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1. Management is defined as:

- a) Getting things done so that demand is fulfilled.
- b) **Getting things done through other people.**
- c) To know what actually has been produced and which should have been.
- d) To work for others.

2. Management is:

- a) An art.
- b) A science.
- c) **Both an art and a science**
- d) Neither an art nor a science.

3. The scientific management movement was:

- a) Henry Fayal.
- b) **F.W. Taylor.**
- c) Elton Mayo.
- d) M.P. Follett.

4. Of the several managerial functions, as we know them to day, Taylor focused least on:

- a) Staffing.
- b) Controlling.
- c) **Organizing.**
- d) Planning.

5. Production would be classified as a -----activity in Fayal's analysis.

- a) **Technical.**
- b) Commercial.
- c) Managerial.
- d) Financial.

6. Of the seven managerial functions identified by Fayal, he focused most on:

- a) **Planning and organizing.**
- b) Command and coordination.
- c) Planning and control.
- d) Control and organization.

"Human Relations Approach" to management was originated by:

- a) Henri Fayal.
- b) F.W.Taylor.
- c) **Elton Mayo his associates.**
- d) P.F.Drucker.

8. Division of labour:

- a) Reduce efficiency.
- b) Affects the authority-responsibility relationship.
- c) **Increase efficiency.**
- d) Causes every employee to have only one boss.

9. Which item should not be included in a managerial system?

- a) Technical level.
- b) **Mechanical level.**
- c) Organizational level.
- d) Institutional level.

10. Management functions do not include:

- a) Developing strategy.
- b) Formulating objectives.
- c) Being a company spokesman.
- d) **Developing technology.**