

Remembering-based Questions

[1 mark]

Q.1. What is meant by Management?

Ans. Management is the process of conducting a set of functions (planning, organising, staffing, directing and controlling) to get the work done in an efficient and effective manner.

Q.2. What is meant by 'Effectiveness in Management'?

[CBSE Sample Paper 2015]

Ans. It refers to completing the job on time, no matter whatever is the cost.

Q.3. What is meant by 'Management of Work'?

[CBSE 2014]

Ans. It refers to translating work in terms of goals to be achieved and assigning the resources to achieve them.

Q.4. What is meant by 'Management of People'?

[CBSE 2014]

Ans. Each organisation is established for doing some work and the same is conducted by people. Hence, it is necessary to manage the people so that the work can be accomplished in a better way.

Q.5. Why is "management called a group activity"?

Ans. It means that it is not a single person (manager) who consummates the whole process of management but it is conducted by a group of persons (managers).

Q.6. What are the organisational objectives of management?

Ans. It includes survival, profit and growth.

Q.7. What do you mean by personal objectives of management?

Ans. It refers to the consideration of the interest of employees during managerial activities.

Q.8. List any two organisational objectives of management.

[CBSE 2010]

Ans.

- i. To ensure long survival of the organisation.
- ii. To ensure adequate earning of the organisation.

Q.9. List any two social objectives of management.

[CBSE 2010]

Ans.

- i. To save environment from getting polluted.
- ii. To contribute in improving living standard.

Q.10. List any two personal objectives of management. [CBSE 2010]

Ans.

- i. To give deserving remuneration.
- ii. To provide good working condition.

Q.11. Name the two points of the importance of management.

Ans.

- i. It helps in achieving group goals.
- ii. It increases efficiency.

Q.12. State two features of science.

Ans.

- a. Systematic body of knowledge.
- b. Universal validity.

Q.13. What is meant by art?

Ans. It refers to the practical application of existing knowledge skilfully.

Q.14. Give any two points of the features of Art.

Ans.

- a. Existence of Theoretical Knowledge
- b. Personalised Application.

Q.15. Name any two main management institutes of India.

Ans.

- i. IIM, Ahmedabad.
- ii. IIM, Bengaluru.

Q.16. What is meant by levels of management?

Ans. It refers to a line of demarcation between various managerial positions in an organisation.

Q.17. What is meant by planning?

Ans. It refers to thinking before hand.

Q.18. What is meant by organising as a function of management?

Ans. It refers to harmonious adjustment of various elements to achieve common objectives.

Q.19. What is meant by staffing?

Ans. It refers to filling and keeping filled the posts with people.

Q.20. What is meant by directing?

Ans. It refers to instructing, guiding, communicating and inspiring people in the organisation.

Q.21. What is meant by supervision?

Ans. It refers to monitoring the progress of work of one's subordinates and guiding them properly.

Q.22. What is meant by communication?

Ans. It refers to the process of passing information from one person to another.

Q.23. What is meant by leadership?

Ans. It refers to influencing others in such a manner to do what the leader wants them to do.

Q.24. What is meant by motivation?

Ans. It refers to that process which excites people to work for the attainment of a desired objective.

Q.25. What is meant by controlling?

Ans. It refers to bringing the actual results closer to the desired results.

Q.26. How does management help in achieving personal objectives? State.
[CBSE 2015]

Ans. Management makes employees able to achieve personal objectives through motivation, good leadership and open communication.

Q.27. Define 'Co-ordination'. [CBSE 2015]

Ans. It refers to that process through which harmony is established among different activities of an organisation, so that organisational objectives can be successfully achieved.

Q.28. What is meant by 'efficiency' in management?

[CBSE 2015]

Ans. It refers to completing the job in the cost effective manner.

Q.29. State any one characteristic of co-ordination.

[CBSE Sample Paper 2016]

Ans. Coordination integrates group efforts.

[3 marks]

Q.1. Define management.

Ans. According to **Harold Koontz**, "Management is the art of getting things done through others and with formally organised groups."

This definition of management reveals that:

- i. Management is an art.
- ii. Management is getting results successfully.
- iii. Management is getting things done through others.
- iv. Management is getting things done with others.

Q.2. What are the three categories of objectives of management?

Ans.

(i) Organisational Objectives: It refers to the utilisation of human and physical resources available in the organisation, considering the interest of all stakeholders.

(ii) Social Objectives: It refers to the consideration of the interest of the society during managerial activities.

(iii) Personal or Individual Objectives: It refers to the objectives to be determined with respect to the employees of the organisation.

Q.3. List any three examples of social objectives of management.

Ans.

- i. To make available employment opportunities.
- ii. To save environment from getting polluted.
- iii. To participate in building charitable trusts, dispensaries, educational institutions, etc.

Q.4. Is 'Management' a profession?

Ans. Under profession a man after training and long experience acquires proficiency with which he impartially serves different sections of society. As management satisfies some of the conditions for being a profession (like body of specialised knowledge and

technique, formalised methods of acquiring training and experience, priority to the feeling of service) but the other characteristics (like representative professional association and code of conduct) have still not developed adequately. In India, the development of management as a profession is still at its infancy and is moving ahead gradually. Its recognition as a profession will increase in accordance with the pace of its development.

Q.5. Enumerate any three functions of a General Manager.

Ans.

(i) Determining Objectives: Top level management sets objectives for the organisation. For example, an objective can be set that in the following year the sales of the company has to cross ₹ 1,000 crore.

(ii) Determining Policies: Only at this level policies related to the realisation of objectives are formed. For example, it can be a sales policy of a company to just make cash sales.

(iii) Determining Activities: Different activities to be performed for the fulfillment of an objective are fixed, such as sales, purchase, advertisement, production, research, etc.

Q.6. Enumerate any three functions of middle level management.

Ans.

- i. **Interpreting Policies:** At this level, policies framed by top level managers are interpreted. Like the marketing manager introduces his salesman to the sales policy of the company that at no cost credit sales will be made.
- ii. **Preparing Organisational Set-up:** Every middle level manager prepares outline of his respective department in accordance with the objectives of the organisation.
- iii. **Appointing Employees:** Every departmental manager appoints employees to fulfil the activities of his department.

Q.7. What do you mean by 'Levels of Management'?

Ans. In every organisation a scalar chain is created from the highest officer to the lowest employees. This chain explains the superior-subordinate relationship. Under this chain, there is a vertical relationship between one person and the other person. Thus, it creates many managerial posts which are known as levels of management. These levels of management lay down the powers of the managers. Thus, the term level of management refers to a line of demarcation between various management positions in an organisation.

Q.8. Explain briefly any three functions of management.

Ans.

- a. **Planning:** Planning refers to thinking before hand. Under this it is decided—what is to be done, how it is to be done, when it is to be done and by whom it is to be done.
- b. **Organising:** Organising refers to harmonious adjustment of various elements to achieve common objectives. It involves determining activities needed to achieve the objectives, grouping these activities into departments, assigning such group of activities to managers and defining the interrelationship among various posts so that ambiguity in performance of duties can be eliminated.
- c. **Staffing:** Staffing refers to filling and keeping filled the posts with people. It ensures that competent persons are appointed. The chief activities undertaken in it are recruitment, selection, training, promotion, transfer, etc.

Q.9. What are the elements of direction?

Ans. The following are the elements of directing:

- i. **Supervision:** It refers to monitoring the progress of work of one's subordinates and guiding them properly.
- ii. **Communication:** It refers to an art of transferring facts, ideas, feelings, etc. from one person to another and making him understand them.
- iii. **Leadership:** It refers to influencing others in such a manner to do what the leader wants them to do.
- iv. **Motivation:** It refers to that process which excites people to work for the attainment of a desired objective.

Q.10. Enumerate any six points of the characteristics of coordination.

Ans.

- i. Coordination integrates group effort.
- ii. Coordination ensures unity of action.
- iii. Coordination is a continuous process.
- iv. Coordination is an all-pervasive function.
- v. Coordination is the responsibility of all managers.
- vi. Coordination is a deliberate function.

[4 marks]

Q.1. Discuss the social objectives of management.

Ans. Social objectives are defined as the fulfilment of responsibility of an organisation towards society. Under this objective, manager promises to assure health, safety and price control. Main social objectives of management are included in the following list:

- i. To make available employment opportunities.
- ii. To save environment from getting polluted.
- iii. To contribute in improving living standard.

- iv. To participate in building charitable trusts, dispensaries, educational institutions, etc.

For example, Asian Paints has provided funds under its community development programme, which made possible the effective utilisation of local resources by the farmers. In the same manner, Steel Authority of India regularly provides services related to agriculture, industry, education, health, etc. to the people living nearby to its steel plant.

Q.2. What is meant by 'Co-ordination'? Explain any two points of its importance in management. *[CBSE 2012]*

Ans. Meaning of Coordination: Coordination is a process through which harmony is established among different activities of an organisation, so that organisational objectives can be successfully achieved.

Importance:

- i. **Size of the Organisation:** These days, the scale of doing business is increasing day by day. Any increase in the scale of the business also results in an increase in the number of people employed in the organisation, with each person having different interests, way of working, mutual understanding, objective of working, tolerance, etc. However, all these people have to work together as a group despite these differences, which is not a very easy task. Therefore, it is very necessary that through coordination, a proper environment is created so that everyone give in their full contribution towards the attainment of organisational goals.
- ii. **Functional Differentiation:** There may be a clash of interests among the various departments in an organisation. Such a situation becomes a very big hindrance in the achievement of organisational goals. There is only one way to avoid clashes, and that is by establishing proper coordination between the departments.

Q.3. What is meant by 'Management'? State any three objectives of management. *[CBSE 2015]*

Ans. Meaning of Management: It refers to the process of conducting a set of functions (Planning, Organising, Staffing, Directing and Controlling) to get the work done in an efficient and effective manner.

Objectives of Management:

- 1. **Organisational objectives:** It refers to the utilisation of human and physical resources available in the organisation, considering the interest of all stakeholders.

2. **Social Objectives:** It refers to the consideration of the interest of the society during managerial activities.
3. **Personal or Individual Objectives:** It refers to the objective to be determined with respect to the employees of the organisation.

Q.4. Explain any four points of importance of management.

Ans.

- i. **Management helps in achieving Group Goals:** It is the most important characteristic of management that it is a goal-oriented activity. A manager achieves these goals by giving the proper direction to the efforts of all individuals.
- ii. **Management Increases Efficiency:** A manager increases efficiency through the optimum utilisation of all the resources, such as, Man, Machine, Material and Money.
- iii. **Management Creates a Dynamic Organisation:** Every organisation works in an ever changing environment. To face the changing environment, many changes need to be made in the organisation as well. But people resist changes. Manager creates a favourable environment through introducing employees to the benefits arising by adapting changes.
- iv. **Management helps in achieving Personal Objectives:** Every employee wants to get suitable remuneration, a share in profit, participation in management, promotion, etc. in the form of his personal objectives. This objective can only be achieved, if they work while using their full abilities. Managers make employees able through motivation, good leadership and open communication. As a result, they attain their individual objectives.

Q.5. What is meant by 'Management'? State any three objectives of management.
[CBSE 2015]

Ans. Meaning of Management: It refers to the process of conducting a set of functions (Planning, Organising, Staffing, Directing and Controlling) to get the work done in an efficient and effective manner.

Objectives of Management:

1. **Organisational objectives:** It refers to the utilisation of human and physical resources available in the organisation, considering the interest of all stakeholders.
2. **Social Objectives:** It refers to the consideration of the interest of the society during managerial activities.
3. **Personal or Individual Objectives:** It refers to the objective to be determined with respect to the employees of the organisation.

[5 marks]

Q.1. Describe, in brief, the functions of lower level management in an organisation.

Ans. Following are the various functions of Lower Level Managers:

- i. **Submitting Workers' Grievances:** Lower level managers are in direct contact with the workmen employees. They themselves sort out the ordinary problems of workmen and submit serious workers' grievances to middle level managers.
- ii. **Ensuring Proper Working Environment:** Lower level managers ensure that proper arrangement of water, electricity, ventilation, cleanliness, etc. is made at the workplace. This increases efficiency.
- iii. **Ensuring Safety of Workers:** Probability to accidents can be annulled by building fences around machines.
- iv. **Helping Middle Level Management:** They help middle level managers in recruiting, training and promoting employees.
- v. **Inviting Suggestions:** They invite suggestions from their subordinates, as to how the quality of work can be improved.

Q.2. Discuss the functions of management in brief.

Ans. Following are the functions of management:

- a. **Planning:** Planning refers to thinking before hand. Under this it is decided—what is to be done, how it is to be done, when it is to be done and by whom it is to be done.
- b. **Organising:** Organising refers to harmonious adjustment of various elements to achieve common objectives. It involves determining activities needed to achieve the objectives, grouping these activities into departments, assigning such group of activities to managers and defining the interrelationship among various posts so that ambiguity in performance of duties can be eliminated.
- c. **Staffing:** Staffing refers to filling and keeping filled the posts with people. It ensures that competent persons are appointed. The chief activities undertaken in it are recruitment, selection, training, promotion, transfer, etc.
- d. **Directing:** Directing refers to instructing, guiding, communicating and inspiring people in the organisation. It includes the following four activities:
 - i. *Supervision:* It refers to monitoring the progress of work of one's subordinates and guiding them properly.
 - ii. *Communication:* It refers to an art of transferring facts, ideas, feelings, etc. from one person to another and making him understand them.
 - iii. *Leadership:* It refers to influencing others in such a manner to do what the leader wants them to do.
 - iv. *Motivation:* It refers to that process which excites people to work for the attainment of a desired objective.
- e. **Controlling:** Controlling refers to bringing the actual results closer to the desired results. Under controlling, deviations are sought to be noticed in the actual work progress and the standards already determined, the causes of deviations are

found out and corrective action is taken so that in future the mistakes are not repeated.