



INDIAN SCHOOL AL WADI AL KABIR

Class: XII Business Studies	Department: Commerce
Worksheet No: 2	Topic: Principles of Management

MCQS

Q1. Who is considered as father of scientific Management?

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

Ans. A

Q2. Principles of management cannot be

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

Ans. C

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

Ans .B

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

Ans. B

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

Ans A

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

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

Ans. C

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

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

Ans. D

Q.8 Taylor focused his attention on

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

Ans. A

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

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

Ans. A

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

Ans. B

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

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

Ans. Stability of personnel

Q12. Administrative principles were given by-

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

ans. Henry Fayol

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

- (a)method study
 - (B) motion study
 - (C)time study
 - (D) functional foremanship
- ans. 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
- ans. gang Boss

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) Esprit de Corps

Answer .division of work.

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

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

Ans. Cooperation not individualism

Q17. Number of specialist in technique of functional foremanship is

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

Ans . 8

Q18. He is known as the father of scientific management

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

Ans. F W Taylor

Q 19 Violation of Principle of Esprit de Corps leads to –

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

Ans. Need for using penalties

Q20. Which principle prevents dual subordination

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

Ans. Unity of command

LONG ANSWER QUESTIONS

1. 'Work is Worship' is a leading construction company. The organisation has grown from strength to strength because of its innovative ideas and scientific approach of working. Ten years back the organisation went through a revolution. All the operations and activities were properly noticed and the standard time taken to perform them was noted. This took a few months and now the company could find out the amount of workers required and the number of days to be involved in the various manufacturing processes. A year later they moved to another level by considering the stress involved in the lives of the workers. The amount and frequency of rest intervals in finishing a particular task were noted. This helped the company in optimizing the rest intervals for the workers so that their outputs could be increased. After six more months the company decided to reward the efficient workers. A different rate of wage payment was decided for those workers who performed above the standard. The standard was decided. This led to a revolutionary change in the perspective of the workers who now started giving their full efforts in order to increase their wages. Which concept of management has been discussed in the above case? Name the three types of this management concept highlighted above. Also identify the lines where these types have been indicated.

Answer:

The concept of management which is discussed above in the whole case is **Techniques of Scientific Management**.

The various types of techniques used are:

2. **Time Study.** All the operations and activities were properly noticed and the standard time taken to perform them was noted.
3. **Fatigue Study.** The amount and frequency of rest intervals in finishing a particular task were noted.
4. **Differential Piece Wage System.** A different rate of wage payment was decided for those workers who performed above the standard.

2. Example Pvt. Ltd. is an organisation which is governed by people who are egoistic and consider themselves as the most intelligent. All the suggestions made by the workers are not even attended which has resulted in many strikes during last couple of months. The result is lack of productivity. However recent reports from the organisation say that there is a training module going on for the employees so that their individual development can take place to the maximum. Some training modules are thought of being implemented. This may take the organisation out of its current bad performance. This training module which is now to be followed at the main branch will be later given a uniform format and will be applied to all branches of the organisation. .

Identify the principle of management which is violated initially and the principle of scientific management which is followed later on. Which concept of scientific management is discussed in the last part of the above case?

Answer:

The principle of management which is violated initially is **Cooperation not Individualism** as the suggestions were overlooked and the strikes happened. All the suggestions made by the workers are not even attended which has resulted in many strikes during last couple of months.

The principle of management which is followed later on is **Development of Each and Every**

Person to His or Her Greatest Efficiency and Prosperity. However recent reports from the organisation say that there is a training module going on for the employees so that their individual development can take place to the maximum.

The concept of management which is discussed in the last part of the case is **Standardisation**. This training module which is now to be followed at the main branch will be later given a uniform format and will be applied to all branches of the organisation

3. Enigma Coolers are the leading manufacturers in their area. They have decided to increase the productivity of their workers. For this they have chalked out a plan. They will be hiring operational managers who to work at the lower level of management. They have decided to keep eight managers over a single worker. Thus every worker will have to report to all these eight managers. Which technique of scientific management is followed here? What will be the benefit? Also tell which principle of Fayol will be violated here?

Answer:

The technique of Scientific Management which is used here is **Functional Foremanship**. The benefit will be that every worker cannot have all the qualities like intelligence, special knowledge, energy, honesty, etc. Individually each of the functional foremen like gang boss, speed boss, etc. will look after all these qualities.

The principle of Fayol which will be violated here will be principle of **'Unity of Command'** as a single worker will have to report to eight different people

4. Mohan works on the floor of a mall as a manager. He is very hard working but is unable to produce results for his organisation. 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 Organisation?

Answer:

The principle of Fayol which is violated here is **'Authority and Responsibility'**. The amount of responsibility put on the shoulders of the floor manager is not in proportion to the amount of authority given to him. He can't take any strict action against his subordinates.

5. Bhatkaav Enterprises is facing huge losses. The owner of the company is an MBA pass out. Even then many things in the organisation are happening which are indicative of lack of proper management in the company. First of all there is no specific sharing of work and any time any employee is asked to do anything. This has led to wastage of efforts. Further due to negligence in proper work sharing there has been no specialisation development in the nature of the jobs done by the employees.

There are no clear and fair agreements between the workers and the management. This has led to a lot of frustration in the workers. Management has quite often been found to be ignorant of not fulfilling promises done by it. There are also no strict rules and regulations binding on the conduct of the workers.

The departmental heads who are the middle level managers in the company and hold key positions always favour their relatives. They quite often don't turn up for job on time. They are always looking for special relaxations from the top management. This has led to feeling of resentment among the employees who are also demanding special favours and threatening strike in the coming days.

Identify the three principles of Fayol violated in the above case.

Answer:

In the first paragraph of the case the principle of Fayol which is violated is '**Division of Work**'. In the second paragraph of the case the principle of Fayol which is violated is '**Discipline**'. In the third paragraph of the case the principle of Fayol which is violated is '**Subordination of individual interests to general interests**'.

6. Every year a meeting is organized in the lawns of the owner 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. The general environment in the company is very supportive to the employees. The employee turnover ratio is very low.

Which concept of management is discussed here? Which principle of management will be easily followed here?

Answer

The concept of management discussed here is **Mental Revolution**. 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.

Since the employee turnover ratio is low the principle of management which must have been followed is '**stability of personnel**'. Whenever there is violation of this principle of Fayol the employee turnover ratio increases. The increased employee turnover ratio is not good for an organisation and should be minimised