

44 Lecture - MGT111

Important Mcqs

1. Which of the following is NOT a component of the Managerial Programme Agenda – I?
- a) Resource optimization
 - b) Employee training
 - c) Customer engagement
 - d) Workflow streamlining

Answer: c) Customer engagement

2. The primary objective of the Managerial Programme Agenda – I is to:
- a) Improve organizational efficiency
 - b) Enhance customer satisfaction
 - c) Increase revenue
 - d) Reduce operational costs

Answer: a) Improve organizational efficiency

3. Which of the following is a key benefit of implementing the Managerial Programme Agenda – I?
- a) Improved employee retention
 - b) Increased customer complaints
 - c) Reduced profitability
 - d) Decreased productivity

Answer: a) Improved employee retention

4. Which of the following is an example of resource optimization under the Managerial Programme Agenda – I?
- a) Reducing employee salaries
 - b) Increasing marketing expenditure
 - c) Implementing energy-efficient technologies
 - d) Eliminating employee training programs

Answer: c) Implementing energy-efficient technologies

5. Which of the following is an example of workflow streamlining under the Managerial Programme Agenda – I?
- a) Adding unnecessary steps to a process
 - b) Increasing the number of approvals required for a task
 - c) Automating manual processes
 - d) Delaying project timelines

Answer: c) Automating manual processes

6. Which of the following is an example of employee training under the Managerial Programme Agenda – I?
- a) Reducing employee salaries
 - b) Providing access to online learning platforms
 - c) Eliminating employee benefits
 - d) Increasing working hours

Answer: b) Providing access to online learning platforms

7. Which of the following is a potential challenge in implementing the Managerial Programme Agenda – I?

- a) Improved employee morale
- b) Resistance to change
- c) Decreased productivity
- d) Increased customer complaints

Answer: b) Resistance to change

8. Which of the following is a potential outcome of effective implementation of the Managerial Programme Agenda – I?

- a) Decreased employee satisfaction
- b) Decreased customer loyalty
- c) Increased revenue
- d) Increased operational costs

Answer: c) Increased revenue

9. The Managerial Programme Agenda – I is aimed at improving:

- a) Employee benefits
- b) Customer service
- c) Organizational performance
- d) Shareholder returns

Answer: c) Organizational performance

10. Which of the following is a key strategy in the Managerial Programme Agenda – I?

- a) Increasing employee turnover
- b) Outsourcing all organizational functions
- c) Implementing continuous improvement initiatives
- d) Reducing employee benefits

Answer: c) Implementing continuous improvement initiatives