



**CHRISTIAN SERVICE
UNIVERSITY COLLEGE
KUMASI
SCHOOL OF BUSINESS**

DEPARTMENT OF
MANAGEMENT AND
GENERAL STUDIES

**BBA/BA THEOLOGY/BSC
COMPUTER SCIENCE/BSC NURSING**

End of First Semester Examinations,
2023/2024 Academic Year

**CSBH 243: Principle of Management
LEVEL 200/300/400**

Dece 2023 **Section**
A **TIME: 40Mins**

General Instructions:

- Answer **all questions** in Section A and any two (2) questions from Section B.
- Circle the correct answer from Q1 to Q40
- Each question carries 1 mark in section A
- Answer any two (2) questions from Section B.

Examiner: Isaac Among

1. Employees will be promoted on the basis of seniority is an example of

- a. Rules
- b. Policy
- c. Procedures
- d. Methods

2. Management is

- a. An art and a science
- b. Science
- c. An art
- d. An art not science

3. Every subordinate should receive orders from and be accountable to only one superior is

- a. Unity of command
- b. Unity of direction
- c. Centralization
- d. Scalar chain

4. A rigid plan, no scope for discretion

- a. Procedures
- b. Schedules
- c. Rule
- d. Budgets

5. Control system of an organisation has no influence over the

- a. External environment
- b. Internal environment
- c. Customers
- d. Government

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6. The chain of command from the highest authority to the lowest level in the organization is

- a. Scalar chain
- b. Unity of direction
- c. Unity of command
- d. Centralization

7. Study of the movements of both the workers and the machine to eliminate wasteful movement is

- a. Motion study
- b. Fatigue study
- c. Time study
- d. Work-study

8. A study relating to the fixing of the working hours with rest periods to recoup the energy while performing in a job is called

- a. Time study
- b. Motion study
- c. Fatigue study
- d. Work-study

9. The first and foremost function of management is

- a. Organizing
- b. Controlling
- c. Planning
- d. Coordination

10. Planning lays down the overall objective, strategies and policies for the total enterprise is

- a. Divisions planning
- b. Unit planning
- c. Corporate planning
- d. Department planning

11. Strategic planning is

- a. Short term planning
- b. Long term planning
- c. Medium term planning
- d. Annual planning

12 The assumptions about future derived from forecasting and used in planning are known as

- a. Freehold premises
- b. Business premises
- c. Corporate premises
- d. Planning premises

13. Goals, aims, purposes, missions and target is also known as

- a. Strategies
- b. Policies
- c. Objective
- d. Rules

14. Contingent plan to meet environmental pressures is

- a. Objective
- b. Rules
- c. Strategies
- d. Policies

15. A chronological sequence of steps to be undertaken to enforce a policy and to attain an objective is known

- a. Procedures
- b. Objective
- c. Strategies
- d. Rules

16. The process of establishing a time sequence for the work is known as

- a. Objective
- b. Procedures
- c. Schedules
- d. Budgets

17. A statement of expected results expressed in numerical terms for a definite period of time in the future is

- a. Objective
- b. Budgets
- c. Strategies
- d. Procedures

18. Plan that establishes a required method of handling future activities is called

- a. Policy
- b. Rules
- c. Procedures
- d. Methods

19. Employees will be promoted on the basis of seniority is an example of

- a. Rules
- b. Policy
- c. Procedures
- d. Methods.

20. Steps to be taken for selecting a ward assistant is an example of

- a. Rules
- b. Policy
- c. Procedures.
- d. Methods

21. An identified group of people contributing their efforts towards the attainment of goals is called an

- a. Organization
- b. Business
- c. Management
- d. Department

22. A system of co-operative activities of two or more persons is called

- a. Department
- b. Co-ordination
- c. Organization
- d. Control

23. Which among the following leadership style is most effective

- a. Laissez-Faire Leadership
- b. Autocratic Leadership
- c. Democratic Leadership
- d. Bureaucratic Leadership

24. Leadership style adopted to make crucial decisions need to be made on the spot, when dealing with inexperienced and new team members and there's no time to wait for team members to gain familiarity with their role.

- a. Autocratic
- b. Authoritative
- c. Pacesetting
- d. Coaching

25. When does discharge planning ideally begin

- a. During admission
- b. After admission
- c. Before admission
- d. Without admission

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26. The evaluation of nursing care by examining the records and charts of discharged patients.

- a. Retrospective audit
- b. Nursing management audit
- c. Concurrent audit
- d. General audit

27. Departmental, divisional or sectional heads, and other executive officers attached to the different departments belong to which level of management?

- a. Supervisory level management
- b. Top level management
- c. Middle level management
- d. None of these

28. The selection of best alternative from many alternatives is known as

- a. Selection
- b. Organizing
- c. Budgeting
- d. Decision-making

29. The selection of best alternative from many alternatives is known as

- a. Decision-making
- b. Selection
- c. Organizing
- d. Budgeting

30. Deal with routing and repetitive problems is a

- a. Non-Programmed decision
- b. Programmed decision
- c. Major decision
- d. Minor decision

31. The decision which relates to day-to-day operation of an organization is known as

- a. Operative decision
- b. Organisational decision
- c. Personal decision
- d. Major decision

32. The process whereby a manager shares his work and authority with his subordinates is

- a. Delegation
- b. Responsibility
- c. Decentralisation
- d. decision making

33. The term span of management is also known as

- a. Span of business
- b. Span of cordination
- c. Span of activity
- d. Span of control

34. The number of subordinates that report directly to a single supervisor is

- a. Span of business
- b. Span of activity
- c. Span of supervision
- d. Span of organizing

35. Making assignments, issuing orders and instructions, providing guidance and inspiration to subordinates for the achievement of organizational objective is called

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

36. Motivation based on force of fear is called

- a. Positive motivation
- b. Negative motivation
- c. Extrinsic motivation
- d. Intrinsic motivation

37. Wages, salaries, bonus, vacation pay, insurance are examples of

- a. Non-Financial motivation
- b. Financial motivation
- c. Extrinsic motivation
- d. Intrinsic motivation

38. All decision-making power is centralized in the leader is under

- a. Democratic style
- b. Liberal leader
- c. Autocratic leader
- d. Institutional leader

39. The leader makes decisions in consultation with his followers is

- a. Autocratic style
- b. Liberal leader
- c. Democratic leader
- d. Institutional leader

40. An employee became ill while on holiday and will therefore be late in returning to work. Which of the following persons should the employee notify?

- a. Office clerk
- b. Receptionist
- c. Human Resource Manager
- d. General Manager

41) What is the capital of the Southern kingdom of ancient Israel?

- A. Jerusalem
- B. Samaria
- C. Israel
- D. Jericho

42) Which one of the following kings of Israel was chosen to build the temple?

- A. David
- B. Solomon
- C. Rehoboam
- D. Saul

43) Which of the following Israelite leaders was appointed to teach the law so that Israel will not experience God's punishment?

- A. Ezra
- B. Nehemiah
- C. Esther
- D. Zerubbabel

44) Which of the following Israelite leaders was appointed to supervise the rebuilding of the walls and temple after the release from captivity?

- A. Ezra
- B. Nehemiah
- C. Esther
- D. David

45) What is the role of the Old Testament prophets?

- A. They foretold the future
- B. They prayed for the sick to be healed
- C. They spoke the word of God into the current situation
- D. They called fire from heaven on sacrifices

46) Who are the classical prophets?

- A. Those who could prophesy for it to be fulfilled
- B. Those who have a powerful prophetic ministry
- C. Those prophets who wrote the prophetic books of the Bible
- D. Those who have a long lasting ministry

47) The following are classical prophets except

- A. Jeremiah
- B. Isaiah
- C. Hosea

D. Elijah

48) Which of the following prophet is a pre-exilic prophet?

- A. Isaiah
- B. Jeremiah
- C. Zephaniah
- D. Zechariah

49) Which of the following prophets is a post-exilic prophet?

- A. Isaiah
- B. Jeremiah
- C. Hosea
- D. Zechariah

50) What is the content of the message of pre-exilic prophet?

- A. Prosperity and victory over enemies
- B. Judgments in various forms for wickedness
- C. Both judgments and hope
- D. Hope and revival

51) Which of the following is an example of the Ketuvim?

- A. The book of Kings
- B. The book of Samuel
- C. The book of Judges
- D. The book of Job

52) The following are examples of the Wisdom Literature except

- A. Proverbs
- B. Songs of Solomon
- C. Job
- D. Ecclesiastes

53) Which of the following best defines Symbolic action?

- A. The use of art and symbols in ancient Israelite palace
- B. The use of nonverbal gestures by the prophets
- C. The use of symbols by the elders
- D. The body language by the prophets when they are declaring messages to the people of Israel

53) Which one of the following prophets was asked by Yahweh to eat the scroll?

- A. Isaiah
- B. Hosea
- C. Ezekiel
- D. Jeremiah

D. Levis

54) Which one of the following prophets was asked by Yahweh to walk naked and barefooted on the streets for three years?

- A. Isaiah
- B. Hosea
- C. Ezekiel
- D. Jeremiah

60) What is the meaning of the word *eschaton*?

- A. End times
- B. Jesus' coming back
- C. Beginning
- D. The gospel

55) Who was asked to mixed human excreta with bread and eat?

- A. Isaiah
- B. Hosea
- C. Ezekiel
- D. Jeremiah

55) Which one of the following prophets was asked by Yahweh to marry a woman who will later in life become a prostitute?

- A. Isaiah
- B. Hosea
- C. Ezekiel
- D. Jeremiah

56) What is the name of Hosea's wife?

- A. Naomi
- B. Gomer
- C. Gomez
- D. Goma

57) Which one of the following prophets was asked by Yahweh not to marry nor bear children?

- A. Isaiah
- B. Hosea
- C. Ezekiel
- D. Jeremiah

58) Which of the following gives the original meaning of the word gospel?

- A. Reward given to everyone to some one
- B. Reward given to someone bringing a report of a Prince being born
- C. Reward given to someone who has preached to someone
- D. Reward given to someone who is rich

59) What was the former name of Matthew, the disciple of Christ?

- A. Johanes
- B. Levi
- C. Messiah