

PRACTICE QUESTIONS FOR MGA 208.

CHAPTER ONE

MANAGEMENT

1). _____ is an organ charged with the responsibility of maintaining an organization so that the organization can accomplish its desired ends.

a). Organization b). Coordination c). Management d). Leading.

Ans: Management

2). _____ is the dynamic life-giving organ in every organization.

Ans: Management.

3). _____ can be viewed as an integrating process where the authorized individual _____, _____, and _____ in the selection and accomplishment of _____ aims.

Ans: Management, Creates, Maintains and Operates

4). _____ is getting things done through other people.

Ans: Management.

5). _____ is the performance of the _____ functions essential to the success of an organization.

Ans: Management, Critical.

6). _____ can be viewed as a _____ interrelated functional responsibilities

Ans: Management, Network

7). They are not a _____ of activities but rather a set of _____ activities that constitute a _____

Ans: Sequence, Interacting, Whole

8). _____ is a process that involves _____, _____, _____, _____ and _____ resource before the stated objectives can be achieved.

Ans: Management, Planning, Organizing, Coordinating, Motivating, Controlling.

9). _____ is an organized knowledge

Ans: Science

10). The essential feature of any science is that knowledge has been _____ through the application of _____ method.

Ans: Systematized, Scientific.

11). Scientific method first require _____ of concepts

Ans: Clarity.

12). The primary managerial function are

- a). Organizing, Criticizing and Planning
- b). Planning, Organizing and Controlling
- c). Organizing, Controlling and Planning.

Ans: B

Hint: POC

13). Managerial activities are:

Ans: Planning, Organizing, Leading and Controlling

Hint: POLC

14). There are _____ basic duties (tasks) of manager

- a). 5 b). 4 c). 3 d). 7

Ans: B

PLANNING

1). _____ is the starting point of management process

- a). Planing b). Plotting c). Projecting d). Planning.

Ans: D

2). _____ determines how the goals of the organization are to be attained

Ans: Planning

3). _____ involves deciding in advance what, when, where and how actions are to be taken and who will take them

- a). Controlling b). Leading c). Planning d). Planing

Ans: C

4). _____ can be viewed as an attempt to bridge the gap between now and the future.

Ans: Planning

5). Planning entails _____ activities

- a) 7 b) 2 c) 5 d) 4

Ans: B

6). _____ is the determination of what the organization proposes to achieve at a particular time in the future.

- a) Objectives b) Aims c) First planning activities d) Last planning activities

Ans: C

7). _____ means making a choice between alternative ways of accomplishing the objectives

- a). Leading b) Second planning activities c) Coordinating d) Motivating

8). _____ is to specify the action that have to be taken to attain these goals and objectives

Ans: Second Planning Activity

9). The following are importance of planning except

- a). Future Orientation
- b). Change in the Structure
- c). Guide Actions
- d). Technological Innovation

Ans: B

Hints: Change in the Organization

10). The following are not the attributes of good planning except

- a). Controversial
- b). Relevant
- c). Predictive
- d). Aim at effectiveness
- e). Contributory

Ans: E

Hint: CRAP: Contributory, Pervasive, Aim at efficiency, Reliable.

11). Planning pricesses are _____ in number

a). 7 b). 5 c) 2 d) 3

Ans: D.

Hints: Goal Setting, Developing Plans, Implementation.

12). Planning may be classified on the basis of _____ major criteria

a) 3 b) 8 c) 2 d) 5

Ans: C

Hint: i. Time of Usage ii. Design

13). By time of usage, the commonly identified categories of plan are _____

a). 5 b). 3 c). 6 d). 2

Ans: 2

14). By design, planning are categorized into:

a). Systematic, Technical and Operative

b). Strategic, Tactical and Operational

c). Symmetrical, Tactical and Opaque

Ans: B

15). By design, plans are classified into _____

a) 10 b) 3 c) 5 d) 7

Ans:

16). Single use plans involves

a) Special talk

b) Programmes

c) Purpose and Mission

d) Program.

Ans: D

17). Long term plans involves

a) Project b) Control c) Organizing d) Policies.

Ans: D

Hint: 4PBROS. Purpose and Mission, Policies, Procedures, Programmes, Budget, Rules, Objectives and Strategies.

18). _____ is a broad organizational goal based on planning premises which justifies an organization's existence

Ans: Purpose and Mission

19). _____ are specific target and assignments that must be carried out in order to fulfil a mission.

Ans: Objectives

20). _____ are guides to action and series of steps to be taken in accomplishing a task

Ans: Procedures

21). _____ is used in military. It means a grand plan

Ans: Strategies

22). _____ is the expression of those principles and rules that govern an organization

Ans: Policies

23). The simplest form of plan which consist of statements of actions that must be performed is _____.

Ans: Rules.

24). _____ expresses the sequential steps to be taken to achieve set objectives in organization

Ans: Programmes.

25). _____ is a plan expressed in numerical terms

Ans: Budget

26). Strategic Planning is carried out by _____

Ans: Top Management

27). Functional Planning is carried out by _____

Ans: Middle Management

28). Operational Planning is developed by _____

Ans: Low Management.

. ORGANIZING

1). _____ is a management process

Ans: Organizing

2). _____ is a social grouping

Ans: Organization.

3). Organizations are divided into _____ and _____

Ans: Formal and Informal

4). The concept that has to do with the number of persons/ subordinates manager(s) can effectively control is _____

Ans: Span of Control

5). The very number of subordinate depends very largely on how many factors

Ans: 9

6). Variations in structure arises as a result of how many factors

Ans: 3

7). The following are factors that affect variation in structure except

- a) Whether it is in the mining or secured environment
- b) Whether it is local, national or international organization
- c) The type of work involved

Ans: A

8). Three types of organizational structure are: (i) Line (Direct) Structure. (ii) _____ (iii) _____

Ans: Functional, Line and Staff Structure.

9). _____ usually gives the job titles of employees and how the jobs relate to each other

Ans: Organization Chart.

10). The Organization chart are _____ in number

Ans: 3

COORDINATION

1). _____ is the process of integrating the activities of separate departments in order to pursue organizational goals effectively

Ans: Coordination

2). To achieve effective coordination we can make use of _____ approaches

Ans: 3

3). _____ is of essence in coordination

Ans: Information

4). Information may come in _____ forms

Ans: 2

Hint: Vertical Information Systems, Lateral Relationship

5). The following are techniques for coordination except

a). Interview b) Committees c) Conferences c) Staff meetings d) Programmes.

Ans: A

AUTHORITY AND RESPONSIBILITY

1). _____ is an obligation of subordinates to their superiors to perform what it cannot be delegated.

Ans: Responsibility

2). _____ means giving someone the organizational power to undertake a job

Ans: Delegation.

3). Problems of delegation can be categorized into _____

Ans: 2

4). _____ is a special field that attempts to develop programmes, policies and activities to promote the satisfaction of both individual and organizational needs, goals and objectives.

Ans: Human Resource Management.

5). The following are functions of human resource management except

a) Manpower planning b) Recruitment c) Industrial relations d) Orientation e) Delegation

Ans: E

Hint: MRS OTPI (7 functions)

6). There are ____ basic aspects for manpower planning

a) 7 b) 3 c) 5 d) 4

Ans: D

7). _____ is the first step in attempts by organizations to employ the best qualified personnel

Ans: Recruitment.

8). Going side by side with job placement is _____

Ans: Orientation.

9). Training programmes is divided into _____

Ans: 2. Namely: Formal and Informal

10). On - the job training may take the form of : (i) Job rotation (ii) _____ and (iii) _____

Ans: Internship, Apprenticeship

11). Human resource management uses the performance appraisal as _____ by which the organization review the performance of potential staff.

Ans: Yardsticks

12). There are ____ main categories of appraisal

Ans: 2, namely: formal and informal appraisal.

13). _____ are the most significant way to recognize superior performance

Ans: Promotion

14). _____ is a form of movement of employee from one job or task to another

Ans: Transfer

15). _____ is generally administered on an employee who violates company policy.

Ans: Discipline.

16). _____ is the opposite of promotion

Ans: Demotion

17). The process of relieving an employee of his appointment in an organization.

Ans: Separation

LEADING

1). _____ involves directing, influencing and motivating employees to perform essential tasks

Ans: Leading.

2). The ability to change the attitudes or behaviour of individuals or group is _____

Ans: Power.

3). There are _____ different types of power

a) 7 b) 5 c) 9 d) 4

Ans: 5

MOTIVATION, COMMUNICATION AND CONTROL

1). _____ presumes the manager's intention to understand the inner feelings of people towards their job.

Ans: Motivation.

2). _____ is the art of conveying information across to people within and outside an organization.

Ans: Communication.

3). Which of the following is correct

a). Sender- Channel-Receiver-Message

b) Sender- Message- Channel- Receiver

Ans: B

4). _____ means constantly checking whether the organization is properly on course towards accomplishing its goals.

Ans: Control

5). Control encompass _____ steps

Ans: 3

6). Any meaningful control system require _____ prerequisites

Ans: 2

- 7). JIT: JUST IN TIME
- 8). MRP: Materials - resource(requirements) planning
- 9). CPM: Critical Path Method
- 10). PERT: Programme Evaluation and Review Techniques.

CHAPTER TWO

1). The four established schools of management thought are:

i. Classical Organization ii. _____ iii. Behavioural School. iv. _____

Ans: Scientific Management School & Management Science School.

2). Management and Organizations are products of their historical and _____ and _____

Ans: Social times & Places.

3). Management is as old as human _____ on earth

Ans: Existence

4). Management started from the _____ period

Ans: Stone age

5). The major contributors of classical organization theory school were _____

a) 7 b) 4 c) 6 d) 8

Ans: B.

6). Henri Fayol identified _____ activities of Management

a) 6 b) 10 c) 14 d) 8

Ans: A

Hint: SAM FCT. Security, Accounting, Managerial, Financial, Commercial and Technical

7). He identified _____ principles of management

Ans: 14

8). _____ is a German sociologist who developed a theory of bureaucracy.

Ans: Max Weber

9). Max Weber identified ____ legitimate authorities

Ans: Three (3)

10) Max Weber's three legitimate authorities are: i. _____ ii. Charismatic iii. _____

Ans: Traditional & Rational Authority

11). Henry L. Gantt was trained as a teacher and an _____

Ans: Engineer.

12).Who developed bonus system and charting system?

Ans: Henry L. Gantt

13). _____ means that the whole is greater than the sum of its parts.

Ans: Synergy.

14). _____ can be defined as the inner drives that activate or move an individual to action

Ans: Motivation

15). Contingency approach is sometimes called _____

Ans: Situational approach

16). The third level in Maslow's Hierarchy of need is _____

Ans: Social Needs

17). _____ is the strength of an individual's preference for an outcome

Ans: Valence

18). _____ is the probability that a particular action will lead to desired outcome

Ans: Expectancy

19). _____ is the strength of a person's motivation

Ans: Force.

20). Three types of David McClelland's Needs Theory are:

i. _____ ii. Need for Achievement iii. _____

Ans: Need for Power & Need for Affiliation.

21). The key variables in Leadership are:

i. The leader ii. ____ iii. The group member(subordinate) iv. ____

Ans: Tasks/ goals & The environment/ Situation.

22). The most important types of leader are ____ in number

Ans:5. Hint: Charismatic, Traditional, Situational, Appointed and Functional Leader

23). Research identifies ____ major areas in leadership behaviour

Ans: 2. Hint: Leadership style based on authority & People oriented and product oriented leadership style.

24) There are ____ major leadership styles

Ans: 3. Hint: Autocratic, Democratic and Laissez-faire Leader.

25). ____ is a two dimensional model of various styles of leadership

Ans: Managerial Grid Approach

26). In Managerial Grid approach 5.5 is ____

Ans: Middle of the Road Management.

27). In Managerial Grid approach 1.9 is ____

Ans: Country Club Management

28). In Managerial Grid approach 9.9 is ____

Ans: Team Management

29). In Managerial Grid approach 9.1 is ____

Ans: Task Management

30). In Managerial Grid approach 1.1 is ____

Ans: Impoverished Management.

CHAPTER FOUR

1). MBO means:

Ans: Management by Objective

2). MBO is a _____

Ans: scheme of formulating objectives and plans which links longer terms, corporate plans and strategic plans to short- term budget and operational plans.

3). Overall corporate objectives are properly _____ and _____

Ans: Defined & Quantified

4). Departmental objectives link directly to the _____ objective

Ans: Corporate

CHAPTER FIVE

DECISION MAKING IN ORGANIZATION

1). A _____ is a choice between two or more alternatives.

Ans: Decision.

2). _____ is the genesis of all managerial actions and functions

Ans: Decision- making.

3). There are _____ steps in decision- making

Ans: 10

4). Steps in decision -making is summarized into _____

Ans: 6

5). _____ can be defined as the desired outcome that management hopes to attain eventually

Ans: Objectives.

6). There are _____ characteristics of objectives

Ans: 4

7). The following are characteristics of objectives except:

a) specific b) time specific c) broad d) realistic e) measurable

Ans: C

8). Business objectives typically exist in a _____

Ans: Hierarchy

9). The number of levels in the hierarchy depends upon the _____ and _____ of the organization.

Ans: Size & Complexity.

10). There are _____ types of objectives

Ans: 7

CHAPTER SIX

INFORMATION SYSTEMS

1). MIS means:

Ans: Management Information System.

2). _____ is a formalized computer information system that can integrate data from various sources to provide the information necessary for management decision-making.

Ans: MIS

3). Management uses information for _____ purposes

Ans: 2. Hint: Planning & Control

4). There are _____ types of report

Ans: 4

Hints: Scheduled, Demand, Exceptional, Predictive Report.

CHAPTER SEVEN

COMMUNICATION SYSTEMS

1). _____ is the means whereby people in an organization exchange information regarding the operations of an enterprise.

Ans: Communication

2). There are _____ communication lines/system

Ans: 5

3). There are _____ channel of communication

Ans: 3. Hint: Written, Verbal/ face -to -face and Non- Verbal Communication.

4). There are _____ types of communication lines/ System.

Ans: 5.

5). The following are barriers to effective communication except.

a). Noise b) Semantic/ ambiguity c) Language d). Culture e) Melody

Answer: E.

MGA 208 IS ALREADY A SUCCESS!.

FINALLY:

TRUST IN THE LORD WITH THINE HEART; AND LEAN NOT UNTO THINE OWN UNDERSTANDING.

IN ALL THY WAYS ACKNOWLEDGE HIM, AND HE SHALL DIRECT THY PATHS
BE NOT WISE IN THINE OWN EYES: FEAR THE LORD, AND DEPART FROM EVIL
(PROVERB 3:5-7).

