

5. ----- is the process of exchange of the information between two or more person to reach common understanding.
- a) Direction
 - b) Communication
 - c) Controlling
 - d) Staffing.
6. _____ is called the “Father of Modern Management”.
- a) Henry Fayol
 - b) Elton Mayo
 - c) Peter Drucker
 - d) F. W. Taylor
7. Hawthorne experiments are divided into _____ phases.
- a) 4
 - b) 3
 - c) 2
 - d) 5
8. “Management by Objectives” is a _____ oriented approach.
- a) Punishment
 - b) Control
 - c) Result
 - d) Time
9. The study of social transactions between people is called _____.
- a) Group Dynamics
 - b) Transactional Analysis
 - c) Communication
 - d) Teamwork
10. _____ means a person who conveys his thoughts or ideas to the receiver.
- a) Encoder
 - b) Decoder
 - c) Sender
 - d) Receiver
11. Esprit De Corps” refers to _____.
- a) Co-ordination
 - b) Motivation
 - c) Team Spirit
 - d) Processes
12. The aim of any business is to maximize _____.
- a) Resources
 - b) Assets
 - c) Personnel
 - d) Profits
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