facial expression
138. Appearance
139. Posture
140. All of the above
141. The handshake that conveys confidence is
142. Limp
143. Firm
144. Loose
145. Double
146. Communication is the task of imparting
147. Training
148. Information
149. Knowledge
150. Message
151. Verbal transmission of information is called \_\_\_\_\_\_\_\_\_ communication.
152. Oral
153. Downward
154. Written
155. Upward
156. Informal communication is also known as \_\_\_\_\_\_\_\_ .
157. Grapevine
158. Sideward communication
159. Upward communication
160. None of the above
161. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ communication is expensive.
162. Oral
163. Written
164. Downward
165. Gestural
166. Which of the following communication gives scope for rumours to spread in the organisation?
167. Formal
168. Written
169. Informal
170. Oral
171. State the given statement is true or false

Communication is also get affected due to any fault in the equipment.

1. True
2. False
3. The process of communication involves the following elements \_\_\_\_\_\_\_\_\_\_ .
4. Sender
5. Receiver
6. Encoding
7. Transmission
8. In \_\_\_\_\_\_\_\_\_\_\_ communication, evidence can be produced as evidence in any court.
9. Oral
10. Written
11. Gestural
12. Informal
13. \_\_\_\_\_\_\_\_\_\_\_\_ communication is proper and systematic.
14. Formal
15. Informal
16. Written
17. None of the above
18. \_\_\_\_\_\_\_\_\_\_\_\_\_ communication take place when a superior conveys certain information to his subordinates.
19. Upward
20. Downward
21. Horizontal
22. None of the above
23. If the individual is inattentive in the subject matter, the purpose of \_\_\_\_\_\_\_\_\_ will be defeated.
24. Communication
25. Control
26. Management
27. Organisation
28. \_\_\_\_\_\_\_\_\_\_\_ communication is a formal method of communication.
29. Oral
30. Written
31. Gestural
32. None of the above
33. \_\_\_\_\_\_\_\_\_\_\_\_ communication can always be preserved for future reference.
34. Oral
35. Written
36. Informal
37. None of the above
38. Message are verbally transmitted is known as \_\_\_ communication.
39. Written
40. Gestural
41. Oral
42. None of the above
43. The following are the few measures to be adopted to overcome communication barrier \_\_\_\_\_\_\_\_\_\_\_.
44. Shorter communication channel
45. Direct contact
46. Organising frequent meeting and conferences
47. All the above
48. The different barriers of communication are\_\_\_\_\_\_\_\_\_\_\_\_.
49. Personal barriers
50. Technical barriers
51. Organisation barriers
52. All the above.
53. One of the measure to overcome communication barrier is \_\_\_\_\_\_\_\_\_\_\_.
54. Direct contact
55. Inadequate facilities
56. Lack of attention
57. Fault pronunciation
58. In \_\_\_\_\_\_\_\_\_\_\_\_ communication it is easy to determine the origin of the message.
59. Written
60. Oral
61. Informal
62. None of the above
63. Handshake is the most popular and accepted \_\_\_\_\_\_\_\_\_\_ to indicate goodwill and faith.
64. Gesture
65. Meeting
66. Face to face conversation
67. None the above.
68. The information necessary for decision making is made available through proper \_\_\_\_\_\_\_\_\_\_\_.
69. Communication
70. Control
71. Organising
72. Staffing
73. Communication may be classified into \_\_\_\_\_\_\_\_\_\_\_\_\_\_.
74. Formal and informal
75. Upward, downward and sideward
76. Oral, written and gestural
77. All the above
78. Communication classified based on relationships are \_\_\_\_\_\_\_\_\_\_\_.
79. Formal and informal
80. Oral, written and gestural
81. Upward, downward and sideward
82. All the above.
83. Classification of communication based on its flow of direction \_\_\_\_\_\_\_\_\_\_.
84. Formal and informal
85. Oral, written and gestural
86. Upward, downward and sideward
87. All the above

 53. According to \_\_\_\_ theory leadership depends more on the acts of a person

 than on his personality traits.

1. Behavioural
2. Situational
3. Traits
4. None of these

 54. A \_\_\_\_\_\_\_\_\_ leader take care of his followers in the way the head of a family

 take care of the family members.

1. Paternalistic
2. Functional
3. Democratic
4. Autocratic

 55. Democratic leader is also known as \_\_\_\_\_\_\_\_\_\_\_\_ leader.

1. Participative
2. Autocratic
3. Laissez faire
4. Paternalistic

 56. A functional leader is \_\_\_\_\_\_\_\_\_\_\_ .

1. One who is an expert in a particular field of activity.
2. One who has become leader by virtue of his official position.
3. One who let his follower to offer any suggestion
4. None of these
5. None the above.

 57. Which of the following are theories of leadership?.

1. Traits theory.
2. Behavioural theory.
3. Situational theory
4. All of the above.
5. \_\_\_\_\_\_\_\_\_\_\_\_ theory is based on the assumption that a leader is a person who possess certain expectional qualities.
6. Traits
7. Behavioural
8. Situational
9. None of these.

 59. Which of the following are the merits of the traits theory?

1. Simple to understand
2. The person who lacks certain qualities cannot be a successful leader.
3. Develop leadership qualities through proper training
4. All the above

60. Which of the following are the functions of a leader?.

* 1. Planning
	2. Policy making
	3. Execution of plans and policies
	4. All the above.

ANSWERS:

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

**Unit-5**

1. What type of justice exists if employees are being open, honest, and truthful in their communications at work
2. Procedural
3. Distributive
4. Ethical
5. Interactional
6. Most companies begin the process of establishing organizational ethics programs by developing
7. Ethics training programs
8. Codes of conduct
9. Ethics enforcement mechanisms
10. Hidden agendas
11. Critical path methods is a technique adopted in
12. Decision making
13. Control
14. Motivation
15. Delegation
16. Which of the following is the characteristic of control?
17. Essential function of management
18. Ongoing process
19. Integrated system
20. All of these
21. The essence of control is
22. Action
23. Planning
24. Delegation
25. Information
26. Which of the following is an element of control
27. Planning
28. Decentralisation
29. Delegation of authority
30. Informal feedback
31. The basis of control is
32. Planning
33. Action
34. Delegation
35. Information
36. The first step of the controlling process is
37. Measurement of performance
38. Fixation of standards
39. Correction of deviations
40. Comparing performance with standards
41. The final step of the control process is
42. Correction of deviations
43. Assessment
44. Measurement of performance
45. Comparing performance with standards
46. A good control system should focus attention on critical or key points that need to be regulated. This is known as
47. MBO
48. Control by exception
49. Management by exception
50. None of the above
51. Management by exception is a technique of
52. Planning
53. Appraisal
54. Directing
55. Managerial control
56. Management by objectives is introduced by
57. Taylor
58. Peter F. Drucker
59. Vroom
60. Mayo
61. Controlling is
62. Looking ahead
63. Looking back
64. Forecasting
65. Any one of the above
66. Which one of the following is not the underlying principles of the corporate governance combined code of practice?
67. Openness
68. Integrity
69. Accountability
70. Acceptability
71. The four type of social responsibility include
72. Legal, philanthropic, economic, and ethical
73. Ethical, moral, economic
74. Philanthropic, justice, economic
75. Legal, moral, ethical, economic
76. MBO is \_\_\_\_\_\_\_\_\_\_\_\_\_
77. Management by objective
78. Management by organisation
79. Management by quality
80. Management by opportunities
81. Stakeholders are considered more important to an organization when \_\_\_\_\_\_.
82. They can make use of their power on the organizations
83. They do not emphazise the urgency of their issues.
84. Their issues are not legitimate
85. They can express themselves articulately
86. An --- is a problem, situation or opportunity requiring an individual, group or organization to choose among several action that must be evaluated as right or wrong.
87. Mission statement
88. Purpose statement
89. Vision
90. Profit statement
91. Which of the following are the important techniques of control?
92. Budgetary control
93. Cost control
94. Inventory control
95. All the above
96. Break-even analysis is also known as \_\_\_\_\_\_\_\_\_\_\_ .
97. Cost- volume profit analysis
98. Contribution analysis
99. Inventory analysis
100. Variable analysis
101. The abbreviation of MBE is \_\_\_\_\_ .
102. Management by exception
103. Management by event
104. Management by ethics
105. Management by effectiveness
106. \_\_\_\_\_\_\_\_\_\_\_ is a control of all the cost of an enterprise in order to achieve cost effectiveness in business operations .
107. Cost control
108. Budgetary control
109. Inventory control
110. Return on investment control
111. Break even point (in terms of units) = \_\_\_\_\_ .
112. Fixed cost /contribution per unit
113. Contribution per unit/fixed cost
114. Variable cost/contribution per unit
115. Contribution per unit/variable cost
116. Which of the following are the characteristics of managerial control?.
117. Forward looking
118. Continuous process
119. Universal
120. All of the above
121. Which of the following are significant for a sound control system?.
122. Policy verification
123. Managerial accountability
124. Employee morale
125. All the above
126. Which of the following are the limitation of a control system?
127. It is an expensive process
128. External factors cannot be controlled
129. It is difficult to measure human behaviour and employee morale
130. All the above
131. \_\_\_\_\_\_\_\_\_\_\_\_ is the most direct and undistorted means of control.
132. Indirect observation
133. Periodical observation
134. Personal observation
135. None of these.
136. Control may be classified into \_\_\_\_\_\_\_\_ broad categories.
137. Two
138. Three
139. Four
140. Five
141. The control techniques are classified into \_\_\_\_\_\_\_\_\_ and \_\_\_\_\_\_\_\_ techniques.
142. Traditional and modern
143. New and old
144. Older and recent
145. None of these
146. \_\_\_\_\_\_\_\_\_\_\_\_ is an important instrument of control.
147. Statistical reports
148. Statistical tools
149. Qualitative informations
150. None of these
151. \_\_\_\_\_\_\_\_\_\_\_\_ is the summary budget incorporating component functional budgets which are finally approved, adopted and employed.
152. Master budget
153. Cash budget
154. Zero base budget
155. Labour budget
156. Which of the following factors are taken into account for preparing production budget?.
157. Sales budget
158. Plant capacity
159. Availability of raw material, power, labour, etc.
160. All the above
161. The main purpose of a \_\_\_\_\_\_\_\_\_\_\_ budget is coordinating seasonal activities to achieve the enterprise objectives.
162. Fixed
163. Variable
164. Performance
165. None of these
166. \_\_\_\_\_\_\_\_\_\_\_\_ refers to the moral standards used to govern manager’s behaviour and determine right or wrong, good or evil.
167. Managerial ethics
168. Managerial techniques
169. Managerial philosophy
170. None of these
171. Which of the following are the elements of business ethics?
172. Ethical imagination
173. Ethical evaluation
174. A sense of ethical obligation
175. All the above
176. The social dimensions of business \_\_\_\_\_\_\_ cannot be overlooked because many problems arise from the relationship of business to the broader society?
177. Ethics
178. Environment
179. Control
180. Planning
181. \_\_\_\_\_\_\_\_\_\_\_\_ behaviour helps to raise employee morale and productivity, stakeholder relations and corporate image.
182. Ethical
183. Leadership
184. Managerial philosophy
185. None of these
186. Ethical issues are inevitable in \_\_\_\_\_\_\_
187. Society
188. Business
189. Production
190. None of these
191. \_\_\_\_\_\_\_\_\_\_\_\_ is a written document that outlines the principles of conduct to be used in making decisions within an organisation.
192. Code of ethics
193. Organisational goal
194. Organisational mission
195. None of these
196. Ethics contains \_\_\_\_\_\_\_\_ of personal and professional conduct.
197. Principles
198. Procedure
199. Practice
200. None of these
201. \_\_\_\_\_\_\_\_\_\_\_\_ is involved not only in business but in all human activities.
202. Ethics
203. Control
204. Leadership
205. All the above
206. \_\_\_\_\_ have been developed in medical, legal and accounting profession..
207. Code of conduct
208. Attitude
209. Norms
210. None of these
211. Which of the following are the suggestions to develop ethical corporation?
212. Appoint an ethics officer
213. Provide ethics training to members of the organisation
214. Build an ethical culture by personal
215. All the above
216. In India AIMA have formulated \_\_\_\_\_ codes.
217. Professional
218. Work
219. Career
220. None of these
221. The key terms of the ethical language are .
222. Morale, motivation, performance
223. Values, rights, duties and rules
224. Supervision, control, staffing
225. None of these
226. \_\_\_\_\_ leader to healthy competition and fair trade practices in the industry.
227. Code of conduct
228. Control
229. Management
230. All the above
231. \_\_\_\_\_\_\_\_ is the ultimate beneficiary of ethical code.
232. Society
233. Industry
234. Company
235. Customers
236. When an organisation follows a code of conduct, its \_\_\_\_ are protected against undesirable transactions.
237. Employees
238. Customers
239. Company
240. Society
241. Ethical ambiguities can be avoided by managers if there is a \_\_\_\_\_\_ and \_\_\_\_\_\_ code of ethics .
242. Formal and specific
243. Informal and general
244. Rigid and dynamic
245. None of these
246. Control are of \_\_\_\_\_\_\_\_\_\_ kinds.
247. Two
248. Three
249. Four
250. Five
251. The historical control is also known as \_\_\_\_\_\_\_\_\_\_ control..
252. Feedback
253. Concurrent
254. Feed forward
255. None of these
256. \_\_\_\_\_\_\_\_\_ is an overall and scientific appraisal of quality of management.
257. Management audit
258. Management goal
259. Management mission
260. None of these
261. A \_\_\_\_\_\_\_\_\_\_\_\_ budget is designed to change in accordance with the level of activity actually attained.
262. Fixed
263. Flexible
264. Performance
265. Master
266. \_\_\_\_\_\_\_\_ control is also known as real time control.
267. Historical
268. Concurrent
269. Feed forward
270. None of these
271. \_\_\_\_\_\_\_\_\_ control focus on the end results.
272. Concurrent
273. Feed back
274. Feed forward
275. Steering
276. According to \_\_\_\_\_\_\_\_\_\_, “Controlling overall performance is advantageous in that it encourages a manager to see the forest, not simply the trees.
277. A.L. Bowley
278. George R. Terry
279. Maslow
280. Henry fayol
281. \_\_\_\_\_\_\_\_\_\_\_\_ is a useful technique for controlling overall performance.
282. Return on investment
283. Budgetary control
284. Break even analysis
285. Statistical control reports
286. \_\_\_\_\_\_\_\_ is the key step in the budgeting process because sales budget sets the tone for all other budgets.
287. Sales budget
288. Production budget
289. Material budget
290. Labour budget
291. \_\_\_\_\_\_\_\_\_\_ contains detailed estimates of cash receipts and cash disbursements for the budget period.
292. Master budget
293. Cash budget
294. Labour budget
295. Production budget
296. Labour budget contains estimates of direct \_\_\_\_\_\_\_ requirements required for the budgeted output.
297. Labour
298. Cash
299. Indirect expenses
300. Administrative expenses

ANSWERS:

1.(d) 2.(b) 3.(b) 4.(d) 5.(a) 6.(b) 7.(a) 8.(b) 9.(a) 10.(b)

11.(d) 12.(b) 13.(b) 14.(d) 15.(d) 16.(a) 17.(a) 18.(b) 19.(d) 20.(a)

21.(a) 22.(a) 23.(a) 24.(d) 25.(d) 26.(d) 27.(c) 28.(b) 29.(a) 30.(a)

31.(a) 32.(d) 33.(a) 34.(a) 35.(d) 36.(a) 37.(a) 38.(b) 39.(a) 40.(a)

41.(a) 42.(a) 43.(d) 44.(a) 45.(b) 46.(a) 47.(a) 48.(b) 49.(a) 50.(b)

51.(a) 52.(a) 53.(b) 54.(b) 55.(b) 56.(b) 57.(a) 58.(a) 59.(b) 60.(a)