**1.** In a SWOT analysis, opportunities and threats are considered as part of the \_\_\_\_\_\_\_\_ (2 Marks)  
A. Internal analysis.  
B. External analysis.  
C. Political analysis.  
D. Technological analysis.  
**ANSWER: B**

**2.** \_\_\_\_\_\_\_\_\_\_ is the management function which involves ensuring that activities in an organization are aligned with its strategic goals. (2 Marks)  
A. Planning.  
B. Organizing.  
C. Leading.  
D. Controlling.  
**ANSWER: A**

**3.** The following factors can lead to acceptance of change by employees in an organization, EXCEP\_\_\_\_\_\_\_\_. (2 Marks)  
A. Open communication and employee involvement.  
B. Employees' understanding of the benefits of change.  
C. Fear, uncertainty, and a perceived loss of control.  
D. Strict enforcement of new policies.  
**ANSWER: C**

**4.** \_\_\_\_\_\_\_\_\_ is associated with the day-to-day running of an organization and maintaining stability. (2 Marks)  
A. Leadership.  
B. Management.  
C. Administration.  
D. Supervision.  
**ANSWER: B**

**5.** \_\_\_\_\_\_\_\_\_\_\_ represents Mc Gregory’s Theory Y. (2 Marks)  
A. People are inherently lazy and require strict control and coercion.  
B. People are motivated by fear of punishment and have little ambition.  
C. People are primarily concerned with satisfying their physiological needs.  
D. People are self-motivated, enjoy work and seek responsibility.  
**ANSWER: D**

**6.** \_\_\_\_\_\_\_\_\_\_\_\_\_ outlines the primary focus of a contingency plan. (2 Marks)  
A. Preparing for unexpected events.  
B. Day-to-day operations.  
C. Achieving long-term strategic objectives.  
D. Employee performance evaluation.  
**ANSWER: A**

**7.** \_\_\_\_\_\_\_\_\_\_\_\_\_ is an aspect of delegation in management practices. (2 Marks)  
A. Consider only empowered team members to take responsibilities.  
B. Focus on high-priority tasks while delegating tasks to team members.  
C. Assign tasks based on team members' strengths and skills.  
D. Opportunities to team development are based on task delegation.  
**ANSWER: C**

**8.** \_\_\_\_\_\_\_\_\_\_\_\_\_\_ is a characteristic of motivation. (2 Marks)  
A. Understanding.  
B. Managing.  
C. Service.  
D. Feeling.  
**ANSWER: D**

**9.** The impact of providing feedback during performance evaluation is \_\_\_\_\_\_\_\_\_\_\_. (2 Marks)  
A. Achievement of goals.  
B. Consistency in performance.  
C. Inspired teams.  
D. Good governance.  
**ANSWER: A**

**10.** \_\_\_\_\_\_\_\_ is a means of reducing resistance to change in an organization. (2 Marks)  
A. Withholding information from employees.  
B. Minimizing involvement of affected employees.  
C. Focusing on top-down decision-making.  
D. Involving employees in planning change.  
**ANSWER: D**

**11.** \_\_\_\_\_\_\_\_\_\_\_\_\_\_ needs must be satisfied first according to Abraham Maslow's hierarchy of needs theory. (2 Marks)  
A. Safety needs.  
B. Belongingness and love needs.  
C. Self-actualization.  
D. Esteem needs.  
**ANSWER: B**

**12.** The importance of environment scanning is to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. (2 Marks)  
A. Environmental scanning helps businesses to ignore external factors and focus on internal operations.  
B. Environmental scanning helps businesses to isolate strengths and weaknesses without considering opportunities and threats.  
C. Environmental scanning helps businesses to stay aware of changes in the business environment and adapt strategically.  
D. Environmental scanning helps businesses to maintain status quo.  
**ANSWER: C**

**13.** \_\_\_\_\_\_\_ is the phase of the change process that involves creating a sense of urgency and identifying the need for change. (2 Marks)  
A. Implementation.  
B. Resistance.  
C. Planning and strategy.  
D. Assessment and diagnosis.  
**ANSWER: D**

**14.** Administrators are skilled in\_\_\_\_\_\_\_\_\_\_\_. (2 Marks)  
A. Setting long-term organizational goals.  
B. Making high-level strategic decisions.  
C. Handling routine tasks and processes.  
D. Inspiring and motivating employees.  
**ANSWER: C**

**15.** The following factors influence delegation of authority except\_\_\_\_\_\_\_\_\_\_\_\_. (2 Marks)  
A. Chain of command.  
B. Unity of Command.  
C. Span of Control.  
D. Purpose of direction.  
**ANSWER: C**

**16.** In which step of the planning process, the best and most feasible plan will be chosen to be implemented. (2 Marks)  
A. Evaluating alternative course of action.  
B. Selecting an alternative.  
C. Setting up objective.  
D. Developing Premises.  
**ANSWER: B**

**17.** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is not a benefit of management. (2 Marks)  
A. Integrating various interest groups.  
B. Developing society.  
C. Disciplining employees.  
D. Inculcating creativity.  
**ANSWER: C**

**18.** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is function of management relating to laying down the foundation for carrying out the other functions of management successfully. (2 Marks)  
A. Planning.  
B. Organizing.  
C. Staffing.  
D. Controlling.  
**ANSWER: A**

**19.** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ best described the principle of ‘Division of work’. (2 Marks)  
A. Work should be divided into small tasks.  
B. Labour should be divided.  
C. Resource should be divided among jobs.  
D. It leads to specialization.  
**ANSWER: B**

**20.** First line managers are responsible \_\_\_\_\_ (2 Marks)  
A. To the upper level of management and staff.  
B. For complex organizational sub-units.  
C. Managing front line employees.  
D. Implementing strategies.  
**ANSWER: C**

**21.** \_\_\_\_\_\_\_\_ is the basic reason for the existence of an organization. (2 Marks)  
A. The vision.  
B. The mission.  
C. The objectives.  
D. The CEO.  
**ANSWER: B**

**22.** The most significant management skills are \_\_\_\_\_\_\_\_ (2 Marks)  
A. Technical, Human and Conceptual.  
B. Technical, behavioral and Conceptual.  
C. Systematic, Human and Conceptual.  
D. Technical, Human and cognitive.  
**ANSWER: A**

**23.** A manager resolving conflict among organizational members is performing \_\_\_\_\_\_\_\_\_\_\_ function. (2 Marks)  
A. Controlling.  
B. Commanding.  
C. Directing.  
D. Leading.  
**ANSWER: D**

**24.** The process of monitoring, comparing and correcting is called \_\_\_\_\_\_\_\_\_. (2 Marks)  
A. Coordinating.  
B. Controlling.  
C. Leading.  
D. Organizing.  
**ANSWER: B**

**25.** The term span of management is also known as \_\_\_\_\_\_\_\_\_\_ (2 Marks)  
A. Span of business.  
B. Span of activity.  
C. Span of control.  
D. Span of planning.  
**ANSWER: C**

**26.** \_\_\_\_\_\_\_\_\_ is known for his scientific management principles emphasizing time and motion studies to increase efficiency in the workplace. (2 Marks)  
A. Frederick Taylor.  
B. Henri Fayol.  
C. Max Weber.  
D. Abraham Maslow.  
**ANSWER: A**

**27.** \_\_\_\_\_\_\_\_\_\_ is the primary goal of applying appropriate tools for environmental analysis in a business. (2 Marks)  
A. To ensure the business makes short-term profits.  
B. To ensure the business dominates market share.  
C. To ensure the business reduces costs immediately.  
D. To ensure the business survives and grows in the long term.  
**ANSWER: D**

**28.** \_\_\_\_\_\_\_\_\_\_ is a benefit of planning. (2 Marks)  
A. Eliminating the need for organizational structure.  
B. Providing a roadmap for achieving goals.  
C. Ensuring immediate success.  
D. Minimizing the need for decision-making.  
**ANSWER: B**

**29.** \_\_\_\_\_\_\_\_\_\_ involves making phased adjustments to existing processes and procedures. (2 Marks)  
A. Transformational change.  
B. Incremental change.  
C. Revolutionary change.  
D. Reactive change.  
**ANSWER: B**

**30.** The primary role of a leader in an organization is to \_\_\_\_\_\_\_\_\_\_\_\_\_. (2 Marks)  
A. Inspiring and guiding employees.  
B. Monitoring daily operations.  
C. Enforcing policies and procedures.  
D. Setting financial goals.  
**ANSWER: A**

**31.** \_\_\_\_\_\_\_\_ introduced the concept of the scalar chain and the principles of unity of command and direction. (2 Marks)  
A. Max Weber.  
B. Elton Mayo.  
C. Mary Parker Follett.  
D. Henri Fayol.  
**ANSWER: D**

**32.** \_\_\_\_\_\_\_\_\_\_\_ focuses on adapting to changes in the environment and being flexible in goal-setting. (2 Marks)  
A. Traditional approach.  
B. Incremental approach.  
C. Contingency approach.  
D. Static approach.  
**ANSWER: C**

**33.** \_\_\_\_\_\_\_\_ follows the planning and strategy phase during change. (2 Marks)  
A. Diagnosis.  
B. Implementation.  
C. Feedback.  
D. Monitoring.  
**ANSWER: B**

**34.** A Classical Manager assigns employees to specific jobs by \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (2 Marks)  
A. Giving the jobs to the most senior employees.  
B. Assign employees to jobs based on who can best perform the required tasks.  
C. Assigning jobs based on employee educational attainment.  
D. Assign the employee who will accept the least pay.  
**ANSWER: B**

**35.** \_\_\_\_\_\_\_\_ organizational structures are characterized by democratic and inclusive styles of management. (2 Marks)  
A. Hierarchical.  
B. Bureaucratic.  
C. Transformational.  
D. Autocratic.  
**ANSWER: C**

**36.** \_\_\_\_\_\_\_\_ describe management as an art. (2 Marks)  
A. Principles are available.  
B. Universal application.  
C. Continuous observation.  
D. Use of know how.  
**ANSWER: D**

**37.** In staffing function, which combination of activities in sequential order is correct? (2 Marks)  
A. Recruitment, selection, training, placement.  
B. Selection, training, recruitment, placement.  
C. Recruitment, selection, placement, training.  
D. Recruitment, training, selection, placement.  
**ANSWER: C**

**38.** An organization culture can be defined as \_\_\_\_\_\_\_\_\_\_\_\_\_\_ (2 Marks)  
A. Way in which individuals behave to execute their duties in workplace.  
B. The way an organization carries its own work in relation to other organizations.  
C. Way in which individuals relate to each other.  
D. Mode of conduct of employees in and out of the organization.  
**ANSWER: A**

**39.** \_\_\_\_\_\_\_\_ is true about Max Weber's bureaucratic theory of management. (2 Marks)  
A. The theory emphasizes a decentralized organizational structure.  
B. The theory emphasizes informal communication networks.  
C. The theory emphasizes a clear hierarchy of authority and formal rules and regulations.  
D. The theory emphasizes human relations and social interactions.  
**ANSWER: C**

**40.** \_\_\_\_\_\_\_\_\_ Principle suggests that employees should have a single, clear supervisor. (2 Marks)  
A. Unity of direction.  
B. Scalar chain.  
C. Span of control.  
D. Division of labor.  
**ANSWER: B**

**41.** The type of control that focuses on comparing actual performance to predetermined standards and taking corrective actions as needed is \_\_\_\_\_\_\_\_\_\_\_\_\_. (2 Marks)  
A. Feedforward control.  
B. Concurrent control.  
C. Pre-control.  
D. Feedback control.  
**ANSWER: D**

**42.** Organizational structure is \_\_\_\_\_\_\_\_\_\_\_\_\_\_ (2 Marks)  
A. The arrangement of tasks and responsibilities within an organization.  
B. The physical layout of an office.  
C. The people in leadership positions.  
D. The number of employees in an organization.  
**ANSWER: A**

**43.** \_\_\_\_\_\_\_\_\_ is not a common reason for people to resist change. (2 Marks)  
A. Fear of the unknown.  
B. Belief that the change is unnecessary.  
C. Excitement about new possibilities.  
D. Difficulty adapting to new routines.  
**ANSWER: C**

**44.** Staffing is considered a vital function in management because it \_\_\_\_\_\_\_\_\_\_\_\_ (2 Marks)  
A. It reduces the need for control.  
B. It ensures cost efficiency.  
C. It limits employee participation.  
D. It brings in the right people.  
**ANSWER: D**

**45.** \_\_\_\_\_\_\_\_\_\_ shows the correct sequence of steps in the control process. (2 Marks)  
A. Establish standards, measure performance, compare to standards, take corrective action.  
B. Measure performance, take corrective action, establish standards, compare to standards.  
C. Compare to standards, take corrective action, establish standards, measure performance.  
D. Establish standards, compare to standards, measure performance, take corrective action.  
**ANSWER: A**

**46.** \_\_\_\_\_\_\_\_\_\_ is a benefit of organizing function in management. (2 Marks)  
A. It simplifies the planning process.  
B. It eliminates the need for leadership.  
C. It ensures efficient use of resources.  
D. It reduces the need for decision-making.  
**ANSWER: C**

**47.** \_\_\_\_\_\_\_\_\_\_\_\_\_ explains an argument of contingency thinking in modern management. (2 Marks)  
A. There is one best way to manage any organization in all situations.  
B. Management principles are universal and timeless.  
C. Organizations can function effectively without formal structure.  
D. Management practices should be adapted to fit the unique circumstances of each situation.  
**ANSWER: D**

**48.** \_\_\_\_\_\_\_\_\_\_ is a benefit of an organization identifying strengths and weaknesses in its internal environment. (2 Marks)  
A. It helps the business to optimize use of resources and planning long-term business strategy.  
B. It helps the business to concentrate on opportunities and threats.  
C. It gives the business an opportunity to focus on external factors.  
D. It helps the business to reduce cost of production.  
**ANSWER: A**

**49.** Delegation means \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (2 Marks)  
A. Taking on all tasks and responsibilities oneself.  
B. Assigning tasks and authority to subordinates.  
C. Avoiding any form of control and controversies.  
D. Sharing power and authority.  
**ANSWER: B**

**50.** A balanced scorecard is a tool that measures performance in multiple key areas, including \_\_\_\_\_\_. (2 Marks)  
A. Financial, customer, internal processes, innovation and learning.  
B. Employee attendance, social media engagement and environmental sustainability.  
C. Employee satisfaction, job titles and office design.  
D. Legal compliance and government relations.  
**ANSWER: A**