**­  National University**

**Of Computer & Emerging Sciences-Faisalabad**

**Quiz I Fundamentals of Management Fall 2024**

**Section: Maximum Marks: 10**

Date: Time: 15 minutes

Roll No:

|  |  |  |  |
| --- | --- | --- | --- |
| **CLO No.** | **CLO Statement** | **Bloom's Taxonomy Level** | **PLO** |
| 1 | Explain management practices in various business contexts to understand their impact on organizational effectiveness | Understanding | 4 |

**Multiple Choice Questions:** (10)

1. Without \_\_\_\_, no company can survive over the long run.

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| a. | Cost-cutting |
| b. | Outsourcing |
| c. | Command-and-control approach |
| d. | Total quality teamwork |
| e. | Innovation |

1. When senior managers at Gap, Inc. decided to become the number one service-quality clothing company in the world, they were engaging in the management function of

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| --- | --- |
| a. | Planning. |
| b. | Organizing. |
| c. | Leading. |
| d. | Controlling. |
| e. | Dreaming. |

1. Which of these can best describe organizing?

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| a. | Assigning responsibility for task accomplishment. |
| b. | Using influence to motivate employees. |
| c. | Monitoring activities and making corrections. |
| d. | Selecting goals and ways to attain them. |
| e. | None of these. |

1. Conceptual, human, and technical skills are important to which managerial level?

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| a. | Top managers |
| b. | Middle managers |
| c. | First-line managers |
| d. | Non managers |
| e. | All of these |

1. Organizations often lose good employees because front-line managers fail to \_\_\_\_.

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| a. | Give direction |
| b. | Offer challenge |
| c. | Show respect |
| d. | Show recognition |
| e. | Listen to new ideas |

1. Which of these managers are responsible for the manufacturing and marketing departments that make or sell the product or service?

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| --- | --- |
| a. | Top |
| b. | Line |
| c. | First-line |
| d. | Staff |
| e. | Project |

1. Being a successful manager means thinking in terms of all of the following, except:

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| a. | Building teams. |
| b. | Generating the most profit. |
| c. | Becoming a motivator. |
| d. | Becoming an organizer. |
| e. | Establishing networks. |

1. A manager in for-profit business focuses primarily on \_\_\_\_, while a manager of a non-profit focuses on \_\_\_\_.

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| --- | --- |
| a. | The bottom-line, employee morale |
| b. | The bottom-line, social impact |
| c. | Profitability, customer satisfaction |
| d. | Market share, the bottom-line |
| e. | Customer satisfaction, organization reputation |

1. Robert, a top-level manager at an advertising agency, spends a significant part of his work day identifying goals for future organizational performance and deciding how to use resources to attain these goals.  This involves which management function?

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| --- | --- |
| a. | Controlling |
| b. | Leading |
| c. | Organizing |
| d. | Planning |
| e. | Delegating |

1. Jessica was recently praised by her supervisor for displaying superior customer service during an encounter with a problem customer.  This is an example of organizational:

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| --- | --- |
| a. | Information processing |
| b. | Efficiency |
| c. | Effectiveness |
| d. | Structure |
| e. | Goal-setting |