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4. Groupthink refers to the process by which, when making decisions, the group places more importance on \_\_\_\_\_
- a) making a quality decision
  - b) reaching a speedy decision
  - c) reaching a cohesive agreement
  - d) reaching a well-evaluated decision
5. According to \_\_\_\_\_, a subordinate in the organisation should get orders and instructions from one superior only and he should be responsible to that superior only.
- a) Principle of unity of command
  - b) Principle of managerial communication
  - c) Principle of leadership
  - d) Principle of efficiency of directing
6. Which among the following is not a type or forms of organisation?
- a) Project organisation
  - b) Formal Organisation
  - c) Committee organisation
  - d) Line organisation
7. Which one of the following is not an essential element of an effective control system?
- a) Economical
  - b) Simple
  - c) Rigid
  - d) Flexible
8. Which of the following is a principle of coordination?
- a) Principle of direct contact
  - b) Principle of continuity
  - c) Principle of dynamism
  - d) All of the above
9. Which of the following is not a process of Total quality management?
- a) Continuous improvement
  - b) Quality process
  - c) People process
  - d) Organisational process



