

1. Which famous management thinker was related with the development of "Theory X"?

Douglas McGregor

Abraham Maslow

Frederick Herzberg

Chester Barnard

2. Feed Back of _____ is necessary to improve the quality of the product.

Customers

Employees

Investors

All of the given options

3. Ali is a manager in a multinational organization. He believes that the employees of the company are lazy and do not have much ambition. Ali can be classed as _____ manager based on the perspectives of Douglas McGregor.

Select correct option:

Theory Y

Bureaucratic

Theory X

Administrative

4. Which one of the following individuals is most closely associated with scientific management?

Frederick Taylor

Mary Parker Follett

Harold Koontz

Max Weber

5. Which management theory focuses on managing the total organization?

Scientific management

Administrative management

Behavioral management

Quantitative management

6. TCS represents what factor to the Pakistan Postal Service in its specific environment?

Select correct option:

Competitor

Supplier

Customer

Government agency

7. Who presented the Concept of Quality?

Henri Fayol

Prof. Henry Mintzberg

Frank & Lillian Gilbreth

Prof. Edward Deming

8. Amir is representing his company at the local Chamber of Commerce Annual Business Recognition luncheon. He is performing which of the following managerial role?

Negotiation

Monitor

Figurehead

Liaison

9. Usman currently holds a management position within his company. His job responsibilities include maintaining a focus toward long-term issues that may impact the company as well as developing appropriate goals to guide the organization. Jim is most probably which type of manager?

First line managers

Middle level manager

Operational manager

Top Level Manager

10. What type of forecasting technique relies on the judgment and opinion of knowledgeable individuals?

Qualitative

Short-term

Confirmatory

Predictive

11. People with which of the following decision making style have a high tolerance for ambiguity and tend to focus on the people or social aspects of a work situation?

Analytical

Behavioral

Directive

Conceptual

12. Within the members of the North American Free Trade Agreement, trade has ____ since the treaty was signed.

Decreased initially, but increased steadily

Increased

Decreased

Neither increased nor decreased

13. The best way to characterize management is to say that it is:

Part of the economy

An activity or process

An overcrowded career field

One of the chief difficulties for most firms

14. Which of the following is noted for the development of time motion studies that utilized stopwatches and cameras to analyze workplace efficiencies?

Frederick Taylor

Henri Fayol

Henry Gantt

Frank and Lillian Gilbreth

15. If a group's desire for consensus and cohesiveness overwhelms its desire to reach the best possible decision, it is called:

Groupthink

Group pressure

Group decision

Group dynamics

16. When an organization does everything that is required of it legally but nothing more. It is called:

Social obligation

Social obstruction

Social response

Social contribution

17. Concern for employee motivation is most closely associated with which of the following management approach?

Bureaucracy

Organizational behavior

Scientific management

Systems

18. Toyota motor company will be called efficient if it produces:

High quality products at relatively low cost

Quality products at high cost

High quality products at relatively high cost

Quality products at low cost

19. Primarily managers perform which of the following tasks?

Selling

Stocking merchandise

Directing the activities of other people

Ordering merchandise

20. Which viewpoint emphasizes finding ways to manage work more efficiently?

Behavioral

Quantitative

Classical

Qualitative

21. When call center managers spend much of their time monitoring customer calls and giving employees feedback about how to improve their dialogue with customers in the future, these managers are using which of the following skills?

Technical

Conceptual

Situational

Ethical

22. CEO of Siemens presents 10000 \$ scholarships to the winners of Math, Science and Technology in a high school. He is acting the role of:

Figurehead

Leader

Spokesperson

Liaison

23. Which famous management thinker developed "Theory Y"?

Douglas McGregor

Abraham Maslow

Frederick Herzberg

Chester Barnard

24. Sony Corporation's focus on product innovation is an example of which of the following dimensions of organizational culture?

People orientation

Attention to detail

Outcome orientation

Aggressiveness

25. Lower-level managers typically confront which type of decision making?

Unique

Non-routine

Programmed

Non-programmed

26. Mr. A is a manager in XYZ Company; he has a reputation for being an open and honest person and understands how to motivate employees and customers; he is said to have good _____ skills.

Sales

Political

Interpersonal

Technical

27. In management, the development of mathematical models is called:

Management science

Scientific management

Administrative management

Behavioral management

28. Which one of the following is an example of organization?

Hospitals

Colleges

Factories

All of the given options

29. Interpersonal and communication skills are often referred to as:

Technical skills

Conceptual skills

People skills

Planning skills

30. Organizational culture is similar to an individual's:

Skills

Personality

Motivation

Ability

31. Which of the following is one of Fayol's principles of management?

Authority

Discipline

Unity of command

All of the given options

32. When Shumaila is comparing actual sales figures with goals established earlier to see if her department met the target, she is performing which of the following functions?

Planning

Organizing

Leading

Controlling

33. Environmental scanning establishes the basis for _____, which are predictions of outcomes.

Scenarios

Projects

Budgets

Forecasts

34. Which of the following interpersonal role emphasizes the contacts that a manager has with those outside the formal authority chain of command?

The Liaison Role

The Leader Role

The Figurehead Role

The Spokesman Role

35. Which of the following is part of the 14 principles of management identified by Henri Fayol?

Scalar chain

Innovation

Efficiency

Motivation

36. The people who work directly on a job or task and have no responsibility for overseeing the work of others are called:

First-line managers

Middle managers

Non managerial staff

Supervisors

37. Amir is representing his company at the local Chamber of Commerce Annual Business Recognition luncheon. He is performing which of the following managerial role?

Negotiation

Monitor

Figurehead

Liaison

38. Hawthorne studies were a series of early experiments that focused on:

Behavior in the workplace

Ethics in the workplace

Group norms

Interpersonal dynamics

39. Power and authority that are concentrated at the upper levels of the organization as much as possible, is called:

Authority

Unity of command

Unity of direction

Centralization

40. Which of the following is a highly structured technique, designed to keep personal interactions at a minimum?

Clustering

Brainstorming

Nominal group technique

Group interview

41. Low level management has a complete authority to make decisions in case of:

Centralization

Decentralization

Scalar Chain

Order

42. If a company is paying minimum wage, when necessary, and applying the minimum standard to laws, such as affirmative action, it would be said to have fulfilled its:

Social obligation

Social responsibility

Social responsiveness

Social expectation

43. The quantitative approach has contributed directly in the areas of:

Planning and control

Control and leading

Organizing and control

Planning and leading

44. For a company such as Walt Disney world in Florida, a bank would be an example of what kind of factor in their specific environment?

Competitor

Supplier

Special-interest group

Government agency

45. Henri Fayol, a French industrialist, first analyzed what managers do and divided that work into functions. The study of the management function that defines goals and establishes strategies to achieve them is called:

Select correct option:

Planning

Organizing

Leading

Controlling

46. The idea that employees should also share the profit of organization was given by:

Select correct option:

Frederick Taylor

Robert Owen

Charles Babbage

W. Edwards Deming

47. Which of the following is an explicit statement that tells a manager what he or she can or cannot do?

Select correct option:

Procedure

Policy

Rule

Solution

48. Which of the following approaches to ethical decision-making focuses on the consequences of an action?

Select correct option:

Utilitarian approach

Universalism approach

Moral rights approach

Justice approach

49. Ali is a manager in a multinational organization. He believes that the employees of the company are lazy and do not have much ambition. Ali can be classed as _____ manager based on the perspectives of Douglas McGregor.

Select correct option:

Theory Y

Bureaucratic

Theory X

Administrative

50. All of the following are characteristics of total quality management EXCEPT:

Select correct option:

Intense focus on the competition

Concern for continual improvement

Improvement in quality of everything the organization does

Accurate measurement

51. Tax revenues and government grants for a city are called its:

Select correct option:

Human resources

Financial resources

Physical resources

Informational resources

52. TCS represents what factor to the Pakistan Postal Service in its specific environment?

Select correct option:

Competitor

Supplier

Customer

Government agency

53. The general economic condition consists of all of the following EXCEPT:

Select correct option:

Legislation

Interest rates

Change in disposable income

Stock market fluctuations

54. All of the following are reasons to look at theoretical perspectives of management EXCEPT:

Select correct option:

Understanding the present

Source of new ideas

History repeats itself

Guide to action

55. Which of the following statement Best describes a Procedure?

Select correct option:

An explicit statement detailing exactly how to deal with a decision

A series of interrelated sequential steps to respond to a structured problem

A set of guidelines that channel a manager's thinking in dealing with a problem

Allows a manager to use broad decision-making authority

56. The best way to characterize management is to say that it is:

Select correct option:

Part of the economy

An activity or process

An overcrowded career field

One of the chief difficulties for most firms

57. If a group's desire for consensus and cohesiveness overwhelms its desire to reach the best possible decision, it is called:

Select correct option:

Groupthink

Group pressure

Group decision

Group dynamics

58. To determine the _____, a manager must determine what is relevant or important in resolving the problem.

Select correct option:

Geocentric behavior needed

Number of allowable alternatives

Weighting of decision criteria

Decision criteria

59. A form of group decision making in which a group is used to achieve a consensus of expert opinion is called:

Select correct option:

Interacting group

Delphi technique

Nominal group

Brainstorming

60. Which of the following is the final step in the decision-making process?

Select correct option:

Identifying the problem

Evaluating the decision's effectiveness

Identifying decision criteria

Selecting an alternative that can resolve the problem

61. Labor unions, employees, suppliers, customers, clients, and public interest groups are all examples of:

Select correct option:

Management constituencies

Stockholders

Stakeholders

Business owners

62. Fredrick Taylor was the student of:

Select correct option:

Robert Owen

Charles Babbage

W. Edwards Deming

Henry Towne

63. Plant managers come under which of following management levels?

Select correct option:

First-line managers

Non-managerial employees

Middle managers

Top managers

64. Tax revenues and government grants for a city are called its:

Select correct option:

Human resources

Financial resources

Physical resources

Informational resources

65. Computers and campus facilities given to a university are called its:

Select correct option:

Human resources

Financial resources

Physical resources

Information resources

66. A human resource manager attending a local Society for Human Resource Management meeting would be functioning in which of the following role?

Select correct option:

Informational

Leader

Liaison

Disseminator

67. When Ali decides to take corrective action and provide damage control, he is acting in which of the following roles?

Select correct option:

Spokesperson

Figure head

Negotiator

Disturbance handler

68. Programmed decision making technique tends to rely on which of the following?

Select correct option:

The problem solver's ability to think on his or her feet

The development of a clear set of alternative solutions

Previous solutions

Identification of the actual problem

69. Organizational culture is similar to an individual's:

Select correct option:

Skills

Personality

Motivation

Ability

70. Communication should be:

Select correct option:

From Top to Bottom level

From Bottom to top

2 way

None of the given option

71. Which of the following management thinker created a role classification system based on how managers spend their time at work to describe a manager's role?

Select correct option:

Peter Brabeck-Letmathe

Abraham Maslow

Andrea Jung

Henry Mintzberg

72. Sony Corporation's focus on product innovation is an example of which of the following dimensions of organizational culture?

Select correct option:

People orientation

Attention to detail

Outcome orientation

Aggressiveness

73. Discrepancy between existing and a desired state of affairs is called:

Select correct option:

Opportunity

Solution

Weakness

Problem

74. Estimated cost of Sydney Opera House was:

Select correct option:

\$ 7 Million

\$ 102 Million

\$95 Million

\$ 60 Million

75. Which famous management thinker was related with the development of "Theory X"?

Select correct option:

Douglas McGregor

Abraham Maslow

Frederick Herzberg

Chester Barnard

76. Which famous management thinker was related with the development of "Theory X"?

Select correct option:

Douglas McGregor

Abraham Maslow

Frederick Herzberg

Chester Barnard

77. Which of the following is the most ancient management monument?

Select correct option:

Wall of China

Egyptian Pyramid

Taj Mahal

Sydney Opera House

78. Computers and campus facilities given to a university are called its:

Select correct option:

Human resources

Financial resources

Physical resources

Information resources

79. Selecting an alternative in the decision-making process is accomplished by:

Select correct option:

Choosing the alternative with the highest score

Choosing the One You Like Best

Selecting the alternative that has the lowest price

Selecting the alternative that is the most reliable

80. The people at the bottom of the organization generally deal with repetitive and familiar problems such as workers who are late or machinery that breaks down. As a result, most of the decisions made by first line supervisors are:

Select correct option:

Programmed decisions

Ill-structured decisions

Novel decisions

Non-programmed decisions

81. Which management theory focuses on managing the total organization?

Select correct option:

Scientific management

Administrative management

Behavioral management

Quantitative management

82. A learning organization develops the capability to:

Select correct option:

Add new training programs

Accept conventional wisdom of the industry

Continuously learn, adapt and change

Work in teams

83. The first step in the decision-making process is which of the following?

Select correct option:

Developing decision criteria

Allocating weights to the criteria

Analyzing alternatives

Identifying a problem

84. Which of the following is the final step in the decision-making process?

Select correct option:

Identifying the problem

Evaluating the decision's effectiveness

Identifying decision criteria

Selecting an alternative that can resolve the problem

85. Cultivating a learning culture where organizational members systematically gather knowledge and share it with others in the organization so as to achieve better performance is called:

Select correct option:

Knowledge management

Technical management

Software management

Systems management

86. CEO of Siemens presents 10000 \$ scholarships to the winners of Math, Science and Technology in a high school. He is acting the role of:

Select correct option:

Figurehead

Leader

Spokesperson

Liaison

87. It is assumed that a perfectly rational decision maker:

Select correct option:

Does not follow rational assumptions

Does not consider value maximizing as an objective

Offers inconsistent decisions

Would be objective and logical

88. Which of the following term is defined as a business firm's obligation, beyond that required by law and economics, to pursue long-term goals that are good for society?

Select correct option:

Social obligation

Social responsibility

Social screening

Values-based management

89. Which of the following early advocates of organizational behavior created the field of industrial psychology, the scientific study of people at work?

Select correct option:

Robert Owens

Hugo Munsterberg

Mary Parker Follett

Chester Barnard

90. Which of the following means that you achieve the best possible balance among several goals?

Select correct option:

Sacrificing

Satisficing

Minimizing

Optimizing

91. The process of monitoring performance, comparing it with goals and correcting any significant deviations is known as:

Select correct option:

Planning

Organizing

Leading

Controlling

92. When a manager made a decision and he is uncertain about the outcomes. His decision is likely to be:

Select correct option:

Of Poor Quality

Unacceptable

Successful

Risky

93. When a firm advertises that it only uses recycled paper products, it is called:

Select correct option:

Meeting its social obligation

Meeting social responsibilities

Being socially responsive

Paying attention to the bottom line

94. How would you define the problem if all outcome of every alternative is known?

Select correct option:

Bounded rationality

Unbounded rationality

Certainty

Uncertainty

95. When Ali decides to take corrective action and provide damage control, he is acting in which of the following roles?

Select correct option:

Spokesperson

Figure head

Negotiator

Disturbance handler

96. What type of forecasting technique relies on the judgment and opinion of knowledgeable individuals?

Select correct option:

Qualitative

Short-term

Confirmatory

Predictive

97. Which of these is the ability to perform a specialized task that involves a certain method or process?

Select correct option:

Technical

Conceptual

Interpersonal

Communication

98. The sales and marketing component of e-business is:

Select correct option:

Intranet

Evolution

E-commerce

Extranet

99. Attempting to understand the signs of some problem comes under:

Select correct option:

Scanning stage

Categorization stage

Diagnosis stage

Implementation stage

100. Cultivating a learning culture where organizational members systematically gather knowledge and share it with others in the organization so as to achieve better performance is called:

Select correct option:

Knowledge management

Technical management

Software management

Systems management

101. Who presented the Concept of Quality?

Select correct option:

Henri Fayol

Prof. Henry Mintzberg

Frank & Lillian Gilbreth

Prof. Edward Deming

102. Which of the following is the final step in the decision-making process?

Select correct option:

Identifying the problem

Evaluating the decision's effectiveness

Identifying decision criteria

Selecting an alternative that can resolve the problem

103. In order to communicate, motivate and delegate a manager must have:

Select correct option:

Political skills

Conceptual skills

Technical skills

Interpersonal skills

104. Which famous management thinker was related with the development of "Theory X"?

Select correct option:

Douglas McGregor

Abraham Maslow

Frederick Herzberg

Chester Barnard

105. Lower-level managers typically confront which type of decision making?

Select correct option:

Unique

Non-routine

Programmed

Non-programmed

106. Amna has been given goals related to the rollout and sales of her department. Her success at implementing the strategy will be assessed by comparing actual performance against the goals. This comparison is known as:

Select correct option:

Planning

Organizing

Implementing

Controlling

107. The specific organizational environment includes which of the following?

Select correct option:

Economic factors

Political conditions

Technological factors

Competitors

108. Managers are responsible for improving _____ involvement in decision making and action taking.

Select correct option:

Stakeholder's

Liaison's

Leader's

Figurehead's

109. Which of the following is part of the 14 principles of management identified by Henri Fayol?

Select correct option:

Scalar chain

Innovation

Efficiency

Motivation

110. Which of the following is important in effectively implementing the chosen alternative in the decision-making process?

Select correct option:

Getting upper-management support

Double-checking your analysis for potential errors

Allowing those impacted by the outcome to participate in the process

Ignoring criticism concerning your chosen alternative

111. Sony Corporation's focus on product innovation is an example of which of the following dimensions of organizational culture?

Select correct option:

People orientation

Attention to detail

Outcome orientation

Aggressiveness

112. An organization is called:

Select correct option:

The physical location where people work

A collection of individuals working for the same company

A deliberate arrangement of people to accomplish some specific purpose

A group of individuals focused on profit-making for their shareholders

113. Which of the following is a highly structured technique, designed to keep personal interactions at a minimum?

Select correct option:

Clustering

Brainstorming

Nominal group technique

Group interview

114. Amna has been given goals related to the rollout and sales of her department. Her success at implementing the strategy will be assessed by comparing actual performance against the goals. This comparison is known as:

Select correct option:

Planning

Organizing

Implementing

Controlling

115. Which famous management thinker developed "Theory Y"?

Select correct option:

Douglas McGregor

Abraham Maslow

Frederick Herzberg

Chester Barnard

116. The most important point of Prof. Edward Deming's Philosophy was:

Select correct option:

Achieving the Goals

Consistency of Purpose

Wastage of the resources should be minimized

Collaboration among the members

117. Knowledge management involves encouraging the members of the organization to:

Select correct option:

Improve the educational level of the average employee

Develop new training programs to help new employees

Develop a corporate university

Systematically gather information and share it with others

118. Selecting an alternative in the decision-making process is accomplished by:

Select correct option:

Choosing the alternative with the highest score

Choosing the One You Like Best

Selecting the alternative that has the lowest price

Selecting the alternative that is the most reliable

119. Power and authority that are concentrated at the upper levels of the organization as much as possible, is called:

Select correct option:

Authority

Unity of command

Unity of direction

Centralization

120. Which famous management thinker was related with the development of "Theory X"?

Select correct option:

Douglas McGregor

Abraham Maslow

Frederick Herzberg

Chester Barnard

121. Which of the following is NOT an example of a constituency that makes up the specific environment?

Select correct option:

Customers

Socio-cultural

Suppliers

Competitors

122. The time period for the construction of pyramids was:

Select correct option:

10 years

15 years

30 years

20 years

123. Which of the following scientist is most closely associated with the Hawthorne studies?

Select correct option:

Adams

Mayo

Lawler

Barnard

124. The process of monitoring performance, comparing it with goals and correcting any significant deviations is known as:

Select correct option:

Planning

Organizing

Leading

Controlling

125. Which of the following encourages efficiency and productivity and is consistent with the goal of profit maximization?

Select correct option:

Utilitarian view

Principled view

Rights view

Theory of justice view

126. CEO of Siemens presents 10000 \$ scholarships to the winners of Math, Science and Technology in a high school. He is acting the role of:

Select correct option:

Figurehead

Leader

Spokesperson

Liaison

127. The best way to characterize management is to say that it is:

Select correct option:

Part of the economy

An activity or process

An overcrowded career field

One of the chief difficulties for most firms

128. Which of the management tasks is the most important for a supervisory manager?

Select correct option:

Planning

Organizing

Controlling

Staffing

129. Which of the following approaches did not study management by dividing it into elements or components?

Select correct option:

Operational approach

Administrative approach

Systems approach

Behavioral approach

130. The Hawthorne studies were initially devised to study:

Select correct option:

Productivity levels of groups versus individuals

The effect of noise on employee productivity

The effect of illumination levels on employee productivity

The effect of competitive organizational environments on productivity

131. What is the best term to describe the process of attempting to influence other people to attain the organization's objectives?

Select correct option:

Planning

Organizing

Leading

Controlling

132. Which of the following is NOT a category of decision making style?

Select correct option:

Directive style

Managerial style

Analytical style

Conceptual style

133. Which of the following management thinker created a role classification system based on how managers spend their time at work to describe a manager's role?

Select correct option:

Peter Brabeck-Letmathe

Abraham Maslow

Andrea Jung

Henry Mintzberg

134. The belief that businesses should be responsible because such actions are right for their own sake is known as which argument for social responsibility?

Select correct option:

Public expectation

Ethical obligation

Public image

Discouragement of government regulation

135. An organization's specific environment:

Select correct option:

Is unique and changes with conditions

Is the same regardless of the organization's age

Is determined by the top level of management

Is quantified to determine its existence

136. Agency head or plant manager is most likely associated with which of the following managerial role?

Select correct option:

Team leaders

Middle managers

First-line managers

Top managers

137. Creativity is formed when the elements of creative skills, expertise, and ____ intersect.

Select correct option:

Personality

Experience

Task motivation

Consistency

138. Ali is a manager in a multinational organization. He believes that the employees of the company are lazy and do not have much ambition. Ali can be classed as _____ manager based on the perspectives of Douglas McGregor.

Select correct option:

Theory Y

Bureaucratic

Theory X

Administrative

139. The task environment of organizations consists of constituencies that have a direct impact on managers' decisions and actions. The main constituencies are made up of customers, suppliers, competitors, and _____.

Select correct option:

Legislators

Pressure groups

Employees

Lawyers

140. Which of the following early advocates of organizational behavior was concerned about deplorable working conditions?

Select correct option:

Robert Owens

Hugo Munsterberg

Mary Parker Follett

Chester Barnard

141. Activities such as taking visitors to dinner and attending ribbon cutting ceremonies come under which of the following management role?

Select correct option:

Leader

Liaison

Figurehead

Negotiator

142. What type of forecasting technique relies on the judgment and opinion of knowledgeable individuals?

Select correct option:

Qualitative

Short-term

Confirmatory

Predictive

143. The classical view of social responsibility holds that management's only social responsibility is to:

Select correct option:

Maximize organizational profits for stockholders

Maximize adherence to the laws for stockholders

Maximize organizational profits for stakeholders

Minimize adherence to the laws for stockholders

144. Which of the management tasks is the most important for a supervisory manager?

Select correct option:

Planning

Organizing

Controlling

Staffing

145. Sony Corporation's focus on product innovation is an example of which of the following dimensions of organizational culture?

Select correct option:

People orientation

Attention to detail

Outcome orientation

Aggressiveness

146. Non-programmed decisions are typically made under a condition of which of the following?

Select correct option:

Certainty

Low levels of risk

Uncertainty

Reliability

147. Interest rates, inflation rates, and stock market indexes are all examples of which of the factor of an organization's general environment?

Select correct option:

Economic

Political

Social

Technological

148. Which one of the following individuals is most closely associated with scientific management?

Select correct option:

Frederick Taylor

Mary Parker Follett

Harold Koontz

Max Weber

149. Amir is representing his company at the local Chamber of Commerce Annual Business Recognition luncheon. He is performing which of the following managerial role?

Select correct option:

Negotiation

Monitor

Figurehead

Liaison

150. A business school's statement that it "strives for productive relationships with local organizations" is an example of which of the following?

Select correct option:

Rule

Policy

Procedure

Commitment

151. Ali has just received each and every necessary statistics on the proposed new purchases for his organization. Ali is now ready to render his decision about them. Ali will be making his decision under conditions best referred to as:

Select correct option:

Risk

Certainty

Risk avoidance

Uncertainty

152. All of the following are reasons to look at theoretical perspectives of management EXCEPT:

Select correct option:

Understanding the present

Source of new ideas

History repeats itself

Guide to action

153. The task environment of organizations consists of constituencies that have a direct impact on managers' decisions and actions. The main constituencies are made up of customers, suppliers, competitors, and _____.

Select correct option:

Legislators

Pressure groups

Employees

Lawyers

154. Which of the following approach focuses on a set of interrelated and interdependent parts arranged in a manner that produces a unified whole?

Select correct option:

Process

Function

Systems

Contingency

155. The idea that employees should also share the profit of organization was given by:

Select correct option:

Frederick Taylor

Robert Owen

Charles Babbage

W. Edwards Deming

156. A business school's statement that it "strives for productive relationships with local organizations" is an example of which of the following?

Select correct option:

Rule

Policy

Procedure

Commitment

157. Group decisions provide ____ information as compared to individual ones.

Select correct option:

Current

Complete

Relevant

Consistent

158. Role of disseminator, figurehead, negotiator, liaison and spokesperson is most important for:

Select correct option:

Top level managers

First line managers

Middle level managers

Non managerial staff

159. Which of the following approaches to ethical decision-making focuses on the consequences of an action?

Select correct option:

Utilitarian approach

Universalism approach

Moral rights approach

Justice approach

160. All of the following are characteristics of total quality management EXCEPT:

Select correct option:

Intense focus on the competition

Concern for continual improvement

Improvement in quality of everything the organization does

Accurate measurement

161. Non-programmed decisions are typically made under a condition of which of the following?

Select correct option:

Certainty

Low levels of risk

Uncertainty

Reliability

162. All of the following are managerial roles identified in Mintzberg's Model EXCEPT:

Select correct option:

Informational

Interpersonal

Functional

Decisional

163. Power and authority that are concentrated at the upper levels of the organization as much as possible, is called:

Select correct option:

Authority

Unity of command

Unity of direction

Centralization

164. CEO of Siemens presents 10000 \$ scholarships to the winners of Math, Science and Technology in a high school. He is acting the role of:

Select correct option:

Figurehead

Leader

Spokesperson

Liaison

165. Which of the following describe(s) a global marketplace?

Select correct option:

The entire world is a marketplace

National borders are irrelevant

The potential for organizations to grow expands dramatically

All of the given options

166. Which of the following is a basic definition of ethics?

Select correct option:

Moral guidelines for behavior

Rules for acknowledging the spirit of the law

Principles that define right and wrong conduct

Principles for legal and moral development

167. The most outspoken advocate of the classical view of social responsibility is economist and Nobel prize winner:

Select correct option:

Carnegie Milton

Charles Darwin

Milton Freeman

Milton Friedman

168. The management process includes all of the following management functions EXCEPT:

Select correct option:

Planning

Innovating

Leading

Organizing

169. All of the following are reasons to look at theoretical perspectives of management EXCEPT:

Select correct option:

Understanding the present

Source of new ideas

History repeats itself

Guide to action

170. Assembling additional information and identifying both the nature and the causes of the problem comes under:

Select correct option:

Scanning stage

Categorization stage

Diagnosis stage

Implementation stage

171. Assembling additional information and identifying both the nature and the causes of the problem comes under:

Select correct option:

Scanning stage

Categorization stage

Diagnosis stage

Implementation stage

172. Mr. A is a manager in XYZ Company; he has a reputation for being an open and honest person and understands how to motivate employees and customers, he is said to have good _____ skills.

Select correct option:

Sales

Political

Interpersonal

Technical

173. Environmental scanning establishes the basis for _____, which are predictions of outcomes.

Select correct option:

Scenarios

Projects

Budgets

Forecasts

174. Cultivating a learning culture where organizational members systematically gather knowledge and share it with others in the organization so as to achieve better performance is called:

Select correct option:

Knowledge management

Technical management

Software management

Systems management

175. All levels of management between the supervisory level and the top level of the organization are termed as:

Select correct option:

Middle managers

First-line managers

Supervisors

Foremen

176. The process of monitoring performance, comparing it with goals and correcting any significant deviations is known as:

Select correct option:

Planning

Organizing

Leading

Controlling

177. The time period for the construction of pyramids was:

Select correct option:

10 years

15 years

30 years

20 years

178. Which of the following acts as an unambiguous measure of the effectiveness of a business organization?

Select correct option:

Efficiency

Employee satisfaction

Increased revenues

Profits

179. Which of the following is a cultural measure of the degree to which people will tolerate risk and unconventional behavior?

Select correct option:

Power distance

Uncertainty avoidance

Short- versus long-term orientation

Individualism versus collectivism

180. Group decisions provide ____ information as compared to individual ones.

Select correct option:

Current

Complete

Relevant

Consistent

181. Within the members of the North American Free Trade Agreement, trade has ____ since the treaty was signed.

Select correct option:

Decreased initially, but increased steadily

Increased

Decreased

Nither increased nor decreased

182. The best way to characterize management is to say that it is:

Select correct option:

Part of the economy

An activity or process

An overcrowded career field

One of the chief difficulties for most firms

183. The classical view of social responsibility holds that management's only social responsibility is to:

Select correct option:

Maximize organizational profits for stockholders

Maximize adherence to the laws for stockholders

Maximize organizational profits for stakeholders

Minimize adherence to the laws for stockholders

184. How would you define the problem if all outcome of every alternative is known?

Select correct option:

Bounded rationality

Unbounded rationality

Certainty

Uncertainty

185. The behaviorist Mary Parker Follett referred to integration as a process in which:

Select correct option:

Managers use their directive might to solve conflicts

Employees use their own intuition to solve conflicts

Managers and employees work together to solve conflicts

Conflicts are ignored

186. When a firm advertises that it only uses recycled paper products, it is called:

Select correct option:

Meeting its social obligation

Meeting social responsibilities

Being socially responsive

Paying attention to the bottom line

187. All of the following are managerial roles identified in Mintzberg's Model EXCEPT:

Select correct option:

Informational

Interpersonal

Functional

Decisional

188. Which ethical approach is guided by what will result in the greatest good for the greatest number of people?

Select correct option:

Moral-Rights approach

Individual approach

Utilitarian approach

Justice approach

189. In order to communicate, motivate and delegate a manager must have:

Select correct option:

Political skills

Conceptual skills

Technical skills

Interpersonal skills

190. Power and authority that are concentrated at the upper levels of the organization as much as possible, is called:

Select correct option:

Authority

Unity of command

Unity of direction

Centralization

191. People with which of the following decision making style have a high tolerance for ambiguity and tend to focus on the people or social aspects of a work situation?

Select correct option:

Analytical

Behavioral

Directive

Conceptual

192. Which of the following is called an input to a system?

Select correct option:

Materials

Products

Services

Employee behavior

193. Which of the following is noted for the development of time motion studies that utilized stopwatches and cameras to analyze workplace efficiencies?

Select correct option:

Frederick Taylor

Henri Fayol

Henry Gantt

Frank and Lillian Gilbreth

194. A culture where employees show a great deal of respect for authority and where titles and ranks are important would be an example of which dimension of national culture?

Select correct option:

Individualism versus collectivism

Power distance

Uncertainty avoidance

Short- versus long-term orientation

195. Which of the following theory proposes that ethical decisions be based on existing ethical norms in industries and communities in order to determine what constitutes right and wrong?

Select correct option:

Theory of justice of ethics

Integrative social contracts

Right view of ethics

Utilitarian view of ethics

196. Grouping activities and resources in a logical fashion is called:

Select correct option:

Planning

Organizing

Leading

Controlling

197. Which of the following is NOT an example of a constituency that makes up the specific environment?

Select correct option:

Customers

Socio-cultural

Suppliers

Competitors

198. Groups that are affected by organizational decisions and policies are known as:

Select correct option:

Management constituencies

Stockholders

Stakeholders

Business owners

199. The management function that specifies goals to be achieved and deciding in advance the appropriate actions to achieve those goals is:

Select correct option:

Leading

Controlling

Organizing

Planning

200. The behaviorist Mary Parker Follett referred to integration as a process in which:

Select correct option:

Managers use their directive might to solve conflicts

Employees use their own intuition to solve conflicts

Managers and employees work together to solve conflicts

Conflicts are ignored

201. Fredrick Taylor was the student of:

Select correct option:

Robert Owen

Charles Babbage

W. Edwards Deming

Henry Towne

202. Which viewpoint emphasizes finding ways to manage work more efficiently?

Select correct option:

Behavioral

Quantitative

Classical

Qualitative

203. Which of the following is an explicit statement that tells a manager what he or she can or cannot do?

Select correct option:

Procedure

Policy

Rule

Solution

204. Which of the following is one of Fayol's principles of management?

Select correct option:

Authority

Discipline

Unity of command

All of the given options

205. Which of the following is NOT an example of an organization's general environment?

Select correct option:

Economic conditions

Political conditions

Social conditions

Industry conditions

206. When call center managers spend much of their time monitoring customer calls and giving employees feedback about how to improve their dialogue with customers in the future, these managers are using which of the following skills?

Select correct option:

Technical

Conceptual

Situational

Ethical

207. A manager transmits the information outside the organization. He is performing which of the following role?

Select correct option:

Spokesperson

Representative

Disseminator

Agent

208. Which of the following is an explicit statement that tells a manager what he or she can or cannot do?

Select correct option:

Procedure

Policy

Rule

Solution

209. Which of the following scientist is most closely associated with the Hawthorne studies?

Select correct option:

Adams

Mayo

Lawler

Barnard

210. The classical view of social responsibility holds that management's only social responsibility is to:

Select correct option:

Maximize organizational profits for stockholders

Maximize adherence to the laws for stockholders

Maximize organizational profits for stakeholders

Minimize adherence to the laws for stockholders

211. Primarily managers perform which of the following tasks?

Select correct option:

Selling

Stocking merchandise

Directing the activities of other people

Ordering merchandise

Solved MGT 503

212. The following four different approaches to management thinking were developed in the first half of the 20th century:

☐ Scientific management, general administrative, quantitative, and contingency approach.

• ☐ Scientific management, general administrative, quantitative, and organizational behavior.

• General administrative, globalization, organizational behavior, and quantitative.

• Systems approach, scientific management, general administrative, and organizational behaviour.

• Scientific management, Hawthorne Studies, quantitative, and organizational behavior.

213. When we classify managers according to their level in the organization they are described as _____.

- ☐ Functional, staff and line managers
- ☒ **Top managers, middle managers and supervisors**
- ☐ High level and lower level managers
- ☐ General managers and administrative managers

214. Frederick Taylor and Frank and Lillian Gilbreth were advocates of an approach to management involving the use of scientific method, known as:

- ☐ The quantitative approach.
- ☐ Management science.
- ☒ **Scientific management.**
- ☐ The contingency approach.

215. Authority, discipline, unity of command, and unity of direction are:

- ☐ Taylor's four principles of management.
- ☐ Principles of the human relations movement.
- ☐ Elements of Weber's ideal bureaucratic structure.
- ☒ **Four of Fayol's fourteen principles of management.**

216. Some of the other fields of study that affect management theory or practice include:

- ☒ **Political science, philosophy, anthropology and sociology**
- ☐ Zoology, psychology, sociology and philosophy.
- ☐ Anthropology, astrology, political science and psychology.
- ☐ Political science, sociology, typography and economics.

217. The philosophy of management known as total quality management developed primarily out of the work of:

- ☐ Henri Fayol
- ☐ Frederick Taylor
- ☐ Robert McNamara
- ☒ **W. Edwards Deming**

218. Possibly the most important pre-20th century influence on management was:

- ☐ Therbligs
- ☒ **The industrial revolution.**
- ☐ Scientific management.
- ☐ The division of labor.

219. _____ need involves the desire to affiliate with and be accepted by others.

- ☐ Esteem
- ☒ **Belongingness**
- ☐ Safety
- ☐ Self Actualization

220. Needs that impel creativity and innovation, along with the desire to have a productive impact on our surroundings are _____ needs.

- ☐ Existence
- ☐ Relatedness
- ☒ **Growth**
- ☐ None of the Above

221. Division of labor, authority hierarchy, formal selection, formal rules and regulations, impersonality, and career orientation are all features of:

- ☒ **Weber's ideal type bureaucracy.**
- ☐ General administrative theory.
- ☐ Fayol's principles of management.
- ☐ Taylor's principles of management.

222. The decision-making model consists of four styles: directive, analytic, behavioral and _____.

- ☒ **Conceptual**
- ☐ Intuitive
- ☐ Group interaction
- ☐ Laggard

223. _____ is characteristic of liquidity ratios.

- ☒ **Organization's ability to meet its current debt obligations**
- ☐ Organization's use of debt to finance its assets and whether it's able to meet the interest payments on the debt
- ☐ How efficiently the firm is using its assets
- ☐ None of given options

224. _____ is a communication that flows from a higher level to one or more lower levels in the organization.

- ☐ Horizontal communication
- ☐ Upward communication
- ☐ Downward communication
- ☒ **None of given options**

225. 1st stage of group development is _____.

- ☐ Storming
- ☐ Norming
- ☒ **Forming**
- ☐ Performing

226. _____ is an individual's capacity to influence decisions.

- ☐ Span of control
- ☐ Line authority
- ☐ Staff authority
- ☒ **Power**

227. An organizational design with low departmentalization, wide spans of control, authority centralized in a single person and little formalization are characteristics of _____.

- ☒ **Simple structure**
- ☐ Functional structure
- ☐ Divisional structure
- ☐ None of given option

228. _____ is the form of departmentalization that groups similar jobs and activities into departments.

- ☐ A product structure
- ☐ A divisional structure
- ☐ A matrix structure
- ☒ **A functional structure**

229. The main influence on the behavioral science theories were:

- ☒ **Psychology and sociology.**
- ☐ Sociology and bureaucracy.
- ☐ Sociology and science.
- ☐ Bureaucracy and psychology.

230. ERG theory was introduced by _____.

- ☒ **Clayton Alderfer**
- ☐ McClelland
- ☐ Douglas McGregor
- ☐ J. Stacey Adams

231. _____ is counter to goal-setting theory.

- ☐ Expectancy Theory
- ☒ **Reinforcement Theory**

- ☐ERG Theory
- ☐None of given option

232. Autocratic, Democratic and Laissez-faire leader behavior styles were introduced by

- ☐University of Iowa researcher
- ☐Michigan Studies
- ☐Ohio State Studies
- ☐None of given option

233. The difference between an e-business enhanced organization and an e-business enabled organization is:

- ☐Only an e-business enhanced organization uses the Internet.
- ☐Only an e-business enhanced organization relies on an intranet.
- ☐Only e-business enhanced organizations use e-business tools and applications.
- ☐Only e-business enhanced organizations have e-business units within their organization.

234. _____ is not one of the eight steps in the decision making process.

- ☐Identifying the problem
- ☐Analyzing alternative solutions
- ☐Implementing the decision
- ☐Delegating the decision making

235. _____ is the capacity to affect the behaviors of others.

- ☐Leadership
- ☐Power
- ☐Trait
- ☐Aggression

236. Which of the following is NOT associated with learning organizations or knowledge management?

- ☐COIN
- ☐A recommended response to a rapidly changing world.
- ☐Systematic gathering and sharing of useful information.
- ☐PSTN

237. Surroundings are _____ needs.

- ☐Existence
- ☐Relatedness
- ☐Growth

☐ None of the Above

238. The vertical flow of communication from lower level to one or more higher levels is _____.

- ☒ Upward communication
- ☐ Downward communication
- ☐ Formal Communication
- ☐ Horizontal communication

239. Inputs necessary for the group to operate are _____ inputs.

- ☐ Group Size
- ☒ Work Group
- ☐ Group Task
- ☐ None of the Above

240. A _____ is the combining of two or more companies into one organization.

- ☒ Merger
- ☐ Acquisition
- ☐ Diversification
- ☐ None of the given options

241. The General Manager's meeting was most likely a result of the following management function:

- ☐ Organizing
- ☐ Planning
- ☒ Decision-Making
- ☐ Controlling

242. Managers today realize that long-term success can be achieved primarily by satisfying the customer. Customers are demanding quicker service, higher quality, and more _____.

- ☒ Value for their money
- ☐ Personal attention
- ☐ Variety in services
- ☐ Online choices

243. The belief that a firm's obligation goes beyond that required by law and economics, and includes a pursuit of long-term goals that are good for society is known as:

- ☐ Social responsiveness

- ☐ Ethical responsibility
- ☒ **Social responsibility**
- ☐ Social obligation

244. Challenging goals usually lead to _____ performance from individuals and groups.

- ☒ **Higher**
- ☐ Lower
- ☐ Excellent
- ☐ None of the Above

245. Which of the following is not a basic function of the management process?

- ☐ Controlling
- ☐ Organizing
- ☒ **Working**
- ☐ Leading

246. One of the greatest effects of e-commerce is that:

- ☒ **Costs will be reduced**
- ☐ Customers will be empowered
- ☐ Employees become more powerful
- ☐ Computers will be less important

247. Conceptual skills relate to a manager's ability to

- ☒ **Take a strategic view of how parts of the organization function**
- ☐ Solve detailed problems in groups
- ☐ Correctly evaluate organizational problems
- ☐ Understand and interact effectively with others in the organization

248. Which of the following functions or activities requires recruiting and placing qualified personnel needed for the organization so that it may achieve its objectives and goals?

- ☐ Planning
- ☒ **Staffing**
- ☐ Organizing
- ☐ Controlling

249. A variation of the electronic meeting that links together media from different locations is _____

- ☐ E-commerce
- ☐ The Delphi technique
- ☐ **Video conference**
- ☐ E-conference

250. ____ plans have clearly defined objectives.

- ☐ Directional
- ☐ Flexible
- ☐ **Specific**
- ☐ Standing

251. Who studied the nature of specific jobs, and broke the tasks into basic work units with the end result providing the one right way to perform the job?

- ☐ Douglas M. McGregor
- ☐ **Frederick W. Taylor**
- ☐ Henry L. Gantt
- ☐ Henry L. Gantt

252. The recently emerged type of managerial job is _____

- ☐ Top Manager
- ☐ Middle Manager
- ☐ **First Line Manager**
- ☐ Team Leader

253. The Hawthorne studies:

- ☐ Found that to increase worker efficiency, management must analyze and minimize the motions required to complete a task.
- ☐ **Found that when workers know they are being watched, their productivity increases.**
- ☐ Found that a worker is inherently lazy and will use any excuse not to perform their duties.
- ☐ Found that workers accept a managerial directive only if it is acceptable in terms of their personal interests.

254. The *Behavioral* approach to management focused on:

- ☐ **The worker**
- ☐ The manager
- ☐ The owner
- ☐ None of the above.

255. The external environment factor that states: The values and culture that

affect the way people feel about the organization they are in and about work itself is:

- ☐ **Sociological factors**
- ☐ Political factors
- ☐ Economic factors
- ☐ Psychological factors

256. The external environment factor that includes: Factors that have a less immediate effect on a business such as the nation's rate of inflation or recession, unemployment rate, or standard of living, is

- ☐ Political factors
- ☐ Sociological factors
- ☐ **Indirect economic factors**
- ☐ Direct economic factors

257. The resources within an organization, used to achieve its goal, make up the _____ of a business.

- ☐ External environment
- ☐ **Internal environment**
- ☐ Social responsibility
- ☐ Workers motivation

258. Strategic planning:

- ☐ **Addresses the organization's basic mission or business, issuing broad statements of purpose or direction that have a long lead time.**
- ☐ Involves managers in each unit of an organization who are responsible for achieving the unit's objectives within a specified period of time.
- ☐ Looks specifically at resources, finances, and market conditions to determine ways to accomplish the overall plans of the organization.
- ☐ Determines the day-to-day operations within an organization.

259. GAP analysis:

- ☐ Is a planning approach for determining where an organization is today.
- ☐ Is a planning approach for determining how an organization will reach its goals.
- ☐ Provides a diagram showing a company's present momentum and its potential.
- ☐ **All of the above.**

260. The SWOT approach assesses an organization's

- ☐ Speed, Wants, Order, Timing
- ☐ Structure, Workforce, Organization, Types

- ☐ **Strengths, Weaknesses, Opportunities, Threats.**
- ☐ Signs, Worries, Objectives, Techniques

261. _____ is the process of using the resources and personnel of an organization in an orderly way to achieve the objectives and long-term goals of the organization.

- ☐ Planning
- ☐ **Organizing**
- ☐ Leading
- ☐ Controlling

262. Which of the following is the most common type of departmentalization?

- ☐ Customer/Market Departmentalization
- ☐ **Function Departmentalization**
- ☐ Geography Departmentalization
- ☐ Process Departmentalization

263. A manufacturing company has divided its departments into pattern making, fabric cutting, and fabric coloring. What type of departmentalization is this?

- ☐ Geography Departmentalization
- ☐ **Process Departmentalization**
- ☐ Matrix/Project Departmentalization
- ☐ Function Departmentalization

264. A _____ organizational structure is the simplest form and has clear lines of authority and ease of decision making.

- ☐ Horizontal
- ☐ **Line**
- ☐ Vertical
- ☐ Staff

265. The management of people/labor should be handled by what department in an organization?

- ☐ Administration
- ☐ **Human Resources**
- ☐ Information Systems
- ☐ Accounting

266. When a candidate for a position is asked general, open-ended job related

questions, they are experiencing what type of interview?

- ☐ **Unstructured Interview**
- ☐ Structured Interview
- ☐ Relaxed Interview
- ☐ Unorganized Interview

267. Which of the following is NOT a major influence on the rate of compensation?

- ☐ Competition
- ☐ **Voluntary retirement**
- ☐ Laws
- ☐ Unions

268. Which type of separation is most unpleasant for an employee?

- ☐ **Termination**
- ☐ Mandatory retirement
- ☐ Voluntary retirement
- ☐ Resignation

269. Leadership can _____ subordinates to help the organization achieve its goals.

- ☐ Motivate
- ☐ Communicate
- ☐ Direct
- ☐ **All of the above**

270. Which source of power is based on an individual's knowledge, special skills, abilities, or previous experience?

- ☐ Referent power
- ☐ **Expert power**
- ☐ Referent power
- ☐ Legitimate power

271. Which source of power is based on a manager's ability to punish a subordinate?

- ☐ **Coercive power**
- ☐ Referent power
- ☐ Rewarded power
- ☐ Legitimate power

272. A budget is what type of control?

- ☐ Standard

- ☐ Process
- ☐ Division
- ☐ **Financial**

273. The theory that an individual tends to act in a certain way, with the expectation that the act will be followed by a given outcome and according to the attractiveness of the outcome is ____.

- ☐ **Equity theory**
- ☐ Three-needs theory
- ☐ Motivation-hygiene theory
- ☐ Expectancy theory

274. Leaders who inspire followers to transcend their own self-interests for the good of the organization, and are capable of having a profound and extraordinary effect on followers are ____ leaders.

- ☐ Transactional
- ☐ **Transformational**
- ☐ Democratic
- ☐ Autocratic

275. A group of employees with expertise in a variety of specialty areas who are brought together to work on a project or specific activity is a:

- ☐ **Cross functional team**
- ☐ Self-managed team
- ☐ Virtual team
- ☐ Problem-solving team

276. _____ is the power to give positive benefits or rewards.

- ☐ Expert power
- ☐ **Reward power**
- ☐ Legitimate power
- ☐ Coercive power

277. The final step of the strategic management process is ____.

- ☐ Doing an internal analysis
- ☐ Formulating strategies
- ☐ Implementing strategies
- ☐ **Evaluating results**

278. A/An _____ is a formal evaluation of an organization's financial statements, performed either by an outside accounting firm or by an internal department.

- ☐ Revenue operating budget
- ☐ Incident log
- ☐ **Financial audit**
- ☐ Balance sheet budget

279. In a PERT network, slack time is ____.

- ☐ The end point that represents the completion of a major activity
- ☐ The time or resources required to progress from one event to another
- ☐ **The amount of time an individual activity can be delayed without delaying the whole Project**
- ☐ The longest or most time-consuming sequence of events and activities

280. Which type of decision making is carried out by lower level management and deals with specific day-to-day processes?

- ☐ Programmed decision making
- ☐ **Operational decision making**
- ☐ Administrative decision making
- ☐ Mid-level decision making

281. _____ involves allocating resources by detailing what activities have to be done, the order in which they are to be completed, who is to do each, and when they are to be completed.

- ☐ Benchmarking
- ☐ **Budgeting**
- ☐ Scheduling
- ☐ Competitor intelligence

282. A problem solver is a style of problem solving reflected by the manager

- ☐ **Who confronts the problem, reacts to it, and makes those changes necessary solve it.**
- ☐ Who notices a problem and does not react.
- ☐ Who actively looks at situations, searching for problems or anticipating possible problems so that corrective action can be taken before the problem grows.
- ☐ None of the above

283. The process by which a sender transmits content is known as

- ☐ **Encoding**
- ☐ Decoding
- ☐ Feedback
- ☐ Receiver

284. When a subordinate or lower level manager passes information or offers suggestions to higher level management, they're using which level of communication?

- ☒ Upward communication
- ☐ Downward communication
- ☐ Lateral communication
- ☐ Diagonal communication

285. If a solution to a particular problem is not vital to the functioning of an organization and management is willing to overlook the causes of the conflict, managers may choose to use which type of conflict resolution?

- ☐ Confrontation
- ☒ Avoidance
- ☐ Dominance
- ☐ Compromise

286. Which of the following statements would a Theory X manager consider to be true?

- ☐ The average person can learn to accept and even seek responsibility
- ☒ Employees will shirk responsibility
- ☐ Employees will exercise self-direction if they are committed to the objectives
- ☐ Employees view work as being as natural as play

287. A short letter written to a potential employer with a resume attached is known as a

- ☐ Introduction letter
- ☒ Cover letter
- ☐ Interview letter
- ☐ Ice-breaker letter

288. _____ is the process of getting results accomplished through others.

- ☐ Ordering
- ☐ Mandating
- ☒ Delegating
- ☐ Working

289. What is the term used to define the number of subordinates directly controlled by a manager?

- ☐ Division management

- ☐ Departmentation
- ☐ Investment span
- ☐ **Span of management**

290. Which management theorist is responsible for the motivation-hygiene theory?

- ☐ Abraham Maslow
- ☐ Dale Hawthorne
- ☐ Peter Drucker
- ☐ **Frederick Herzberg**

291. What kind of organizational structure combines a vertical chain of command with horizontal reporting requirements?

- ☐ Line authority
- ☐ **Matrix**
- ☐ Functional
- ☐ Line-and-staff

292. What kind of training program is most appropriate for a simple task?

- ☐ **On-the-job training**
- ☐ vestibule training
- ☐ laboratory training
- ☐ job rotation

293. Which leadership theory suggests that management style should adapt itself to changing circumstances?

- ☐ **Contingency theory**
- ☐ Delegation theory
- ☐ Autocratic theory
- ☐ Participatory theory

294. According to Abraham Maslow, the most elevated type of need is

- ☐ **Self-actualization**
- ☐ Physiological
- ☐ Esteem
- ☐ Safety

295. Mr. A. is a manager in a manufacturing company, he attempts to establish a culture of quality affecting the attitudes and actions of every employee and

relies on a workforce that wants to improve quality. He focuses on establishing:

- ☐ Total Quality Management
- ☐ Knowledge management
- ☒ **Operations Management**
- ☐ Management of Information System

296. Ali is working in XYZ Company, he desires to get himself secure from crimes, company lay offs and other adverse impacts. We can say that he fulfils the ----- need.

- ☐ Self Actualization
- ☐ Social need
- ☐ Esteem
- ☒ **Safety**

297. In ----- theory management assumes that employees may be ambitious, self-motivated, and anxious to accept greater responsibility, and exercise self-control, self-direction, autonomy and empowerment.

- ☐ Theory Y manager
- ☐ Theory X manager
- ☐ Theory Z manager
- ☒ **All of the above**

298. ----- roles involve people and other duties that are ceremonial and symbolic in nature.

- ☐ Informational.
- ☒ **Interpersonal.**
- ☐ Decisional.
- ☐ All of the given options.

299. ----- is the use of scientific method to define the "one best way" for a job to be done.

- ☒ **Scientific management**
- ☐ Bureaucratic management
- ☐ Administrative management
- ☐ Management

300. The planning process can be used to promote _____ in organization

- ☐ Advancement
- ☒ **Technologies**

- ☐ **Innovation**
- ☐ Discoveries

301. The study of people in relation to their fellow human beings is

- ☐ Psychology
- ☒ **Sociology**
- ☐ Anthropology
- ☐ All of the given options

302. Which management concept suggests that low-importance decisions be handled by subordinates, so that managers can focus on high-importance decisions?

- ☐ management by objective
- ☒ **management by exception**
- ☐ participatory management
- ☐ inclusionary management

303. Getting work done with a minimum of effort, expense or waste is the definition of _____

- ☐ Effectiveness.
- ☐ Management
- ☐ Planning.
- ☒ **Efficiency**

304. _____ are mathematical models that describe the operating characteristics of queuing situations.

- ☒ **Waiting line models**
- ☐ Simulation models
- ☐ Decision trees
- ☐ All of the given options

305. Main purpose to build Sydney opera hall is to provide _____

- ☐ Knowledge.
- ☐ Information
- ☐ Education.
- ☒ **Entertainment**

306. Managers having the least authority and are at the lowest level in the hierarchy of the organization are called _____

- ☐ Middle level managers
- ☒ **Top level managers**

- ☐ **First-line managers**
- ☐ None of the given options

307. _____ reduces uncertainty

- ☐ Negotiating
- ☐ **Planning**
- ☐ Organizing
- ☐ Leading

308. Decision makers face _____ types of problems.

- ☐ 2
- ☐ **3**
- ☐ 4
- ☐ 5

309. _____ are those plans that are extended beyond three years.

- ☐ Short Term Plans
- ☐ **Long Term Plans**
- ☐ Specific Plans
- ☐ Strategic Plans

310. _____ need involves the desire to affiliate with and be accepted by others.

- ☐ Esteem
- ☐ **Belongingness**
- ☐ Safety
- ☐ Self-Actualization

311. _____ is the recording system which enables sender to leave messages for receiver by telephone.

- ☐ E-Mail
- ☐ **Voice Mail**
- ☐ Videoconferencing
- ☐ Teleconferencing

312. A motivational approach in which an organization's financial statements are opened to and shared with all of the employees is called _____

- ☐ **Open Book Management**
- ☐ Pay for Performance Program
- ☐ Reinforcement Theory
- ☐ Feedback

313. A _____ refers to the authority and responsibility for achieving the major goals of the Organization.

- ☐ Line position
- ☐ Staff position
- ☐ Line authority
- ☐ None of the given options

314. _____ maintains self developed network of outside contacts and informers who provide favors and information.

- ☐ Entrepreneur
- ☐ Monitor
- ☐ Liaison
- ☐ Figurehead

315. _____ is the planning and implementing of organizational systems and practices that maximize the potential of employees to contribute to organizational goals and develop their capabilities unhindered by group identities such as race, gender, age, or ethnic group.

- ☐ Managing Diversity
- ☐ Anthropology
- ☐ Bureaucracy
- ☐ Remuneration

316. Seema desires for friendship, love, and a sense of belonging, we can say that she fulfils the _____

- ☐ Physical need
- ☐ Self Actualization
- ☐ Social need
- ☐ Esteem

317. _____ is a condition in which the decision maker chooses a course of action without complete knowledge of the consequences that will follow implementation.

- ☐ Risk
- ☐ Uncertainty
- ☐ Ambiguity
- ☐ Accuracy

318. NAFTA stands for:

- ☐ **North American Free Trade Agreement**
- ☐ North Asian Free Trade Agreement
- ☐ North American Free Trade Association
- ☐ None of the given options

319. Which one of the following is not the characteristic of Weber's ideal bureaucracy?

- ☐ Specialization of labor
- ☐ Formalization of rules
- ☐ **Division of labor**
- ☐ Formalization of links authority into a hierarchical structure

320. _____ shows the management structure of an organization.

- ☐ **Hierarchy**
- ☐ Decision Tree
- ☐ Incremental Model
- ☐ Satisfying model

321. If the average human being prefers to be directed, wishes to avoid responsibility, has relatively little ambition and wants security above all, the management attitude would Be:

- ☐ Theory Y manager
- ☐ **Theory X manager**
- ☐ Theory Z manager
- ☐ All of the given options

322. Getting work done with a minimum effort, expense, or waste is the definition of _____

- ☐ Management
- ☐ Planning
- ☐ **Efficiency**
- ☐ Effectiveness

323. Which of the following is not an argument for the assumption of social responsibility by business?

- ☐ Long-run profits
- ☐ **Stockholder interests**
- ☐ Ethical obligations
- ☐ Costs

324. _____ concluded that managers perform 10 interrelated activities that relate to decision making, using information and interpersonal

relationships.

- ☐ **Mintzberg**
- ☐ Abraham Maslow
- ☐ Robert Owen
- ☐ Henri Fayol

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