

**AKENTEN APPIAH-MENKA UNIVERSITY OF SKILLS TRAINING AND
ENTREPRENEURIAL DEVELOPMENT
END OF 2ND SEMESTER EXAMINATION, AUGUST, 2021**

PAPER CODE/TITLE	BME 123: PRINCIPLES OF MANAGEMENT II
LEVEL	100 (WEEKEND)
DURATION	2 HOURS
LECTURER	AUGUSTINE ACHEAMPONG
INSTRUCTIONS	ANSWER ALL QUESTIONS

(60 MARKS)

Instruction: *Answer all questions by circling or filling-in the most appropriate answer.*

1. Which one of the following is not a basis for the formation of friendship groups?
 - A. Age
 - B. Ethnic heritage
 - C. Political view
 - D. To seek improved working conditions
2. A person's point of view of how he/she is supposed to act in the context of the group is referred to as _____.
 - A. role responsibility
 - B. role expectation
 - C. role perception
 - D. role conflict
3. _____ is the processes that accounts for an individual's intensity, direction, and persistence of effort toward attaining an organizational goal.
 - A. Leadership
 - B. Motivation
 - C. Personality
 - D. Perception
4. Ben is worried that he will not be able to pay his house rent and feed his family since he was laid off from his job. Which of Maslow's levels of need is a concern to Ben?
 - A. self-actualization
 - B. esteem
 - C. psychological
 - D. physiological
5. Which of Maslow's hierarchy does a manager satisfy when he decides to reward an employee for being the best employee of the month?
 - A. Esteem
 - B. Social
 - C. Physiological
 - D. Safety

6. McGregor's Theory X assumes that employees _____.
A. need to be closely controlled to work effectively
B. enjoy work
C. seek out and accept responsibility
D. prefer autocratic supervisors
7. According to Herzberg's two-factor theory, which of the following is a hygiene factor?
A. recognition
B. advancement
C. working conditions
D. responsibility
8. According to the McClelland's three-needs theory, the need for _____ is the drive to succeed and excel in relation to a set of standards.
A. control
B. affiliation
C. power
D. achievement
9. _____ theory says that behavior is a function of its consequences.
A. Reinforcement
B. Expectancy
C. Equity
D. Two-factor
10. Early research on leadership traits _____.
A. sought to prove that charisma was an essential trait of leadership
B. focused on behavioral traits rather than physical traits of a leader
C. found consistent and unique traits that would apply to all effective leaders
D. focused on characteristics that might differentiate leaders from nonleaders
11. Good communication occurs only when the recipient _____.
A. agrees with the sender's message
B. acknowledges the message
C. understands the speaker's meaning
D. makes eye contact with the speaker
12. In which of the following cases has communication occurred?
A. Narh updates her whatsapp status regularly, even though no one reads it.
B. Beatrice attends all the French lectures, but is unable to understand the subject.
C. Emma has sent an urgent e-mail to his Chinese friend, but a translator is not yet available.
D. Sarah tells her manager that she needs a new computer, but he says that the company can't afford it.

13. When a communication requires employees to follow their job description, or to comply with company policies, communication is being used to _____.
A. control
B. motivate
C. provide a release for emotional expression
D. persuade
14. Use this statement to answer questions 14 to 16. "I am not well paid for my job, I dislike my job, I will therefore always report late for work." The word "dislike" in the statement represents which component of attitude?
A. Affective
B. Cognitive
C. Effective
D. Behavioural
15. In the statement, the phrase "I am not well paid for my job" represents which component of attitude?
A. Affective
B. Cognitive
C. Effective
D. Behavioural
16. The phrase "report late for work" represents which component of attitude
A. Affective
B. Cognitive
C. Effective
D. Behavioural
17. If you believe that you control your own destiny, which of the following personality traits are you likely to possess?
A. external locus of control
B. risk aversion
C. high self-esteem
D. internal locus of control
18. _____ theory explains how we judge people differently depending on what meaning we ascribe to a given behavior.
A. Perception
B. Behavior
C. Attribution
D. Stereotype

19. _____ is the tendency for a student to credit him/herself for getting an A in course and blaming the lecturer for getting a D.
- A. Locus of control error
 - B. Stereotyping
 - C. Fundamental attribution error
 - D. Self-serving bias
20. By using _____, we form a general impression about a person based on only a single characteristic, such as intelligence or appearance.
- A. stereotyping
 - B. selectivity
 - C. the halo effect
 - D. assumed similarity
21. Some people are motivated and some are not. **TRUE/FALSE**
22. According to Herzberg's two-factor theory, factors such as salary, good working conditions and company policies motivate individuals to work harder. **TRUE/FALSE**
23. Making jobs smaller and more specialised is the most effective way of motivating employees. **TRUE/FALSE**
24. Job rotation is sometimes referred to as cross-training. **TRUE/FALSE**
25. Cognitive theories are leadership theories that identified behaviors that differentiated effective leaders from ineffective leaders. **TRUE/FALSE**
26. If a manager clearly and articulately verbalizes instructions to a subordinate, communication is said to have taken place. **TRUE/FALSE**
27. Good communication requires agreement with the message. **TRUE/FALSE**
28. The degree to which an employee identifies with his or her job or actively participates in it refers to the employee's job satisfaction. **TRUE/FALSE.**
29. Meaning in communication lies in people, not in words. **TRUE/FALSE**
30. Behavioural studies imply that people can be trained to be leaders. **TRUE/FALSE**
31. Underestimating the influence of external factors and overestimating the influence of internal factors when making judgments about others is known as the _____.
32. Group _____ is the degree to which members are attracted to each other and are motivated to stay in the group.

Index Number

Signature.....

33. Converting symbols and language into thought in the communication process is called _____.

34. The group decision making technique where idea are generated by specifically encouraging any and all alternatives, while withholding any criticism of those alternatives is referred to as _____.

35. _____ refers to the horizontal expansion of a job by increasing the number of different tasks required in a job and the frequency with which those tasks are repeated.

36. State any *three* (3) motives behind why people join groups (3 marks)

37. List any *three* (3) of the five core job dimensions in the job characteristics model that have been found to indirectly influence motivation at the workplace. (3 marks)

38. List any *two* (2) sources through which a person can derive status within a group (2 marks)

39. List any *three* (3) functions of communication in organisations (3 marks)

Index Number

Signature.....

40. List any *three (3)* components of the big five personality model (3 marks)

41. List in the correct order Bruce Tuckman's stages of group development (5 marks)

42. According to the attribution theory, people use some criteria or factors in attributing a behaviour to either external or internal causes. Describe these *three (3)* criteria. (6 marks)

END OF PAPER