

## True & False

### Quiz 1

1	Short-term plans are those with a time frame beyond five years	False
2	Effectiveness is described as "doing things right."	False
3	When uncertainty is high and managers must be flexible in order to respond to unexpected changes, directional plans are preferable	True
4	Stated goals are those that an organization pursues	False
5	In traditionally structured organizations managers can be classified as first-line managers, middle managers, or top managers	True

### Quiz 2

1	Wasting resources is considered to be an example of in effectiveness	False
2	Once the alternatives to solving a problem have been identified, the next step in the decision-making process is selecting one of these alternatives	False
3	The chain of command is a principle that states that a person report to only one boss.	False
4	According to Robert L.Katz, managers need to have technical skills more than human, conceptual skills	False
5	Long-term plans are those with a time frame beyond five years	True
6	Non programmed problem are straightforward, familiar, and easily defined	False

### Quiz 3

1	Organizational design is the degree to which standardized procedures are in place in an organization	False
2	Organizational structure is the formal chain of command of jobs within an organization.	False
3	The chain of command is a principle that states that a person should report to only one boss	False
4	centralization is also known as division of labor	False
5	Decentralization is the degree to which decision making takes place at upper levels of the organization.	False

### Quiz 4

1	Manager job is all about personal achievement	False
2	Managers should do nothing if the variance observed from the standard is acceptable.	True
3	Charles wants to prevent problems before their occurrence. Which one of the following is the most desirable type of control to achieve this goal? is it a Preventive control	False
4	Managers engage in controlling activities to protect the organization and its assets.	True
5	Work groups their skills are random and varied	True

## **MCQ:-**

## **“Quiz1”**

1. The first step in the decision-making process is to \_\_\_\_\_.

a. implement the chosen alternative

b. determine the criteria for the next decision

**c. determine what is the problem**

d. analyze the process of allocating weights to the decision criteria the relationship between employees and their direct supervisors.

2. Which of the following represents one of the challenges of management?

**a. must deal with variety of personality**

b. enjoy relatively easy work

c. have little influence on organizational outcomes

d. support, coach, and nurture others

3. A(n) \_\_\_\_\_ is the existence of a discrepancy between an existing and a desired state of affairs.

a. risk

**b. problem**

c. uncertainty

d. hazard

4. Managers with good \_\_\_\_\_ know how to communicate, motivate, and lead to get the best out of their people.

a. conceptual skills

b. empirical skills

**c. human skills**

d. technical skills

5. Which of the following is true regarding a manager's job with respect to customers?

a. employees play an insignificant role in delivering quality customer services

b. Managers have not yet recognized the importance of delivering consistent high-quality customer services.

c. Managers must create a customer-responsive organization in order to survive successfully in today's environment.

d. Today, most employees in developed countries work in product sectors.

### “Quiz 2”

1. Most companies' plans can be classified as either \_\_\_\_\_ or \_\_\_\_\_

A. strategic; financial

B. operational; tactical

C. social; economic

D. strategic; operational

2. The final step in the decision-making process is to \_\_\_\_\_

a. evaluate the outcome of the decision

b. analyze the process of allocating weights to the decision criteria

c. determine the criteria for the next decision

d. implement the chosen alternative

### “Quiz 3”

1. Which of the following factors would require a more decentralized organizational structure?

a. When the lower-level managers want a voice in decisions.

b. When the company is large.

c. When the decisions to be made are not significant.

d. When the lower-level managers are not capable of making decisions

2. The process of grouping jobs together is known as \_\_\_\_\_.

a. departmentalization

b. centralization

c. organizational design

d. formalization

3. The \_\_\_\_\_ determines the number of levels and managers in an organization.

a. delegation of authority

b. unity of command

c. Span of control

4. \_\_\_\_\_ is the obligation or expectation to perform a duty.

a. Duty

b. commitment

c. Responsibility

d. Authority

5. Departmentalization based on \_\_\_\_\_ groups jobs on the basis of territory or physical location.

a. geography

b. product

c. process

d. Customer

#### “Quiz 4”

1. -----Someone who can influence others and who has managerial authority

a. Coach

b. Trainer

c. Manager

d. Leader

2. Which one of the following management responsibilities determines if organizational goals are being achieved?

a. Formulating business strategy

b. Motivating employees

c. Measuring firm's performance

d. Designing the organization's structure

3. -----Is the result of an interaction between the person and a situation; it is not a personal trait. ( is the reason of people actions and goals)

- a. Feedback
- b. communication
- c. Empowerment

d. Motivation

4. -----is the transfer and understanding of meaning.

a. commitment

b. communication

c. citizenship

d. Negotiation

5. Management by walking around is an example of \_\_\_\_\_ control

a. concurrent

b. feedback

c. feedforward

d. reactive