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| *Indicate the answer choice that best completes the statement or answers the question.* |

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| 1. Shelly is a manager in an event management firm. She is admired by all the employees of the firm for her open communication, empathetic behavior, and good leadership skills. In this scenario, Shelly exhibits strong \_\_\_\_\_.   |  |  |  | | --- | --- | --- | |  | a. | human skills | |  | b. | intrapersonal skills | |  | c. | life skills | |  | d. | cognitive skills | |

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| 2. Sharon starts her career as a section leader at Timeline Vintage. Over the years, she moves up the management hierarchy and is promoted to a position in the top-level management. In her new position, she interprets marketplace trends, monitors competition, and plans for the future of the organization. Which of the following management skills does Sharon mostly demonstrate in her new position?   |  |  |  | | --- | --- | --- | |  | a. | Conceptual skills | |  | b. | Interpersonal skills | |  | c. | Technical skills | |  | d. | Human skills | |

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| 3. Identify a true statement about equity theory.   |  |  |  | | --- | --- | --- | |  | a. | A drawback of equity theory is that people are not motivated if their physiological and safety needs are met. | |  | b. | It typically includes five factors, which are task identity, skill variety, task significance, feedback, and autonomy. | |  | c. | A drawback of equity theory is that people are prone to overestimate their own contributions. | |  | d. | It proposes that workers are not motivated if they do not have freedom and authority regarding their jobs. | |

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| 4. Paul is an employee at a marketing firm. He is someone who prefers to be instructed by his seniors and avoids taking major responsibilities. He rarely uses his own judgment or creativity while doing a task in fear of putting things at risk. Paul's conduct in the workplace is consistent with the assumptions of \_\_\_\_\_.   |  |  |  | | --- | --- | --- | |  | a. | equity theory | |  | b. | Theory Y | |  | c. | Theory X | |  | d. | expectancy theory | |

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| 5. In the context of the factors of job enrichment, \_\_\_\_\_ means that workers receive clear, frequent information about their performance.   |  |  |  | | --- | --- | --- | |  | a. | feedback | |  | b. | extrospection | |  | c. | autonomy | |  | d. | empathy | |

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| 6. Which of the following statements is true of job enrichment?   |  |  |  | | --- | --- | --- | |  | a. | It is the creation of jobs with more meaningful content, under the assumption that creative work will motivate employees. | |  | b. | It refers to bringing one's personal knowledge and dexterity to perform a particular job task. | |  | c. | It is the level of financial stability that individuals gain from a job. | |  | d. | It refers to increasing the value of a particular job role by increasing the responsibilities associated with it. | |

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| 7. Barbara, a first-line manager at a manufacturing firm, has negative perceptions about her subordinates. She believes that they dislike work and would do anything to avoid it. As a result, she constantly coerces them into working by threatening them with a decrease in pay. In this scenario, Barbara most likely believes in \_\_\_\_\_.   |  |  |  | | --- | --- | --- | |  | a. | equity theory | |  | b. | Maslow's hierarchy of needs theory | |  | c. | Theory X | |  | d. | expectancy theory | |

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| 8. Which of the following is a difference between strategic planning and tactical planning?   |  |  |  | | --- | --- | --- | |  | a. | Strategic planning is done by top-level managers, whereas tactical planning is done by middle managers. | |  | b. | Strategic planning deals with day-to-day manufacturing activities, whereas tactical planning deals with determining a vision. | |  | c. | Strategic planning focuses on the short-term objectives of a firm, whereas tactical planning focuses on the long-term objectives of a firm. | |  | d. | Strategic planning deals with determining specific action steps, whereas tactical planning deals with determining broad action steps. | |

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| 9. In the context of strategic planning, which of the following is true of mission statements?   |  |  |  | | --- | --- | --- | |  | a. | They contain information about the corporate responsibility activities of a company. | |  | b. | They are similar in length and language across organizations. | |  | c. | They are confidential and are created for circulation only within an organization. | |  | d. | They provide a clear, long-term focus for an organization. | |

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| 10. Which of the following statements is true of strategic planning?   |  |  |  | | --- | --- | --- | |  | a. | It is typically done by first-line managers. | |  | b. | Implementation of strategies should happen largely through operational planning. | |  | c. | Evaluation of the results of an organization's strategies should be a continual process. | |  | d. | It is typically done for a fifteen-year time frame. | |

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| 11. In the context of evaluating an organization's competitive position, SWOT analysis (strengths, weaknesses, opportunities, and threats) is a strategic planning tool that helps companies:   |  |  |  | | --- | --- | --- | |  | a. | articulate their essential reason for being. | |  | b. | define their purpose and values, which provide the framework for all their plans. | |  | c. | assess where they stand relative to the competition. | |  | d. | evaluate the results of their plans and incorporate all the lessons learned. | |

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| 12. In the context of departmentalization, dividing employees into groups based on the commodities that a company offers is known as \_\_\_\_\_.   |  |  |  | | --- | --- | --- | |  | a. | functional departmentalization | |  | b. | process departmentalization | |  | c. | product departmentalization | |  | d. | customer departmentalization | |

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| 13. In the context of departmentalization, dividing employees into groups based on the type of work they do is known as \_\_\_\_\_.   |  |  |  | | --- | --- | --- | |  | a. | process departmentalization | |  | b. | geographical departmentalization | |  | c. | product departmentalization | |  | d. | customer departmentalization | |

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| 14. In the context of organizational models, which of the following statements is true of matrix organizations?   |  |  |  | | --- | --- | --- | |  | a. | They are less flexible than line-and-staff organizations. | |  | b. | They create a lower level of motivation and satisfaction for employees than line organizations. | |  | c. | They bring together specialists from different areas of the organization to work on individual projects on a temporary basis. | |  | d. | They reduce conflict and stress among employees as they need to report to only one boss. | |

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| 15. \_\_\_\_\_ hoard decision-making power for themselves, and they typically issue orders single-handedly.   |  |  |  | | --- | --- | --- | |  | a. | Democratic leaders | |  | b. | Free-rein leaders | |  | c. | Autocratic leaders | |  | d. | Laissez-faire leaders | |

**Answer Key**

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| 2. a |

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| 3. c |

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| 4. c |

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| 5. a |

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| 6. a |

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| 7. c |

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| 8. a |

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| 9. d |

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| 10. c |

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| 11. c |

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| 12. c |

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| 13. a |

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| 14. c |

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| 15. c |