

# **HERITAGE INTERNATIONAL SCHOOL**

## **SUMMER VACATION HOLIDAY WORK**

**Class : XII- Commerce**

**Subject : Business Studies**

### **Chapter 1**

#### **NATURE AND SIGNIFICANCE OF MANAGEMENT**

##### **Fill In the Blanks:-**

1. The welfare and survival of an organization are the main functions performed by \_\_\_\_\_ level of management.
2. The overall organization goals and strategies of organization are formulated by \_\_\_\_\_ level of management.
3. Divisional heads, department heads belongs to \_\_\_\_\_ level of management
4. The operational level managers are also termed as \_\_\_\_\_ managers.
5. \_\_\_\_\_ level of management comprises of foremen and supervisors.
6. Interpretation of the policies are done by \_\_\_\_\_ level of management.
7. Co-operation with various departments for smooth functioning of organization is done by \_\_\_\_\_ level of management.
8. Quality of output and safety standards are being maintained by \_\_\_\_\_ level of management
9. \_\_\_\_\_ is a deliberate function of management
10. \_\_\_\_\_ act as a binding force between various departments to ensure unity of action.
11. Efficiency means doing the task correctly and with minimum \_\_\_\_\_.
12. The \_\_\_\_\_ characteristics of management links work, people and operations.
13. \_\_\_\_\_ requires team work and coordination of individual effort in common direction.
14. Management is an \_\_\_\_\_ force that cannot be seen but its presence can be felt.
15. Management is a \_\_\_\_\_ function to have adapt itself to the changing environment.
16. In order to survive an organization must earn \_\_\_\_\_ revenues to cover cost.
17. Science principles are based on \_\_\_\_\_ relationship.
18. \_\_\_\_\_ principles are developed through observation and experimentation.

19. Scientific principles have universal \_\_\_\_\_.
20. All professions are based on \_\_\_\_\_ body of knowledge
21. Management is \_\_\_\_\_ as it includes management of work, people and operations.
22. Management is the process of getting things done with the aim of achieving goals effectively and \_\_\_\_\_.
23. Coordination is called the \_\_\_\_\_ of management.
24. \_\_\_\_\_ level of management passes on the instructions of management to the workers.
25. The policies framed by the top management is interpreted by \_\_\_\_\_ level of management.
26. Priya is using environmental friendly methods of production. She is trying to achieve \_\_\_\_\_ objective of management.
27. Organisational objectives of management are survival and \_\_\_\_\_
28. \_\_\_\_\_ level of management is responsible for survival and welfare of the organization.
29. Management increases efficiency by reducing \_\_\_\_\_ and increasing productivity.
30. Management is a \_\_\_\_\_ function as it adapts itself according to the changing environment.

### **True or False**

1. The basic objective of any profession is to earn money.
2. The top level of management are responsible for welfare and survival of organization.
3. Middle level of management implement the policies framed by top level of management.
4. Co-ordination is a separate function of management.
5. The main objective of any profession is to serve the society as a whole.
6. The top level of management are not responsible for all the activity of business and its impact on society.
7. Middle level of management motivate their team to achieve desired goals.
8. Co-operation in absence of co-ordination leads to waste of efforts.
9. Co-ordination without Co-operation may lead to dissatisfaction among employees.
10. Specialization arises out of complexities of modern technology and diversity of task to be performed.
11. Art does not involve the creative practice of existing theoretical knowledge.
12. Management is not a multidimensional activity.
13. Efficiency means doing the task correctly and with maximum cost.
14. For management it is necessary to be efficient rather than effective.
15. Management is a multidimensional activity.

16. The existence of management can be seen it cannot be felt.
17. The basic objective of any business is survival.
18. Management does not require team work and co-ordination of individual efforts in a common direction.
19. Through motivation and leadership management helps the individual to develop team spirit.
20. Management resist the people to adapt the changes in competitive world.
21. Scientific management principles are universally applicable.
22. Management principles are derived after observations and experimentations under controlled condition.
23. Coordination is not a separate function of management.
24. Management does not help in achieving personal objectives.
25. There are 3 levels of management in the hierarchy of an organization.
26. Middle level of management is the link between top and supervisory level of management.
27. Supervisory level managers are also known as divisional heads.
28. Coordination is the separate function of management.
29. Coordination involves synchronization of the different actions of the various units of the organization
30. Management is a full fledged profession like legal, accounting and medical profession.
31. Management is a science as well as an art.
32. Coordination is the force that binds all the other functions of management.
33. Cooperation in the absence of coordination may lead to wasted effort.
34. Coordination without cooperation may lead to dissatisfaction among employees.

### **Multiple choice question**

1. Profit is essential for covering cost and risk of the business. Which management objective is discussed here?
  - a) Social objective
  - b) Organistional objective
  - c) Personal objective
  - d) Individual objective
2. Ankita is engaged in manufacturing chocolates and biscuits by using environmental friendly methods of production. Which management objective is used here?
  - a) Individual objective
  - b) Organisational objective
  - c) Social objective
  - d) Economic objective

3. Sachin the director of Apex Ltd. is engaged in manufacturing furniture. He decided to keep one-third seats reserved for specially disadvantaged section of society. Which objective of management is discussed here?

- a) Individual objective
- b) Social objective
- c) Organisational objective
- d) Personal objective

4. When an organization is concerned about personal growth and development of employees which management objective is highlighted?

- a) Organisational objective
- b) Personal objective
- c) Social objective
- d) Growth objective

5. Identify the feature of management as a science when the principles are based on cause and effect relationship.

- a) Based on practice and creativity
- b) Universal validity
- c) Systematised body of knowledge
- d) Based on existence of theoretical knowledge

6. In order to enter into profession one has to acquire an educational degree by clearing specified examination conducted by registered institutes. Which feature of profession is being revealed?

- a) Restricted entry
- b) Ethical code of conduct
- c) Professional association
- d) Well defined body of knowledge

7. Which level of management is responsible for the welfare and survival of organization?

- a) Middle level
- b) Supervisory level
- c) Operational level
- d) Top level

8. Which level of management is concerned to develop cooperation with other departments for smooth functioning of organisation?

- a) Top level
- b) Supervisory level
- c) Middle level
- d) Operational level

9. "It involves leading, influencing and motivating the employees to perform the assigned task", highlighted one of the function of management. Identify

- a) Staffing
- b) Planning
- c) Directing
- d) Controlling

11. To exploit fully the growth potential of the organization management is talking about which objective?

- a) Social objective
- b) Personal objective
- c) Organisational objective
- d) Economic objective

12. In order to survive an organization must earn enough revenue to cover cost. Which management objective is highlighted?

- a) Organisational objective
- b) Growth objective
- c) Social objective
- d) Individual objective

13. Radhika is engaged in manufacturing earthen coolers by using environmental friendly methods of productions. Which management objective is discussed?

- a) Social objective
- b) Organisational objective
- c) Individual objective
- d) Economic objective

14. An organization is providing basic amenities like schools and crèches to employees. Which management objective is highlighted?

- a) Organisational objective
- b) Personal objective
- c) Individual objective
- d) Social objective

15. The style of singing of Arijit Singh and Honey Singh are to each other, however they acquired same knowledge of ragas. Identify the feature of art discussed above.

- a) Based on practice and creativity
- b) Universal validity
- c) Existence of theoretical knowledge
- d) Personalised application

16. In order to become a lawyer one has to register himself as a member of Bar Council of India. Which feature of profession is being revealed?

- a) Ethical code of conduct
- b) Restricted entry
- c) Service motive
- d) Professional association

17. Which level of management formulates overall organizational goals and strategies for their achievement?

- a) Middle level
- b) Operational level
- c) Top level
- d) Supervisory level

18. Which level of management is responsible to ensure their department has the necessary personnel?

- a) Supervisory level
- b) Middle level
- c) Operational level
- d) Top level

19. "Deciding in advance what is to be done and who is to do it" highlighted one of the functions of management. Identify it.

- a) Organising
- b) Planning
- c) Directing
- d) Controlling

20. It is not a separate function of management but its very essence. Identify it.

- a) Cooperation
- b) Efficiency
- c) Coordination
- d) Effectiveness

21. The process of getting things done through others is called

- a) Effectively            c) Efficiency
- b) Management        d) Planning

22. The force that binds all the other functions of management is called

- a) Controlling        c) Cooperation
- b) Coordination      d) Planning

23. "Determining in advance what is to be done in future". Which function of management is highlighted in the above statement?

- a) Staffing            c) Planning
- b) Directing          d) Controlling

24. "Management cannot be seen but its presence can be felt". Which characteristic of management is highlighted in the above statement?

- a) Group activity      c) Dynamic function
- b) Intangible force    d) Continuous process

25. "Management has to adapt itself according to the changing environment". Which characteristic of management is highlighted in the above statement?

- a) Continuous process            c) Group activity
- b) Dynamic function                d) Goal oriented

26. Ram is working as a superintendent in a factory. State the level of management at which he is working?

- a) Top level                          c) Supervisory level
- b) Middle level                      d) Administrative level

27. Vipin is working as a marketing manager in Abc ltc. State the level of management at which he is working?

- a) Top level                          c) Supervisory level

b)Middle level      d)Operational level

28.Management consists of 3 dimensions-management of work,people and operations.Which characteristic of management is being highlighted here?

a)Goal oriented      c)Multi dimensional  
b)Dynamic      d)Pervasive

29.An organization is a group of different individuals who work together with team spirit and coordination to achieve the goals of the organization.Which characteristic of management is being highlighted in the above statement?

a)Goal oriented      c)Pervasive function  
b)Group activity      d)Continuous process

30.This concept provides the requisite amount,quality ,timing and sequence of efforts which ensures that planned objectives are achieved with a minimum of conflict.Identify the concept identified in the above stated line.

a)Cooperation      c)Coordination  
b)Management      d)Planning

## CHAPTER 2

### PRINCIPLES OF MANAGEMENT

#### Fill in the blanks

1. The objective of \_\_\_\_\_ study is to determine the one best way to perform the job.
2. The \_\_\_\_\_ are guidelines to action but do not provide readymade solutions.
3. The concentration of decision making authority in the hands of management is known as \_\_\_\_\_.
4. The right to give orders and obtain obedience is known as \_\_\_\_\_.
5. The principle of \_\_\_\_\_ given by Fayol states that work should be divided into small tasks.
6. The formal lines of authority from highest to lowest ranks are known as \_\_\_\_\_.
7. \_\_\_\_\_ is extension of division of work principle of Fayol.
8. According to \_\_\_\_\_ principle of Fayol ,every subordinate must have only 1 boss.
9. Under \_\_\_\_\_, efficient and inefficient workers are paid at different rates.
10. The study of movements like lifting, putting objects, sitting and changing positions etc is known as \_\_\_\_ study.
11. Functional Foremanship follows the principle of \_\_\_\_\_
12. Fatigue study determines the amount and \_\_\_\_\_ of rest intervals to be given to the workers.

13. The principles of scientific management are given by \_\_\_\_\_
14. The principles of management have cause and \_\_\_\_\_ relationship.
15. The number of \_\_\_\_\_ involved in completion of a job is related to Motion Study.
16. F.W.Taylor focuses on the \_\_\_\_\_ levels of management.
17. Cooperation not individualism is an extension to the principle of \_\_\_\_\_
18. Hit and Trial method should be replaced with \_\_\_\_\_ thinking.
19. The principle of Equity is violated in the technique of \_\_\_\_\_.
20. Formal lines of authority from highest to lowest ranks are known as \_\_\_\_\_.
21. A manager should replace I with \_\_\_\_\_ in his conversation to boost team spirit.
22. \_\_\_\_\_ will be fair when it gives reasonable standard of living to employees.
23. Unity of Commands resembles \_\_\_\_\_ organization.
24. Principles of Management are universally \_\_\_\_\_.
25. The principles of management are dependent upon the prevailing situation i.e. they are \_\_\_\_\_.
26. \_\_\_\_\_ require superiors at all levels and clear & fair agreement.
27. In general, large/big organization have more \_\_\_\_\_.
28. Authority is of two types official and \_\_\_\_\_ authority.
29. There should be parity between \_\_\_\_\_ and responsibility according to Fayol.

### **True and False**

1. Fayol is known as father of scientific management.
2. Standardisation refers to setting standards for each and every business activity.
3. Gang Plank permits horizontal communication.
4. Fayol principles are developed on the basis of scientific experiments.
5. Scientific management means using rule of thumb to perform task in best and cheapest way.
6. The application of principles of management is contingent or dependent upon the prevailing situation at a particular point of time.



7. The principles of management are rigid statements .
8. Management principles are flexible to adapt to dynamic business environment.
9. Espirit de corps means all the employees should be treated in same manner .
10. According to Taylor, Competition should be replaced by cooperation.
11. Functional Foremanship violates unity of direction
12. Standardisation aims at eliminating unnecessary diversity of products.
13. Time Study aims at finding out the best way of doing the job.
14. Fatigue study is related to the rest intervals given to the workers.
15. DPWS is the strongest motivator for the worker to perform better.
16. Motion Study aims at eliminating unnecessary movements involved in doing a task.
17. The objective of Time Study is to determine the number of workers required in an organization.
18. Workers training is essential to learn the best method for scientific approach.
19. Sharing of gains with workers is related to the principle of Harmony not Discord.
20. The principles of management provide the managers with useful insight into real world situations.
21. Derivation of principles may be said to be a matter of science and their application can be regarded as an art.
22. Principle of management may be used by managers as Straightjacket solution for the managerial problems faced by them.
23. Managerial principles are behavioural, therefore they apply on human behaviour only.
24. Principles of management provide an accurate cause and effect relationship.
25. Fayol's book, 'General and Industrial Management' was published in English in the year 1949.
26. If unity of direction is followed "authority is undermined, discipline is in jeopardy, order is disturbed and stability is threatened.
27. Fayol had the view that one group should have one head and one plan.
28. In case of emergency where a worker can even contact CEO directly.
29. Remuneration principle states that overall pay and compensation to both males and females should be same.

30. Fayol suggested that there is a need to balance subordinate involvement through decentralization with managers.

### Multiple choice question

Q1. Who is considered as father of scientific Management?

- A.F.W Taylor
- B. Henry Fayol
- C. Gilberth
- D.Koontz

Q2. Principles of management cannot be

- A .Defined
- B. Applied anywhere.
- C. Tested in Laboratories
- D. Part of Business

Q 3 “One head One plan” is concerned with the following principle of Fayol

- A. Unity of command
- B. Unity of Direction
- C. Fair remuneration
- D. Division of work

Q.4 Which study of Taylor aims at eliminating unnecessary movements to ensure timely completion of work.

- A. Method study
- B. Motion study
- C. Time study
- D. Fatigue study

Q.5 The principles of management can be changed according to the prevailing situation in organisation. This shows that management principles are

- A.Flexible
- B.Behavioral
- C. Scientific
- D. Universal

Q.6 The principle which states that there should be good supervisors at all levels for smooth and systematic working of an organisation is:

- A . Equity
- B. Initiative
- C. Discipline
- D. Order

Q.7 The technique in which task of supervision is divided into several specialised functions and each function is entrusted to a specialist foremen is:

- A. Standardisation
- B . Differential piece wage system
- C. Simplification
- D. Functional Foremanship

Q.8 Taylor focussed his attention on

- A. Shop level

- B. Top level
- C. Middle level
- D. Administrative level

Q.9 This principle emphasise kindness and justice in the behaviour of managers towards workers:

- A.Equity
- B.Order
- C.Espirit de Corps
- D. Initiative

Q.10 “ Panchayats in our country have been given more powers to decide and spend funds granted to them by the government for welfare of villages. Identify the principle of management highlighted in the statement

- A. Equity
- B. Centralisation and decentralisation
- C. Authority and Responsibility
- D.Espirit De corps

Q11.Any other reason will create in securities among the employees this statement is related to-

- (A) esprit de Corps
- (B) remuneration
- (C) stability of personnel
- (D) authority and responsibility

Q12. Administrative principles were given by-

- (A) FW Taylor
- (B) Henry Fayol
- (C) Abraham maslow
- (D) w w Taylor

Q13. Which of the following is not the part of work study –

- (a )method study
- (B) motion study
- (C)time study
- ( D) functional foremanship

Q14. Which foreman is keeping the machinery and tools ready for operation by workers:

- ( a )repair Boss
- (b) gang Boss
- (C)speed boss
- (D)inspector

Q15. Functional foremanship is an extension of which of the following principles:

- A) division of work
- B )discipline
- C)subordination of individual interest to general interest
- D)Espirit de Corps

Q16. Which principle is an extension of harmony not discord:

- A )cooperation not individualism
- B)eSpirit de Corps
- C) initiative
- D)Discipline

Q17. Number of specialist in technique of functional foremanship is-

- A) 4
- B) 8
- C)10
- D)6

Q18. He is known as the father of scientific management

- A) FW Taylor
- B) FW Fayol
- C) FW Maslow
- D)Henri Fayol

Q 19 .violation of Principle of Esprit de Corps leads to -

- A) minimising labour turnover
- B) sales turnover
- C)need for using penalties
- D) disorder

Q20. Which principle prevents dual subordination

- A) unity of command
- B) unity of direction
- C) order
- D) equity

### Chapter-3

#### BUSINESS ENVIRONMENT

##### Fill in the blanks:

1. The totality of all individuals, institutions and other forces that are outside the business is considered as \_\_\_\_\_ .
2. Business environment includes \_\_\_\_\_ and general forces.
3. \_\_\_\_\_ is the sum total of all the factors and forces external to a business.
4. Different elements of parts of a business environment are closely \_\_\_\_\_.
5. Frequent environmental changes in the field of technology and fashion industry is related with \_\_\_\_\_ of business environment.
6. Understanding of business environment helps the firm to identify opportunities to get the \_\_\_\_\_ advantage.
7. Environment is a \_\_\_\_\_ phenomenon that is relatively easier to understand in parts but difficult to grasp in its totality.
8. Celebration of Diwali is the example of \_\_\_\_\_ Environment.

9. The trend of health and fitness has created a demand for products like gyms, bottled mineral water and food supplement etc. these are the examples of \_\_\_\_\_ Environment.
10. Main components of New Economic policy are \_\_\_\_\_.
11. End of license quota, and reduction of government control is features of \_\_\_\_\_.
12. After N.E.P there is a shift in market from Producers orientation to \_\_\_\_\_ orientation.
13. Privatization of ownership through sale of equity shares is called \_\_\_\_\_.
14. N.E.P was introduced in India in the Year \_\_\_\_\_.
15. Political boundaries no longer remain barriers for a business due to \_\_\_\_\_.
16. All the factors of business environment are \_\_\_\_\_ .
17. Impact of N.E.P has been \_\_\_\_\_ on Indian Economy and business.

**True or False :**

1. Liberalization means reduced government controls and restrictions.
2. By developing new ways of doing things the firm can cope up with changing technological environment.
3. Technological improvement shifts in customer preferences or entry of new competition in the market is an example of uncertainty.
4. Early identification of opportunities helps an enterprise to be the first to exploit them instead of losing them to competitors.
5. Threats refer to the internal environment trends and changes that will hinder a firm's performance.
6. Demonetization is not a tax administration measure.
7. Understanding of business environment may assist an enterprise in planning and policy formulation.
8. Changes in fashion and taste of consumers may not have impact on the demand in the market.
9. Business environment is uncertain as it is very difficult to predict future.
10. The future of an enterprise is closely bound up with what is happening in the environment.
11. New Economic Policy was introduced in India in 1991.

12. Globalization means integration of Indian Economy with the Economy of America
13. Disinvestment means investment in different sector .
14. Liberalization was introduced to free Indian Economy from unnecessary control and restrictions
15. Indian Government is giving freedom of Fixing Price to oil companies is an indication of Liberalized Economy.
16. Railway is open for private sector participation
17. After Introduction of N.E.P companies become market oriented .
18. When a company takeover another company and clearly become new owner the called is called Acquisition
19. When two or more companies join together to share their resources and carry out an economic activity it is known as merger
20. Impact of N.E.P has been positive on Indian Economy

### Multiple Choice Questions

1. Booking of railway tickets through internet from home or office is an example of\_\_\_\_\_.  
A. Political Environment      C. Technological Environment  
B. Economic Environment      D. Social Environment
2. Giving freedom to Indian business and industries from all unnecessary government controls and restrictions is an example of\_\_\_\_\_.:  
A. Privatization      C. Liberalization  
B. Globalization      D. Demonetization
3. Packets of cigarettes carry the statutory warning ‘Cigarette smoking is injurious to health’ is an example of\_\_\_\_\_.  
A. Political Environment      C. legal Environment  
B. Technological Environment      D.Social Environment
4. External environment trends and changes will provide\_\_\_\_\_.  
A. Threats      C. Goodwill  
B. Less competition      D. Profits
5. Through environmental scanning business firms can enjoy \_\_\_\_\_.  
A. Competition      C. Benefit of Tax  
B. First mover advantages      D. Tapping useful resources
6. Face book, Twitter and Whatsapp is the result of \_\_\_\_\_.  
A. Political Environment      C. Social Environment

B. Economic Environment                  D. Technological Environment

7. Increase or decrease in the value of rupee is an example of \_\_\_\_\_.

A. Political Environment                  C. Social Environment

B. Economic Environment                  D. legal Environment

8. Technological improvement and innovations results in \_\_\_\_\_.

A. Increase in Tax                                  C. Reduction in profit margin

B. Render existing production obsolete      D. More demanding customers

9. Which of the following creates fear in the mind of investors?

A. Political uncertainty                          C. Technological improvement

B. New innovations                                  D. Change in taste and preference of customers

10. What will be the affect of increase in tax by government?

A. Increase in cost of production                  C. Increase in profit margin

B. Creates fear in the mind of investors          D. Increase in competition

11 "Now adays consumers are we health-conscious which is giving rise to increase demand of Organic products,"  
Which factor of business environment is highlight in above statement.

1-legal environment

2-Political environment

3-economic environment

4-social environment

12 The laws of mining rules and regulations licence required for running the business is an example of.

1Economic environment

2political environment

3social environment

4 legal environment

13 With the introduction of mineral water bottle in India Bisleri was the was able to capture the big market share in India

Which importance of business environment is highlight in above case

1Helps in tapping resources

2Help in policy making

3 Improve performance

4 Help to identify opportunity and getting first mover advantage

14which one is specific Force for a garment manufacturing industry?

1Change in law

2change in government

3change in fashion

4change in technology

15 "Introduction of mobile phone have negatively affected the business of watches and cameras"  
Which factor of business environment is related with the sentence.

- 1 social environment
- 2 Technological environment
- 3 Political environment
- 4 Legal environment

16 "free flow of goods and services between different countries of the world is an example of.

- 1) Globalisation
- 2) privatisation
- 3) liberalisation
- 4) demonetisation

17 "Nowadays Women are very health conscious which is giving rise to an increase in demand for Organic products"

This statement is related with the factor of business environment is

- 1 Political environment
- 2 legal environment
- 3 social environment
- 4 Technological environment

18 liberalisation is.

- 1-free flow of goods and services between different countries of the world
- 2-Increase participation of private sector
- 3-Reduction in formalities, taxes and tariff
- 4 -Unity among political parties.

19 Correct example of political environment is

- 1 Money supply
- 2 Innovation and development
- 3 Change in preference and taste
- 4 profile of political leaders

20 "Sudden announcement of demonetisation by our Prime Minister" is an example of this feature of business environment

- 1 Relativity
- 2 specific and general forces
- 3 Inter related
- 4-uncertain

## **Chapter-4**

### **PLANNING**

#### **Fill in the blanks**

1. Planning seeks to \_\_\_\_\_ the gap between where we are and where we want to go.
2. Planning involves making a choice from \_\_\_\_\_ course of action.
3. Planning is a \_\_\_\_\_ function of management.



4. Planning requires \_\_\_\_\_ and logical thinking rather than guess work.
5. Planning is basically an \_\_\_\_\_ activity of thinking.
6. Planning are prepared for a \_\_\_\_\_ period of time.
7. Planning requires taking \_\_\_\_\_ since it involves making a choice from options.
8. One of the basic management function is \_\_\_\_\_.
9. *Planning is \_\_\_\_\_ exercise.*
10. \_\_\_\_\_ *means setting objectives and targets and formulating an action plan to achieve*
11. \_\_\_\_\_ can be classified into several types dependent on the use and the length of planning period.
12. One time event plan is a \_\_\_\_\_ plan.
13. Efficiency in routine decisions can be enhanced by \_\_\_\_\_ plans.
14. General forms of standing plans are called \_\_\_\_\_.
15. The steps to be followed in the particular circumstances are called \_\_\_\_\_.
16. The desired future position that an organisation would like to reach is known as \_\_\_\_\_.
17. A statement of expected results expressed in numerical terms is called \_\_\_\_\_.
18. Specific statements to tell what is to be done is called as \_\_\_\_\_.
19. 'No smoking' is an example of \_\_\_\_\_.
20. The detailed description of the manner in which a task is to be performed is called \_\_\_\_\_.
21. Projects are similar to \_\_\_\_\_ but differ in scope and complexity.
22. \_\_\_\_\_ plan is used for activities that occur regularly over a period of time.
23. Policies and \_\_\_\_\_ are interlinked with each other.
24. The social, legal, economical and technological environment will effect an organisation's \_\_\_\_\_.
25. The simplest of all plans is \_\_\_\_\_.
26. People don't Plan to fail but they fail to \_\_\_\_\_.

27. By stating in advance how work is to be done planning provides \_\_\_\_\_ for action.
28. If there was no planning, employees would be working in different \_\_\_\_\_ and the organization would not be able to achieve its desired goals.
29. Planning is an activity which enables a manager to look ahead and anticipate \_\_\_\_\_.
30. Useless and redundant activities are minimized or \_\_\_\_\_ by Planning.
31. Since Planning is the first function of management, new \_\_\_\_\_ can take shape of concrete plans.
32. In Planning, the manager has to evaluate each \_\_\_\_\_ and select the most viable proposition.
33. Planning involves setting \_\_\_\_\_ and predicting future conditions.
34. Planning is a/an \_\_\_\_\_ for controlling.
35. The nature of corrective action required depends upon the extent of \_\_\_\_\_ from the standard.
36. The first and foremost step of planning process is ----- objectives.
37. Planning----- means systemic and logical estimate for the future factors affecting planning
38. Planning does not success \_\_\_\_\_
39. The business environment is----- nothing constant , So planning may not work in such a environment.
40. When plans are drawn up huge ----- are involved in their formulation
41. The positive and negative aspects of each proposal need to be ----- in the light of the objective to be achieved
42. It is the process of ----- where in we decide in advance what and how to do.
43. The Last step of planning process is follow up -----.
44. Panning is an activity which is done by the ----- level of management.
45. Planning is ----- consuming process and it delays action.

### ***True or False***

1. *Planning is closely connected with creativity and innovation.*

2. . *Objectives does not provide direction for all managerial decisions and actions.*
3. Time factor should not taken into consideration during planning.
4. Planning is an exclusive function of top management.
5. Planning provides the basis of all other function.
6. Planning is regarded as forward looking function.
7. Planning requires application of the mind involving foresight, intelligent, imagination and sound judgement.
8. The need for planning doesn't arises when alternatives are available.
9. The scope for planning are same at all levels.
10. Planning has no meaning unless it contributes to achievement of predetermined organisational goals.
11. Strategy defines the direction and scope of an organisation in long run.
12. The details statements about a project which gives the outline of objectives are called procedures.
13. Standing plan is used for activities that occur regularly over a period of time.
14. Routine steps to carry out activities are called programs.
15. Statement of expense and income for a specified period is called budget.
16. Organising a workshop on preparation of boutique used in business studies is an example of single use plan.
17. Broad parameters within which a manager functions are defined as strategies.
18. A comprehensive plan to achieve long-term objectives is called strategy.
19. Objectives provide a general guideline to the managerial action and decision in the implementation of strategy.
20. Make or Buy decision is an example of Rule in an organisation.
21. Planning tells us where to go, it provides direction and reduces the risk of uncertainty by preparing forecasts.
22. If goals are well defined departments and individuals in the organization are able to work in coordination.
23. Changes or events can be eliminated and they can be anticipated, hence managerial responses to them not required.

24. Directing serves as the basis of coordinating the activities and efforts of different divisions, departments and individuals.
25. Organising helps the manager to look into the future.
26. Directing involves setting targets and predicting future conditions.
27. Planning provides the goals or standards against which actual performance is measured.
28. Planning is a prerequisite for controlling.
29. Planning provides the basis of control.
30. The ideal plan, of course, would be the most feasible, profitable and with least negative consequences
31. Monitoring the plans is equally important to ensure that objectives are achieved
32. The manager is required to make certain assumptions about the future, known as Planning Premises
33. Planning does not involve huge amount of funds
34. After setting objectives, the next step of planning process is Evaluating alternative courses
35. Objectives may be set for the entire organization and each department or unit within the organization
36. If there is a plan to increase production then more labour, more machinery will not be required
37. Implementing the plan means putting the plan into action
38. Planning strangulates the initiative of the employees and compels them to work in an inflexible manner
39. Planning premises means systemic and logical estimate for the future factors affecting planning

### **Multiple choice question**

1. Planning means
  - a. arrange the resources
  - b. think in advance
  - c. appoint the right person
  - d. monitor the activity
2. Which of the following is not a feature of planning
  - a. primary function
  - b. pervasive
  - c. continuous

d.dynamic

3.It requires application of mind involving foresight, intelligent, imagination and sound judgement.Which feature of planning is indicate here.

- a.It is Futuristic
- b.It involves decision making
- c.It is mental exercise.
- d.It is continuous

4.Name the type of plan which serve as guide for overall business and defines the end result.

- a. objective
- b.policy.
- c.method.
- d.procedure

5.An employee will retire at the age of 60 years. Which type of plan it is?

- a.Rule
- b. method
- c policy.
- d.objective

6.Identify the type of plan which has least flexibility.

- a.strategy
- b.Rules
- c.policy
- d.objective

7."Swachha Bharat Abhiyan" started by government of India is an example of which type of plan.

- a.strategy.
- b.rules.
- c.procedure.
- d.programme

8.A.co.is manufacturing garments.The manager wants to increase profits by purchasing new high speed machines or increasing the sale price or using waste materials in manufacturing stuffed toys.He decided that "using waste material" is the best solution for him.

Identify the concept of management involved

- a.directing
- b.coordination
- c.planning.
- d.organising

9.Koohinoor foods ltd.has banned smoking in factory premises. identify the plan

- a.strategy.
- b.programme.
- c.method.
- d.rules

10.Star Ltd..is a garment manufacturing co.Theco.regularly scan business environment and constantly adapts itself to change in environment.with all these efforts also it became difficult for company to foresee future trends, competition in the market effects the financial plan of theco.identify limitation of planning.

- a.leads to rigidity

- b.may not work in dynamic environment
- C.reduces creativity
- d.huge cost

## **CHAPTER 1 NATURE AND SIGNIFICANCE OF MANAGEMENT**

### **CASE BASED QUESTIONS:**

#### **QUESTION NO.1 TO 4 ARE BASED ON THE PARA GIVEN BELOW. CHOOSE THE CORRECT OPTION GIVEN BELOW FOR EACH QUESTION:**

Mayra Ltd. received a new order of 30,000 toys. Mr. Abhilash, the production manager is expected to deliver goods in fifteen days otherwise the contract will be null and void. To retain the customers, Abhilash outsourced the production of 15,000 toys and delivered the order on time. The outsourcing of production resulted in increase in cost by 50%. Mayra Ltd. uses environment friendly methods of production and disposes off the waste material by either recycling it or using the same for landfill in such a manner that the aquatic life is not disturbed."

1 Which concept of management is being adhered to here by Mr. Abhilash?

- (A)Effectiveness
- (b) Efficiency
- (c) Both a. and b.
- (d) None of these

2 Which concept of management is being overlooked by Mr. Abhilash?

- (A)Effectiveness
- (b) Efficiency
- (c) Both a. and b.
- (d) None of these

3 At which level of management is Mr. Abhilash working?

- (A)Top level
- (b) Middle level
- (c) Lower level
- (d) Shop floor level

4 Which objective of management is fulfilled by Mayra Limited?

- (A)Organisational
- (b) Personal
- (c) Social
- (d) None of these

#### **QUESTION NO.5 TO 7 ARE BASED ON THE PARA GIVEN BELOW. CHOOSE THE CORRECT OPTION GIVEN BELOW FOR EACH QUESTION:**

Ankush Ltd is engaged in manufacturing of electrical appliances .Mr Ankush found that the profits had started declining from the last 6 month. Profit has an implementation for the survival of the firm, so he analysed the business environment to find out the reason for the decline. Also the company has been facing problem for the last few years because of the chaos between two departments ie (production department and sales department).Sales department blames Production department for delaying production. Production department blames sales department for poor sales. The force that initiate two department is missing. So Mr Ankush integrates the effort of these departments into a uniform plan of

action to achieve better organisational results. He also gives instructions to his managers so that desired action may be taken to achieve the target on time. Various incentives are also offered to them for achieving desired target on time.

5 At which level of management is Mr Ankush working?

- (A) top level
- (b) middle level
- (c) lower level
- (d) shop floor level

6 Which is the force that is missing in the given paragraph?

- (A) cooperation
- (b) coordination
- (c) Authority and responsibilities
- (d) planning

7 Which function of management is highlighted in the lines "He also gives instructions .....Time"?

- (A) planning
- (b) organising
- (c) staffing
- (d) directing

**QUESTION NO.8 TO 11 ARE BASED ON THE PARA GIVEN BELOW. CHOOSE THE CORRECT OPTION GIVEN BELOW FOR EACH QUESTION:**

Mona is the branch manager of Mitushi Handicrafts Pvt Ltd. The company's objective is to promote the sales of Indian Handlooms. Its sales fabrics, furnishing readymade and household items are made out of traditional Indian fabrics. Mona decides quantities, variety, colour and texture of all the above items and then allocates resources for their purchase from different suppliers. She appoints the team of designers and crafts people in the company who developed some prints for bed cover in bright colour on silk. Although the product looks very attractive and impressive, they were relatively expensive and on the front of affordability of an average customer. Mona suggests that they should keep the silk bed cover for special festive occasions and offer the cotton bed cover on a regular basis to keep cost under control.

8 "She appoints a team of designers and craft people in the company, who developed some prints for bed cover in bright colour on silk" which function of management is highlighted in the statement?

- (A) controlling
- (b) staffing
- (c) planning
- (d) directing

9 In the above case "company's objective is to promote the sales of Indian Handlooms and Handicrafts production" the above line focuses on which feature of management?

- (A) Management is an initiative force
- (b) Management is a goal oriented process
- (c) Management is pervasive in nature
- (d) Management is a continuous process

10 With reference to the case, at which level of management is Mona working?

- (A) lower level
- (b) top level
- (c) middle level

(d) shop floor level

11 Mona suggest that they should keep the silk bed cover for special festive occasions and offer the cotton bed cover on a regular basis to keep cost under control" Which function of management is highlighted over here?

- (A) controlling
- (b) staffing
- (c) organizing
- (d) planning

**QUESTION NO.12 TO 15 ARE BASED ON THE PARA GIVEN BELOW. CHOOSE THE CORRECT OPTION GIVEN BELOW FOR EACH QUESTION:**

Soft-core Ltd.is a company which has improved its functioning by proper management. The company has been successful in deciding and completing targets. In the previous meeting, it was decided that in coming years, the company could show increase in the number of workers, number of products produced and also the sales turnover. However, recently it earned a negative reputation under the impact of resignations put forth by two of its departmental heads. These departmental heads were experts in their fields. One was leading the marketing department and the other was a scientist of repute who headed the manufacturing department. In the top level management meeting, it was found that such departmental heads who were specialists in their areas cannot be tackled by unity of command. They were egoistic as they were specialists. After the meeting, things started to change for the organisation as all the departments started to work with one single target of giving back the company its lost fame. There was a combined effort which doubled the revenue of the organisation. A special regulation system of including every level manager was brought into action. Thus, the overall functioning of the organisation improved.

12 Identify the feature of management highlighted in the given case.

- (A) Management is an intangible force
- (b) Management is multidimensional
- (c) Management is a goal-oriented process
- (d) Management is all pervasive

13 Identify the type of objective being discussed from the given Line stated..... company could show increase in the number of workers, number of products produced and also the sales turnover."

- (a) Organisational
- (b) Personal
- (c) Social
- (d) None of these

14 The concept of management missing in the Soft-core Ltd, Company is:

- (A) cooperation
- (b) coordination
- (c) control
- (d) direction

15 Identify the feature of coordination being discussed from the given line:.....as all the departments started to work with one single target of giving back the company its lost fame."

- (a) Unity of action
- (b) Responsibility of all managers
- (c) Pervasive
- (d) Continuous process



## CHAPTER 2 PRINCIPLES OF MANAGEMENT

### CASE BASED QUESTIONS:

1 Mr. A, plant superintendent of a company is very sad. When he was on leave he was expecting his subordinates to take the remaining work to be finished. However he finds a new way of dealing with this problem. He develops a system of suggestion building from the side of workers. For this a suggestion/complain box is to be kept where the workers can drop their advice and hence take steps from their side.

Which principle of management has been implemented here off late by the plant superintendent?

- (A) Principle of Order
- (b) Principle of initiative
- (c) Discipline
- (d) Coordination

### QUESTION NO.2 TO 4 ARE BASED ON THE PARA GIVEN BELOW. CHOOSE THE CORRECT OPTION GIVEN BELOW FOR EACH QUESTION:

Mr. A works in a bulb manufacturing company. Each bulb which is manufactured is of standard size and quality. Further if there is any unrequired type of bulb manufactured then its production is stopped. Last month when the company came to know that 10 watt bulbs were no more liked by customers, their production was stopped. He works in the purchase department. His job is to purchase the filaments required to make bulbs. This time when he purchases the filament he gets the instruction from the seller that some special care needs to be taken in the first hour of fixing the filaments inside the bulb. Mr. A knows this information should be given immediately to the production department before the assembling process starts. However he finds that his company's policies only allow him to give the message to his immediate boss who will further pass this message to his boss. The passing of this message will continue till it reaches the desired person in the production department.

2 Which technique of management is followed here?

- (A) Method study
- (B) Fatigue study
- (C) Standardisation and simplification
- (D) Functional foremanship

3 Name the principle of management followed here by the company?

- (A) Order
- (B) Scalar Chain
- (C) Stability of tenure of employees
- (D) Equity

4 Which way is to be chosen now by Mr. A to speed up the work.

- (A) Gang Plank
- (B) Scalar Chain
- (C) Direct communication
- (D) Informal communication

### QUESTION NO.5 TO 7 ARE BASED ON THE PARA GIVEN BELOW. CHOOSE THE CORRECT OPTION GIVEN BELOW FOR EACH QUESTION:

Every year a meeting is organized in the lawns of the Promoter of a company. In this meeting the owner of

the company grants some funds for the benefit of the families of the employees. The employees on the other hand never resist any change or put excessive demands. But Management is not in the favor of it as they think to utilize these funds somewhere else instead of spending on employees. The employee turnover is very high. The employees do not come forward with their ideas after seeing the dull response from the management side.

5 Which concept of Scientific Management is lacking in this case towards the employees?

- (A) Harmony, not discard.
- (B) Science, not rule of thumb
- (C) Hit or Miss method
- (D) Mental Revolution

6 Which principle you would suggest to management to follow?

- (A) Discipline
- (B) Team spirit
- (C) Stability of personnel
- (D) Initiative

7 The employees do not come forward with their ideas after seeing the dull response from the management side. What principle of management is lacking in these lines?

- (A) Esprit de corps
- (B) Initiative
- (C) Discipline
- (D) Authority and Responsibility

8 Mr. Y is a middle level manager. He keeps all his subordinates under a lot of discipline. His employees however complain of wastage of time and efforts as they are spending a lot of time in search of various items. Which principle of management is violated here?

- (A) Principle of Order
- (B) Principle of initiative
- (C) Discipline
- (D) None of these

9 ZETA Ltd. is a world-renowned retail chain store. The customers here are very much pleased with the products and services provided in the stores. The customer satisfaction and internal efficiency indicator of the organization is rated best in the industry. However there have been a few steps taken by the organization which provide the organization this edge. The organization has used a special type of software which integrates all the stores and brings uniformity in its billing and working pattern. Which principle of scientific management is mentioned here?

- (A) Harmony not discord
- (B) Science not rule of thumb
- (C) Cooperation not individualism
- (D) None of these

10 Mr. X works on the floor of a mall as a manager. He is very hard working but is unable to produce results for his organization. His target for last month was a sale of 10 lakh rupees from his floor. However, by the end of the month the sale was only 8 lakh rupees. He is very regular and takes all the necessary steps to complete the target. However, his staff is not as competent as he himself is. When he tries to take action against disobedient employees the top management doesn't allow him to do so. They haven't given him the power to fire employees or take any strict action against them.

Which principle of Fayol is violated here by the Organization?

- (A) Discipline

- (B) Authority and responsibility
- (C) Division of work
- (D) Principle of order

11 There was disorder, confusion, and chaos in a company as superior in the company do not meet up their commitments. There is no systematic working in the organization and delay in work due to absence of rules and regulations. Which principle of management is overlooked in this company?

- (A) Discipline
- (B) Authority and responsibility
- (C) Division of work
- (D) Principle of order

12 Employee of production department is asked to go slow in production to maintain quality standard and at the same time sales in-charge insisted them to fasten the production to meet the pending orders. This situation is creating confusion among employees. What would you suggest to follow to get rid of this situation?

- (A) Unity of direction
- (B) Unity of command
- (C) Unity of Order
- (D) Discipline

13 Mr. Z was assigned the task of to know the reasons of failure of the company, he observed and found that no department is coordinating each other. There is a competition spirit between the departments and giving priorities to their department goals only. Which principle they are lacking here.

- (A) Unity of direction
- (B) Unity of command
- (C) Unity of Order
- (D) Discipline

14 Mr. A sales manager of a company want to give 15% discount to their customer but as per the company policy he can give only 10%. For this extra 5% he must approach his manager for permission. Which principle of management is followed by him?

- (A) Discipline
- (B) Authority and responsibility
- (C) Principle of order
- (D) Scalar chain

15 Mr. Z is the owner of a printing press. The size of his organization has increased during the recent past. There are many employees who work in his organization. The organization is considered good and has earned a lot of reputation in the market. However, when it comes to making key decisions in the organization related to many things, he never considers the opinions of his subordinates. Even though the size of the organization has increased yet he tries to take all the key decisions on his own.

Which principle of Fayol has been violated by him?

- (A) Centralization and decentralization
- (B) Discipline
- (C) Scalar Chain
- (D) Authority and Responsibility

## **CHAPTER 3 BUSINESS ENVIRONMENT**

### **CASE BASED QUESTIONS**

1 Consumers are now more conscious about the carbon emission and climate change effects, So they are choosing products that do not have adverse effects on the environment. In such a scenario, it has become a challenge for the companies as they have to not only meet the needs of the consumers but also ensure that their products are safe and environment friendly. As a result, there is growing need for better and advanced technologies to works as a catalyst in this regard. Identify the relevant feature of business environment being discussed above.

- (a) Dynamic
- (b) Complex
- (c) Inter-related
- (d) Uncertainty

2 Mr. Hari after completing MBA from USA comes to India to start a new business. He launches a new elearning platform for senior Secondary School students, which already has an established market in UK and USA but not in India. Identify the importance of business environment highlighted here.

- (a) It helps the firm to identify opportunities and get the first mover advantage
- (b) It helps improvement in performance
- (c) It helps the firm to deal competition
- (d) It helps the firm to adjust and adapt with rapid changes

3 The court passed an order that all schools must have water purifier for the school children. Identify the dimension of the business environment highlighted in this statement.

- (a) Economic environment
- (b) Social Environment
- (c) Legal Environment
- (d) Technological Environment

4 Which component of business environment requires that advertisements of baby food must necessarily inform the potential buyers that mother's milk is the best?

- (a) Economic environment
- (b) Social Environment
- (c) Legal Environment
- (d) Technological Environment

5 As per the directions issued by the Supreme Court, the government passed an order to ban the sale of tobacco products within the area of 200 meters of all educational institutions. Identify the dimension of the business environment highlighted in this statement

- (a) Economic environment
- (b) Political Environment
- (c) Legal Environment
- (d) Technological Environment

6 Polythene bags are creating many environmental problems, So Government decided to give subsidy to jute industry to promote this business. Identify the dimension of the business environment highlighted in this statement.

- (a) Economic environment
- (b) Political Environment
- (c) Legal Environment
- (d) Technological Environment

7 For Covid-19 different vaccines are developed by the Indian and foreign companies such as covishield, covaxin, moderna, pfizer etc. Identify the dimension of the business environment highlighted in this statement.

- (a) Economic environment

- (b) Political Environment
- (c) Legal Environment
- (d) Technological Environment

8 A recent rate cut in the interest on loans announced by the banks encouraged Amit, to take a loan from State Bank of India for expansion of his business. Name the dimension of the business environment highlighted by this statement.

- (a) Economic environment
- (b) Social Environment
- (c) legal Environment
- (d) Technological Environment

9 It may be difficult to know the extent of the relative impact of the social, economical , political legal and technological factors on change in demand for product in the market. Identify the relevant feature of business environment being discussed above.

- (a) Dynamic
- (b) Complex
- (c) Relativity
- (d) Uncertainty

10 It is interesting to know that the menu items of the multinational food chains are customized to suit the general palates of the local people in the region. When McDonald's started its business in India in the year 1996, the company went through a complete Localisation strategy. McDonald's changed its product menu to accommodate the vegetable burger given the large vegetarian population. It also altered its store design and even reduced the product price by close to fifteen per cent. Also, the —McAloo Tikki burger is not available anywhere but in the Indian outlets of McDonalds.

Identify the relevant feature of business environment being discussed above.

- (a) Dynamic
- (b) Complex
- (c) Relativity
- (d) Uncertainty

11 \_It is common now to see Internet / Word Wide Web multimedia pages highlighting the virtues of various products.' Name the dimension of the business environment highlighted by this statement.

- (a) Economic environment
- (b) Social Environment
- (c) Legal Environment
- (d) Technological Environment

12 A company manufacturing light bulbs incurred heavy expenditure on scientific Research and Development and discovered a technology that made it possible to produce an energy efficient light bulb that lasts at least twenty times as long as a standard bulb. It resulted in growth and profitability of the company.

Identify the dimension of business environment mentioned above

- (a) Economic environment
- (b) Social Environment
- (c) Legal Environment
- (d) Technological Environment

13 Due to recession GDP declined and trade and industries reduced, To overcome this situation, RBI reduced cash reserve ratio by 0.5%. This related to which dimension of business environment

- (a) Economic environment
- (b) Social Environment

- (c) legal Environment
- (d) Technological Environment

14 Even after opening up of Indian Economy, foreign companies found it extremely difficult to cut through the bureaucratic and red tapism in government offices. This discourages them from investing in India. Identify the dimension of environment mention in above paragraph.

- (a) Economic environment
- (b) Social Environment
- (c) Political Environment
- (d) Technological Environment

15 ‘Mamta Rice Food Ltd’ is a well know rice producing company. The sales have been falling down from the beginning of the year. The managing director Mr. Bhuvan is worried about this situation. With a view to find out the solution of this problem he made a team to find out the reasons for downfall of sales. The team conducted the survey and found that, due to availability of other eatable substitute the taste of people is diverted from rice. Identify the dimension of Business Environment discussed in the above case

- (a) Economic environment
- (b) Social Environment
- (c) Political Environment
- (d) Technological Environment

## **CHAPTER 4 PLANNING**

### **CASE BASED QUESTIONS:**

1 After completing a diploma in Bakery and Patisserie, Payal sets up a small outlet at Goa Airport to provide a healthy food option to the travelers. To begin with, she has decided to sell five types of patties, three types of pizzas and low sugar muffins in four flavors. Thus, by deciding in advance what to do and how to do, she is able to reduce the risk of uncertainty and avoid overlapping and wasteful activities. But sometimes her planning does not work due to some unavoidable circumstances like cancellation of flights due to bad weather conditions, government alert etc. which adversely affects her clients. In context of the above case: 1. Identify one of the limitation of planning which adversely affects Payal’s business.

- A. Planning reduces creativity
- B. Planning may not guarantee success
- C. Planning may not work in dynamic environment
- D. Planning involves huge cost.

2 Two friends –Ramesh and Krishna are working as managers in different companies.

One Sunday, both of them together set off on travelling. Both of them began talking about activities going on in their respective companies. Mr. Ramesh said that during those days he was busy with the job of planning function. Also he told that he was planning in such a way that the other managerial functions should be completed under the framework of plans prepared by him:-

Identify the feature of planning discussed in the above para?

- A. Planning focus on achieving objectives
- B. Planning is a primary function
- C. Planning is pervasive
- D. Planning is continuous

3 Mrs. Sanjana decided to double the production of her company. Now she is going to translate her decision into reality. Here she is also thinking how many additional\extra machines and workers will be required to

achieve the production target. Her dream will be possible to be realized only after the arrangement for these extra resources is done.

Which stage of planning process is being completed by Mrs. Sanjana in the above event?

- A. Evaluating alternative course
- B. Selecting an alternative
- C. Implementing the plan
- D. Follow up

4 Identify the correct sequence of steps, involved in planning

- i. Selecting the best course of action
- ii. Implementation of plan
- iii Establishment of objectives
- iv Evaluating alternative courses of action
- v. Identifying alternative courses of action

Choose the correct option:-

- A. (i), (ii), (iii), (iv) and (v)
- B. (iii), (v), (iv), (i) and (ii)
- C. (v), (iv), (iii), (ii) and (i)
- D. (iii), (v), (iv), (ii) and (i)

5 Mr. Prem is working as the top level manager in a business organization. He has been given the job of preparing the plans for the whole company. Mr. Prem is an expert in making a correct forecast. At first, he looks for the different options to complete every job, and then on the basis of their evaluation selects most suitable option. In this way by taking correct decision and beating his competitors, he is moving forward.

To which particular point of the ‘Importance of planning’ is the above case related:-

- A. Planning facilitates decision making
- B. Planning provides direction
- C. Planning promotes innovative ideas
- D. Planning establishes standard for controlling

6 ‘Planning restricts the initiative of the employees and compels them to work in an inflexible manner’. This statement shows one of the limitations of planning

Options are:-

- A. Planning may not work in dynamic environment
- B. Planning leads to rigidity
- C. Planning may not guarantee success
- D. Planning involves huge cost

7 Mr. Neeraj Chopra won gold medal in recent Olympics held in Japan after he has set the goal. He learned many techniques from foreign coaches also. Which of the following steps of planning is involved here?

- A. Development of premises
- B. Listing out alternatives
- C. Evaluating alternatives
- D. Setting objectives.

8 Miss. Prakriti is a production manager in Nepal Chemicals Ltd. She made a plan for her department after spending so many sleepless nights.

Choose the correct option given below:

- A. She is involved in a mental exercise
- B. She is involved in forecasting
- C. She is not involved in any physical activity
- D. All the above

9 Alpha Ltd. has a plan of increasing profit by 20%. The company spent lot of time and money to frame and implement this plan. The competition starts increasing, so it could not change its plan to beat its competitors because huge amount of money is already spent. Some limitations of planning being highlighted in the above case.

- i) Planning involve huge cost.
- ii. Planning is time consuming.
- iii. Planning may not work in dynamic environment.
- iv. Planning reduces creativity

choose the correct option:-

- A. i, ii, iii, iv
- B. only i & ii
- C. only i,ii,iii
- 46
- D. only ii & iii

10 Mr. Mohit is a finance manager in MM Ltd. He guess that this year the company may earn Rs.150 crores profit after tax. He is involved in \_\_\_\_\_

- A. Planning
- B. Setting Objectives
- C. Mental Exercise
- D. None of these

11 Mr. Madan is working as the sales manager in the ‘\_Sharda Shopping Mall’. He is preparing a sales plan for his department. He is taking the help of forecast as the base of the form of his sales plan. He is of the view that a good plan can be prepared by learning about the possibilities of future events and conditions through the medium of forecast. The plan being prepared by Mr. Madan is very important as the production plan and other plans of business are prepared on this very basis.

Identify the feature of planning in above case:-

- A. Planning is continuous
- B. Planning is goal oriented.
- C. Planning is pervasive
- D. Planning is futuristic

12 Mrs. Ritu is the General Manager in ‘\_Ritu Sales Ltd’. The company has 56 Stores in the whole of India, Through which the company makes it good reach to the customers. The company’s goods have a good hold in the market. In order to avail of this situation. Mrs. Ritu had decided to increase the number of stores to 300. The information of this decision has been communicated to all the departments; namely, Finance, purchase, sales, production, Personnel etc.

Identify the stage of planning process which is being completed by Mrs.Ritu

- A. Setting objectives
- B. Developing premises
- C. Identifying alternative courses of action
- D. Evaluating alternative course of action

**QUESTION NO.13 TO 15 ARE BASED ON THE PARA GIVEN BELOW. CHOOSE THE CORRECT OPTION GIVEN BELOW FOR EACH QUESTION:**

(1)The Government of India is putting more stringent measures on consumption of tobacco products in the country. So ITC Ltd. decided to decrease its sale of cigarettes by 5% in the year 2021-22.

(2)In order to get a maximum share in the FMCG sector ITC is exploring various alternatives like entering into tie-up with existing players in the market, exporting goods to other Asian countries, spending more money on brand building measures, technical collaboration with foreign companies to launch new



products in the country etc.

(3)After a lot of discussion the company decided to spend more money on brand building activities.

(4)The company started huge advertising campaign by spending Rs.100 crores. Even ITC is seriously thinking to separate its Hotels business from FMCG because of this corona pandemic.

13 Developing planning premises - identify the correct sentence from the above para.

- A. Sentence 4
- B. Sentence 2
- C. Sentence 1
- D. Sentence 3

14 Listing out various alternative courses of action - identify the correct sentence from the above para.

- A. Sentence 4
- B. Sentence 2
- C. Sentence 1
- D. Sentence 3

15 Implementation of the plan - identify the correct sentence from the above para.

- A. Sentence 4
- B. Sentence 2
- C. Sentence 1
- D. Sentence 3

### **ASSERTION – REASON QUESTIONS: NATURE AND SIGNIFICANCE OF MANAGEMENT**

**Read the following statements: Assertion and Reason. Choose one of the correct alternatives given below:**

1 Assertion (A): Coordination is needed in all departments and at all levels.

Reason (R): Activities are independent in all departments and levels.

- (A) Both Assertion (A) and Reason (R) are True and Reason (R) is the correct explanation of Assertion (A).
- (b) Both Assertion (A) and Reason (R) are True and Reason (R) is not the correct explanation Assertion (A).
- (c) Assertion (A) is True but Reason (R) is False.
- (d) Assertion (A) is False but Reason (R) is True.

2 Assertion (A): Management is termed as a 'Process'!

Reason (R): Management involves a series of inter-related functions, such as planning, organising, staffing, directing and controlling.

- (A) Both Assertion (A) and Reason (R) are True and Reason (R) is the correct explanation of Assertion (A)
- (b) Both Assertion (A) and Reason (R) are True and Reason (R) is not the correct explanation of Assertion (A)
- (c) Assertion (A) is True but Reason (R) is False.
- (d) Assertion (A) is False but Reason (R) is True.

3 Assertion (A): Management is called an Exact Science.

Reason (R): Management deals with complex human behaviour, which cannot be determined with accuracy.

- (A) Both Assertion (A) and Reason (R) are True and Reason (R) is the correct explanation of Assertion (A).
- (b) Both Assertion (A) and Reason (R) are True and Reason (R) is not the correct explanation of Assertion (A).
- (c) Assertion (A) is True but Reason (R) is False.
- (d) Assertion (A) is False but Reason (R) is True.

4 Assertion (A): There is no restricted entry in case of management.

Reason (R): Management consists of systematic knowledge of concepts, theories and principles.

- (A) Both Assertion (A) and Reason (R) are True and Reason (R) is the correct explanation of Assertion (A).
- (b) Both Assertion (A) and Reason (R) are True and Reason (R) is not the correct explanation of Assertion (A).
- (c) Assertion (A) is True but Reason (R) is False.
- (d) Assertion (A) is False but Reason (R) is True.

5 Assertion (A): Management is termed as a Group Activity.

Reason (R): Every member of a firm joins the organisation with a different purpose and work towards achievement of personal goals and not organisational goals.

- (A) Both Assertion (A) and Reason (R) are True and Reason (R) is the correct explanation of Assertion (A).
- (b) Both Assertion (A) and Reason (R) are True and Reason (R) is not the correct explanation of Assertion (A).
- (c) Assertion (A) is True but Reason (R) is False.
- (d) Assertion (A) is False but Reason (R) is True.

6 Assertion (A): Management is considered as a tangible force.

Reason (R): Management cannot be seen, felt and touched.

- (A) Both Assertion (A) and Reason (R) are True and Reason (R) is the correct explanation of Assertion (A).
- (b) Both Assertion (A) and Reason (R) are True and Reason (R) is not the correct explanation of Assertion (A).
- (c) Assertion (A) is True but Reason (R) is False.
- (d) Assertion (A) is False but Reason (R) is True.

7 Assertion (A): Coordination acts as a binding force between departments and ensures that all efforts are focused towards achieving organisational goals.

Reason (R): Specialists in an organisation usually think that they only are qualified to evaluate, judge and decide according to their professional criteria.

- (A) Both Assertion (A) and Reason (R) are True and Reason (R) is the correct explanation of Assertion (A).
- (b) Both Assertion (A) and Reason (R) are True and Reason (R) is not the correct explanation of Assertion (A).
- (c) Assertion (A) is True but Reason (R) is False.
- (d) Assertion (A) is False but Reason (R) is True.

8 Assertion (A): Satisfaction of personnel objectives is very important in an organisation.

Reason (R): Employees are one of the most valuable resources for an organisation.

- (A) Both Assertion (A) and Reason (R) are True and Reason (R) is the correct explanation of Assertion (A).
- (b) Both Assertion (A) and Reason (R) are True and Reason (R) is not the correct explanation of Assertion (A).
- (c) Assertion (A) is True but Reason (R) is False.
- (d) Assertion (A) is False but Reason (R) is True.

9 Assertion (A): The main objective of any organisation is to utilise human and non-human resources in the most efficient and effective manner to fulfill the economic objectives of the business.

Reason (R): As it will ensure Survival, Profit and Growth of a business. Finance is the lifeblood of a business. So, fulfilling economic objectives is the first priority

- (A) Both Assertion (A) and Reason (R) are True and Reason (R) is the correct explanation of Assertion (A)
- (b) Both Assertion (A) and Reason (R) are True and Reason (R) is not the correct explanation of Assertion (A)
- (c) Assertion (A) is True but Reason (R) is False.
- (d) Assertion (A) is False but Reason (R) is True.

10 Assertion (A): Management is not a pure science.

Reason (R): (a) Management has a systematised body of knowledge:

(b) is based on observation and experimentation:

(c) has universally validity

- (A) Both Assertion (A) and Reason (R) are True and Reason (R) is the correct explanation of Assertion (A)
- (b) Both Assertion (A) and Reason (R) are True and Reason (R) is not the correct explanation of Assertion (A)
- (c) Assertion (A) is True but Reason (R) is False.

(d) Assertion (A) is False but Reason (R) is True.

11 Assertion (A): Management is an art.

Reason (R): (a) It involves use of theoretical knowledge:

(b) It is a personalised concept:

(c) It involves practice and creativity

(A) Both Assertion (A) and Reason (R) are True and Reason (R) is the correct explanation of Assertion (A)

(b) Both Assertion (A) and Reason (R) are True and Reason (R) is not the correct explanation of Assertion (A)

(c) Assertion (A) is True but Reason (R) is False.

(d) Assertion (A) is False but Reason (R) is True.

12 Assertion (A): Coordination does not occur spontaneously nor it can be achieved by force.

Reason (R): Coordination is the responsibility of all managers.

(A) Both Assertion (A) and Reason (R) are True and Reason (R) is the correct explanation of Assertion (A)

(b) Both Assertion (A) and Reason (R) are True and Reason (R) is not the correct explanation of Assertion (A)

(c) Assertion (A) is True but Reason (R) is False.

(d) Assertion (A) is False but Reason (R) is True.

13 Assertion (A): Coordination leads to specialisation.

Reason (R): It helps to harmonise individual goals and organisational goals. Thus, it ensures that all individuals from different backgrounds work towards the common goals of the organisation.

(A) Both Assertion (A) and Reason (R) are True and Reason (R) is the correct explanation of Assertion (A)

(b) Both Assertion (A) and Reason (R) are True and Reason (R) is not the correct explanation of Assertion (A)

(c) Assertion (A) is True but Reason (R) is False.

(d) Assertion (A) is False but Reason (R) is True.

14 Assertion (A): Coordination is not pervasive.

Reason (R): It is required at all levels and in all departments because of Interdependence of various activities.

(A) Both Assertion (A) and Reason (R) are True and Reason (R) is the correct explanation of Assertion (A)

(b) Both Assertion (A) and Reason (R) are True and Reason (R) is not the correct explanation of Assertion (A)

(c) Assertion (A) is True but Reason (R) is False.

(d) Assertion (A) is False but Reason (R) is True.

15 Assertion (A) Management is a profession.

Reason (R) There is an All India Management Association

(a) Both Assertion (A) and Reason (R) are True and Reason (R) is the correct explanation of Assertion (A)

(b) Both Assertion (A) and Reason (R) are True and Reason (R) is not the correct explanation of Assertion (A)

(c) Assertion (A) is True but Reason (R) is False.

(d) Assertion (A) is False but Reason (R) is True.

## **ASSERTION – REASON QUESTIONS: PRINCIPLES OF MANAGEMENT**

**Read the following statements: Assertion and Reason. Choose one of the correct alternatives given below:**

1 Assertion: Not only employee- turnover but frequent termination or rotation must be avoided.

Reason: Employee must be provided the feeling of job security. With feeling of insecurity of job, the employees cannot contribute maximum.

(a) Both Assertion (A) and Reason (R) are True and Reason (R) is the correct explanation of Assertion (A)

(b) Both Assertion (A) and Reason (R) are True and Reason (R) is not the correct explanation of Assertion (A)

(c) Assertion (A) is True but Reason (R) is False.

(d) Assertion (A) is False but Reason (R) is True.

2 Assertion: The scientific technique of differential piece rate system emphasis on paying different rates of wages.

Reason: Extra wages paid is to be considered as it minimize the cost of production and achieves organization goals.

- (a) Both Assertion (A) and Reason (R) are True and Reason (R) is the correct explanation of Assertion (A)
- (b) Both Assertion (A) and Reason (R) are True and Reason (R) is not the correct explanation of Assertion (A)
- (c) Assertion (A) is True but Reason (R) is False.
- (d) Assertion (A) is False but Reason (R) is True.

3 Assertion: The interest of organization should not supersede the interest of individuals or employees.

Reason: if the objectives of both groups go in different directions then manager should try to reconcile the individual interest with the organizational goal.

- (a) Both Assertion (A) and Reason (R) are True and Reason (R) is the correct explanation of Assertion (A)
- (b) Both Assertion (A) and Reason (R) are True and Reason (R) is not the correct explanation of Assertion (A)
- (c) Assertion (A) is True but Reason (R) is False.
- (d) Assertion (A) is False but Reason (R) is True.

4 Assertion: The management principles are developed only after deep and through research work.

Reason: Proper observations and experiments are conducted before developing them. Therefore, they are in evolutionary in nature.

- (a) Both Assertion (A) and Reason (R) are True and Reason (R) is the correct explanation of Assertion (A)
- (b) Both Assertion (A) and Reason (R) are True and Reason (R) is not the correct explanation of Assertion (A)
- (c) Assertion (A) is True but Reason (R) is False.
- (d) Assertion (A) is False but Reason (R) is True.

5 Assertion: Management principles do not act as guidelines for the managers, though these principles are meant for the managers.

Reason: These principles improve knowledge, ability and understanding of the managers under various managerial situations.

- (a) Both Assertion (A) and Reason (R) are True and Reason (R) is the correct explanation of Assertion (A)
- (b) Both Assertion (A) and Reason (R) are True and Reason (R) is not the correct explanation of Assertion (A)
- (c) Assertion (A) is True but Reason (R) is False.
- (d) Assertion (A) is False but Reason (R) is True.

6 Assertion: Scientific management helps to find out the best method or way of performing the job.

Reason: Methods must be the one which brings maximum benefits with minimum cost. So, the organization objectives must be achieved.

- (a) Both Assertion (A) and Reason (R) are True and Reason (R) is the correct explanation of Assertion (A)
- (b) Both Assertion (A) and Reason (R) are True and Reason (R) is not the correct explanation of Assertion (A)
- (c) Assertion (A) is True but Reason (R) is False.
- (d) Assertion (A) is False but Reason (R) is True.

7 Assertion: Principle of order is to get order from one superior at one time

Reason: Fayol favored this principle as men and material at fixed place saves time and energy.

- (a) Both Assertion (A) and Reason (R) are True and Reason (R) is the correct explanation of Assertion (A)
- (b) Both Assertion (A) and Reason (R) are True and Reason (R) is not the correct explanation of Assertion (A)
- (c) Assertion (A) is True but Reason (R) is False.
- (d) Assertion (A) is False but Reason (R) is True.

8 Assertion: Gang plank permits direct communication between the employees working in different positions without violating the scalar chain.

Reason: Gang plank is the only approach to be followed for the growth organization

- (a) Both Assertion (A) and Reason (R) are True and Reason (R) is the correct explanation of Assertion (A)
- (b) Both Assertion (A) and Reason (R) are True and Reason (R) is not the correct explanation of Assertion (A)
- (c) Assertion (A) is True but Reason (R) is False.

(d) Assertion (A) is False but Reason (R) is True.

9 Assertion: Taylor and Fayol both contributed to developing the principles of management.

Reason: They have some similarities and dissimilarities in their principles. Taylor's techniques and principles are concerned with management efficiency whereas Fayol's principles are concerned with worker's efficiency.

- (a) Both Assertion (A) and Reason (R) are True and Reason (R) is the correct explanation of Assertion (A)
- (b) Both Assertion (A) and Reason (R) are True and Reason (R) is not the correct explanation of Assertion (A)
- (c) Assertion (A) is True but Reason (R) is False.
- (d) Assertion (A) is False but Reason (R) is True.

10 Assertion: Taylor suggested the division of the factory in two departments: planning department and production department and under them some functional experts to supervise, guide and instruct the worker.

Reason: This will lead to the benefit of specialization. He suggested experts as all the qualities cannot be found in one person.

- (a) Both Assertion (A) and Reason (R) are True and Reason (R) is the correct explanation of Assertion (A)
- (b) Both Assertion (A) and Reason (R) are True and Reason (R) is not the correct explanation of Assertion (A)
- (c) Assertion (A) is True but Reason (R) is False.
- (d) Assertion (A) is False but Reason (R) is True.

11 Assertion: Cooperation not individualism is the extension of harmony not discord. It welcomes suggestions of employees.

Reason: Workers and management will come together and cooperate for the betterment of the organization. There will be open communication between them and no requirement of trade unions.

- (a) Both Assertion (A) and Reason (R) are True and Reason (R) is the correct explanation of Assertion (A)
- (b) Both Assertion (A) and Reason (R) are True and Reason (R) is not the correct explanation of Assertion (A)
- (c) Assertion (A) is True but Reason (R) is False.
- (d) Assertion (A) is False but Reason (R) is True.

12 Assertion: Management principles must be modified as per the situation.

Reason: Their application and effect depend upon the nature of organization. It shows which feature of principles of management.

- (a) Both Assertion (A) and Reason (R) are True and Reason (R) is the correct explanation of Assertion (A)
- (b) Both Assertion (A) and Reason (R) are True and Reason (R) is not the correct explanation of Assertion (A)
- (c) Assertion (A) is True but Reason (R) is False.
- (d) Assertion (A) is False but Reason (R) is True.

13 Assertion: Every business have to cope with the changing environment. There are many factors which impacts business directly or indirectly.

Reason: Principles of management train the managers in implementing the changes in right direction and at right level in the organization.

- (a) Both Assertion (A) and Reason (R) are True and Reason (R) is the correct explanation of Assertion (A)
- (b) Both Assertion (A) and Reason (R) are True and Reason (R) is not the correct explanation of Assertion (A)
- (c) Assertion (A) is True but Reason (R) is False.
- (d) Assertion (A) is False but Reason (R) is True.

14 Assertion: A business is creation of society and makes use of resources of society.

Reason: Management principles do not help to perform social responsibilities. It only helps in achieving organizational objectives.

- (a) Both Assertion (A) and Reason (R) are True and Reason (R) is the correct explanation of Assertion (A)
- (b) Both Assertion (A) and Reason (R) are True and Reason (R) is not the correct explanation of Assertion (A)
- (c) Assertion (A) is True but Reason (R) is False.

(d) Assertion (A) is False but Reason (R) is True.

15 Assertion: According to Division of work the whole work is divided into small task or unit of work should be assigned to one person according to the capacity, qualification and experience of the person.

Reason: When a person is performing a part again and again he will become perfect and get the benefit of specialization.

- (a) Both Assertion (A) and Reason (R) are True and Reason (R) is the correct explanation of Assertion (A)
- (b) Both Assertion (A) and Reason (R) are True and Reason (R) is not the correct explanation of Assertion (A)
- (c) Assertion (A) is True but Reason (R) is False.
- (d) Assertion (A) is False but Reason (R) is True.

### **ASSERTION – REASON QUESTIONS: BUSINESS ENVIRONMENT**

**Read the following statements: Assertion and Reason. Choose one of the correct alternatives given below:**

1 (A) Business environment is the surrounding in which business exist

(R) Economic, social, political, technological, legal and other outside forces of business enterprise are part of business environment

- (a) Both Assertion(A) and Reason(R) are True and Reason(R) is the correct explanation of (A)
- (b) Both Assertion(A) and Reason(R) are True and Reason(R) is not the correct explanation of (A)
- (c) Assertion(A) is True but Reason(R) is False
- (d) Assertion(A) is False but Reason(R) is True

2 (A) Business Environment scanning refers to complete awareness and understanding of business environment

(R) Efficiency of management helps to increase the profit of enterprise

- (a) Both Assertion(A) and Reason(R) are True and Reason(R) is the correct explanation of (A)
- (b) Both Assertion(A) and Reason(R) are True and Reason(R) is not the correct explanation of (A)
- (c) Assertion(A) is True but Reason(R) is False
- (d) Assertion(A) is False but Reason(R) is True

3 (A) Business environment includes both specific and general factors

(R) specific forces affect business enterprises indirectly

- (a) Both Assertion(A) and Reason(R) are True and Reason(R) is the correct explanation of (A)
- (b) Both Assertion(A) and Reason(R) are True and Reason(R) is not the correct explanation of (A)
- (c) Assertion(A) is True but Reason(R) is False
- (d) Assertion(A) is False but Reason(R) is True

4 (A) All the forces and factors of business environment is are inter-related

(R) it is very difficult to predict the changes of business environment

- (a) Both Assertion(A) and Reason(R) are True and Reason(R) is the correct explanation of (A)
- (b) Both Assertion(A) and Reason(R) are True and Reason(R) is not the correct explanation of (A)
- (c) Assertion(A) is True but Reason(R) is False
- (d) Assertion(A) is False but Reason(R) is True

5 (A) Business environment is dynamic

(R) Business environment is highly flexible and keep changing

- (a) Both Assertion(A) and Reason(R) are True and Reason(R) is the correct explanation of (A)
- (b) Both Assertion(A) and Reason(R) are True and Reason(R) is not the correct explanation of (A)
- (c) Assertion(A) is True but Reason(R) is False
- (d) Assertion(A) is False but Reason(R) is True

6 (A) All the forces and factors of business environment is are inter-related

(R) It is very difficult to know the impact business environment on the companies

- (a) Both Assertion(A) and Reason(R) are True and Reason(R) is the correct explanation of (A)
- (b) Both Assertion(A) and Reason(R) are True and Reason(R) is not the correct explanation of (A)
- (c) Assertion(A) is True but Reason(R) is False
- (d) Assertion(A) is False but Reason(R) is True

7 (A) Understanding business environment helps the firms to get first mover advantage

(R) Environment scanning helps the firms to identify competitor's strategies

- (a) Both Assertion(A) and Reason(R) are True and Reason(R) is the correct explanation of (A)
- (b) Both Assertion(A) and Reason(R) are True and Reason(R) is not the correct explanation of (A)
- (c) Assertion(A) is True but Reason(R) is False
- (d) Assertion(A) is False but Reason(R) is True

8 (A) A business man can influence or change the components of general environment

(R) A business man has to change his business policies according to the changes taking place in general environment

- (a) Both Assertion(A) and Reason(R) are True and Reason(R) is the correct explanation of (A)
- (b) Both Assertion(A) and Reason(R) are True and Reason(R) is not the correct explanation of (A)
- (c) Assertion(A) is True but Reason(R) is False
- (d) Assertion(A) is False but Reason(R) is True

9 (A) Economic environment refers to all the forces and factors which influence the economy of a country

(R) Economic environment constitute all the factors related to government affairs

- (a) Both Assertion(A) and Reason(R) are True and Reason(R) is the correct explanation of (A)
- (b) Both Assertion(A) and Reason(R) are True and Reason(R) is not the correct explanation of (A)
- (c) Assertion(A) is True but Reason(R) is False
- (d) Assertion(A) is False but Reason(R) is True

10 (A) Economic environment is one of the dimensions or component of the Social environment

(R) Gross Domestic Product, National Income, Per Capita Income, Inflation, Monetary policies, Fiscal policies, Profit earnings, rate of interests etc...are the main aspects of economic environment

- (a) Both Assertion(A) and Reason(R) are True and Reason(R) is the correct explanation of (A)
- (b) Both Assertion(A) and Reason(R) are True and Reason(R) is not the correct explanation of (A)
- (c) Assertion(A) is True but Reason(R) is False
- (d) Assertion(A) is False but Reason(R) is True

11 (A) Social environment is one of the dimension of the business environment

(R) Social environment include social factors or forces like change in inflation rate, change in interest rate, change in taxes, stock market indices etc...

- (a) Both Assertion(A) and Reason(R) are True and Reason(R) is the correct explanation of (A)
- (b) Both Assertion(A) and Reason(R) are True and Reason(R) is not the correct explanation of (A)
- (c) Assertion(A) is True but Reason(R) is False
- (d) Assertion(A) is False but Reason(R) is True

12 (A) A rise in the disposable income of people due to increase in the gross domestic product of a country creates increasing demand for products

(R) Social trends present various opportunities and threats to business enterprises.

- (a) Both Assertion(A) and Reason(R) are True and Reason(R) is the correct explanation of (A)
- (b) Both Assertion(A) and Reason(R) are True and Reason(R) is not the correct explanation of (A)
- (c) Assertion(A) is True but Reason(R) is False
- (d) Assertion(A) is False but Reason(R) is True

13 (A) Technological environment includes forces relating to scientific improvements and innovations which provide new ways of producing goods and services and new methods and techniques of operating a business  
(R) An adequate knowledge of rules and regulations framed by the Government is a pre-requisite for better business performance

- (a) Both Assertion(A) and Reason(R) are True and Reason(R) is the correct explanation of (A)
- (b) Both Assertion(A) and Reason(R) are True and Reason(R) is not the correct explanation of (A)
- (c) Assertion(A) is True but Reason(R) is False
- (d) Assertion(A) is False but Reason(R) is True

14 (A) Legal environment includes various legislations passed by the Government administrative orders issued by government authorities, court judgments as well as the decisions rendered by various commissions and agencies at every level of the government— center, state or local

(R) An adequate knowledge of rules and regulations framed by the Government is a pre-requisite for better business performance

- (a) Both Assertion(A) and Reason(R) are True and Reason(R) is the correct explanation of (A)
- (b) Both Assertion(A) and Reason(R) are True and Reason(R) is not the correct explanation of (A)
- (c) Assertion(A) is True but Reason(R) is False
- (d) Assertion(A) is False but Reason(R) is True

15 (A) Political environment includes political conditions such as general stability and peace in the country and specific attitudes that elected government representatives hold towards business.

(R) The attitudes of government officials towards business may have either positive or negative impact upon business

- (a) Both Assertion(A) and Reason(R) are True and Reason(R) is the correct explanation of (A)
- (b) Both Assertion(A) and Reason(R) are True and Reason(R) is not the correct explanation of (A)
- (c) Assertion(A) is True but Reason(R) is False
- (d) Assertion(A) is False but Reason(R) is True

### **ASSERTION – REASON QUESTIONS: PLANNING**

**Read the following statements: Assertion and Reason. Choose one of the correct alternatives given below:**

1 Assertion (A) One can be sure about future course of actions by making good plans.

Reason (R) Planning brings certainty in future course of actions of an organisation

- (A) Both Assertion(A) and Reason(R) are True and Reason(R) is the correct explanation of (A)
- (B) Both Assertion(A) and Reason(R) are True and Reason(R) is not the correct explanation of (A)
- (C) Assertion(A) is True but Reason(R) is False
- (D) Assertion(A) is False but Reason(R) is True

2 Assertion (A): Planning is futuristic.

Reason (R): In planning process an attempt is made to peep into the future.

- (A) Both Assertion(A) and Reason(R) are True and Reason(R) is the correct explanation of (A)
- (B) Both Assertion(A) and Reason(R) are True and Reason(R) is not the correct explanation of (A)
- (C) Assertion(A) is True but Reason(R) is False
- (D) Assertion(A) is False but Reason(R) is True

3 Assertion (A): Managers became complacent because they made successful plans in the past.

Reason (R): Planning leads to rigidity.

- (A) Both Assertion(A) and Reason(R) are True and Reason(R) is the correct explanation of (A)
- (B) Both Assertion(A) and Reason(R) are True and Reason(R) is not the correct explanation of (A)
- (C) Assertion(A) is True but Reason(R) is False
- (D) Assertion(A) is False but Reason(R) is True



4 Assertion (A) : Planning premises mean assumptions about the future,

Reason (R): The success or failure of a plan depends on its premises.

- (A) Both Assertion(A) and Reason(R) are True and Reason(R) is the correct explanation of (A)
- (B) Both Assertion(A) and Reason(R) are True and Reason(R) is not the correct explanation of (A)
- (C) Assertion(A) is True but Reason(R) is False
- (D) Assertion(A) is False but Reason(R) is True

5 Assertion:-Planning and forecasting both are related to future period

Reason:- Forecasting is helpful not only in planning but in the entire management process

- (A) Both Assertion(A) and Reason(R) are True and Reason(R) is the correct explanation of (A)
- (B) Both Assertion(A) and Reason(R) are True and Reason(R) is not the correct explanation of (A)
- (C) Assertion(A) is True but Reason(R) is False
- (D) Assertion(A) is False but Reason(R) is True

6 Assertion (A): Planning is a goal-oriented activity.

Reason (R): If there is no goal to be achieved then planning is not required at all.

- (A) Both Assertion(A) and Reason(R) are True and Reason(R) is the correct explanation of (A)
- (B) Both Assertion(A) and Reason(R) are True and Reason(R) is not the correct explanation of (A)
- (C) Assertion(A) is True but Reason(R) is False
- (D) Assertion(A) is False but Reason(R) is True

7 Assertion (A): Planning seeks to bridge the gap between where we are and where we want to go.

Reason (R) : Planning is deciding in advance what to do and how to do.

- (A) Both Assertion(A) and Reason(R) are True and Reason(R) is the correct explanation of (A)
- (B) Both Assertion(A) and Reason(R) are True and Reason(R) is not the correct explanation of (A)
- (C) Assertion(A) is True but Reason(R) is False
- (D) Assertion(A) is False but Reason(R) is True

8 Assertion (A): Planning is pervasive.

Reason(R): It is an exclusive function of any particular department.

- (A) Both Assertion(A) and Reason(R) are True and Reason(R) is the correct explanation of (A)
- (B) Both Assertion(A) and Reason(R) are True and Reason(R) is not the correct explanation of (A)
- (C) Assertion(A) is True but Reason(R) is False
- (D) Assertion(A) is False but Reason(R) is True

9 Assertion (A): Plans once made they are irreversible in nature as so much resources being utilized to make them.

Reason(R): Making of plans involves huge cost.

- (A) Both Assertion(A) and Reason(R) are True and Reason(R) is the correct explanation of (A)
- (B) Both Assertion(A) and Reason(R) are True and Reason(R) is not the correct explanation of (A)
- (C) Assertion(A) is True but Reason(R) is False
- (D) Assertion(A) is False but Reason(R) is True

10 Assertion (A): Planning provides the goals or standards against which actual performance is measured.

Reason(R): By comparing actual performance with some standard, managers can know whether they have actually been able to attain the goals. If there is any deviation it can be corrected.

- (A) Both Assertion(A) and Reason(R) are True and Reason(R) is the correct explanation of (A)
- (B) Both Assertion(A) and Reason(R) are True and Reason(R) is not the correct explanation of (A)
- (C) Assertion(A) is True but Reason(R) is False
- (D) Assertion(A) is False but Reason(R) is True

11 Assertion (A): Planning shows the way to deal with changes and uncertain events.

Reason(R) : Planning decides in advance the tasks to be performed.

- A. Both A and R are true and R is the correct explanation of A.
- B. Both A and R are true and R is not the correct explanation of A.
- C. A is true but R is false.
- D. A is false but R is true.

12 Assertion (A) Planning does not guarantee success.

Reason(R) It is a tool to be used with caution as It provides a base for analyzing future courses of action.

- A. Both A and R are true and R is the correct explanation of A.
- B. Both A and R are true and R is not the correct explanation of A.
- C. A is true but R is false.
- D. A is false but R is true

13 Assertion (A) Continuity of planning is related with the planning cycle.

Reason (R) A plan is framed, it is implemented, and is followed by another plan and so on.

- (A) Both Assertion(A) and Reason(R) are True and Reason(R) is the correct explanation of (A)
- (B) Both Assertion(A) and Reason(R) are True and Reason(R) is not the correct explanation of (A)
- (C) Assertion(A) is True but Reason(R) is False
- (D) Assertion(A) is False but Reason(R) is True

14 Assertion(A) : Planning is a continuous process as it involves series of steps

Reason(R) : Each and every step is necessary to be performed in planning process.

- (A) Both Assertion(A) and Reason(R) are True and Reason(R) is the correct explanation of (A)
- (B) Both Assertion(A) and Reason(R) are True and Reason(R) is not the correct explanation of (A)
- (C) Assertion(A) is True but Reason(R) is False
- (D) Assertion(A) is False but Reason(R) is True

15 Assertion (A): Sometimes planning fails inspite of the best efforts of Management.

Reason(R): while planning assumptions are to be taken for future which is uncertain.

- A. Both A & R are false
- B. Both A & R are true
- C. A is true but R is False
- D. A is false but R is true

***GOOD LUCK***