

1. The most misinterpreted word in the management process is

 - A. organizing
 - B. delegating
 - C. controlling
 - D. planning

2. Which 18th century writer published the famous book 'The Wealth of Nations'?

 - A. Frederick Taylor
 - B. Henry Mintzberg
 - C. Adam Smith
 - D. George Orwell

3. In what order do managers typically perform the managerial functions?

 - A. Organising, planning, controlling, leading
 - B. Organising, leading, planning, controlling, coodinating
 - C. Forecasting, planning, organising, leading, coordinating
 - D. Planning, organising, leading, controlling

4. What characteristic is not a key feature of the 'open systems' model of management?

 - A. Morale
 - B. Innovation
 - C. Reactiveness
 - D. Adaptation

5. What is the major principle of scientific management?

- A. Experimentation
- B. Fluid working relationships
- C. Freedom of association
- D. One best way to do a job

6. What are the Gilbreths most noted for?

- A. Working conditions
- B. Time and motion studies
- C. Work psychology
- D. Work as a social setting

7. Which one of the following is not a characteristic of a bureaucratic organisation?

- A. Authority
- B. Regulations
- C. Command structure
- D. Change

8. Which writer was concerned with the happiness of workers in work organisations?

- A. Taylor
- B. Weber
- C. Ford
- D. Mayo

9. The first step in rational decision making is

- A. analysis
- B. evaluation
- C. recognizing the problem
- D. finding out alternatives

10. Which of the following is NOT one of Fayol's 14 principles of management?

- A. Insubordination
- B. Esprit de corps
- C. Initiative
- D. Order

11. The Hawthorn Studies are most associated with which writer?

- A. Mary Parker Follett
- B. Elton Mayo
- C. Lillian Gilbreth
- D. Frederick Taylor

12. What are key factors that reflect the unique and ever-changing situation of an organisation referred to?

- A. Administrations
- B. Processes
- C. Activities
- D. Contingencies

13. Who of the following is the industrial philanthropist?

- A. Frederick Taylor
- B. Mary Parker Follet
- C. Henry Ford
- D. Max Weber

14. What are the three interpersonal roles of managers?

- A. Figurehead, leader and liaison
- B. Spokesperson, leader, coordinator
- C. Director, coordinator, disseminator
- D. Communicator, organiser, spokesperson

15. At what level of an organisation does a corporate manager operate?

- A. Functional
- B. Operational
- C. Middle level
- D. Top level

16. Which one is not a recognised key skill of management?

- A. Conceptual skills
- B. Technical skills
- C. Writing skill
- D. Personal skills

17. Some of the other fields of study that affect management theory or practice include:

- A. Political science, philosophy, anthropology and sociology
- B. Zoology, psychology, sociology and philosophy.
- C. Anthropology, astrology, political science and psychology.
- D. Political science, sociology, typography and economics

18. Fredrick Winslow Taylor's Mechanism of Scientific Management includes:

- A. Scientific task setting
- B. Planning the task
- C. Standardization of tools and equipment
- D. All of the above

19. In a spokesperson managerial role, a CEO may convince investment analysts that his or her company is pursuing a good strategy. What is the likely outcome of this?

- A. The analysts may write a favorable investment report that leads to a decrease in the company's stock price.
- B. The analysts may write a favorable investment report that leads to an increase in the company's stock price.
- C. The analysts may write a favorable investment report that increases the difficulty of raising new capital.
- D. The analysts may write a favorable investment report that makes it difficult to issue new stock

20. When call center managers spend much of their time monitoring customer calls and giving employees feedback about how to improve their dialogue with customers in the future, these managers are using _____ skills.

- A. technical
- B. conceptual
- C. situational
- D. ethical

21. The four main dimensions which influence behavior in work organisations are

- A. individual, organisation, group, gender
- B. environment, group, individual, gender
- C. group, environment, organisation, gender
- D. organisation, group, organisation, individual, environment

22. Which of the following is not an advantage of cross-cultural awareness?

- A. Increased self-awareness
- B. Lessening ignorance, prejudice and stereotyping
- C. Miscommunication
- D. Sensitivity to difference

23. Jim is a manager who recently merged the company's personnel and employee training departments into a single human resources department. Which management function has Jim performed?

- A. Planning
- B. Organising
- C. Leading
- D. Controlling

24. A(n) _____ is group of people working together in a structured and coordinated fashion to achieve a set of goals
- A. company
 - B. organization
 - C. party
 - D. committee
25. _____ is a set of activities directed at an organization's resources, with the aim of achieving organizational goals in an efficient and effective manner.
- A. Leading
 - B. Organizing
 - C. Decision making
 - D. Management
26. By _____, we mean using resources wisely and in a cost-effective way.
- A. efficiency
 - B. effectiveness
 - C. management
 - D. economics
27. By _____, we mean making the right decisions and successfully implementing them.
- A. efficiency
 - B. effectiveness
 - C. management
 - D. economics

28. The higher the _____ level of the employee, the higher the job satisfaction.

- A. managerial
- B. educational
- C. satisfaction
- D. motivation

29. During the Industrial Revolution, machine power began substituting human power and division of labour was widely used. The division of labor concept is also referred to as job specification. Which of the following is not a reason why the division of labor could improve employee productivity?

- A. It increases worker skill variety and dexterity.
- B. It saves time lost in shifting tasks.
- C. It encourages labor-saving approaches to work.
- D. It requires strict management control over worker time and motion.

30. An example of early use of the functions of management can be seen in the _____.

- A. development of gunpowder
- B. Arsenal of Venice where ships were built
- C. War of 1812
- D. Great wall of China

31. The author of Wealth of Nations described the concept of breaking down of jobs into narrow and repetitive tasks and called this _____.

- A. assembly lines
- B. work denomination
- C. division of labor
- D. greatest common factor of work

32. Which of the following was a major result of the Industrial Revolution?

- A. Cottage industry
- B. Water power
- C. Factory manufacturing
- D. Critical thinking

33. Which of the following is an example of the globalization of production?

- A. Coca-Cola sells their soft drinks worldwide.
- B. Hospitals outsource some radiology work to India.
- C. Caterpillar and Komatsu both sell earthmoving equipment worldwide.
- D. Boeing sells jet planes to firms in Japan.

34. FW Taylor was a/an

- A. practising manger.
- B. social scientist.
- C. economist.
- D. chemist.

35. Don MacKinnon, the person in charge of "Hear Music" has been given goals related to the rollout and sales of this subsidiary of Starbucks. His success at implementing the strategy will be assessed by comparing actual performance against the goals. This comparison is known as:

- A. Planning.
- B. Organizing.
- C. Implementing.
- D. Controlling.

36. The most demanding issues that managers encounter in their first year on the job all have to do with:

- A. Learning the financial ratios of their department.
- B. Learning to interface with the government.
- C. Learning to scan the environment for things that would influence their business strategy.
- D. People challenges.

37. A successful person in which of the following positions may be promoted to a management position?

- A. a scientist
- B. an accounting professional
- C. an engineer
- D. All of the above may lead to successful management positions.

38. One of the earliest and most enduring descriptions of managerial roles had come from

- A. Adam Smith.
- B. Peter Drucker.
- C. Jack Welsh.
- D. Henry Mintzberg.

39. The general environment includes

- A. rivals.
- B. complementors.
- C. economic forces.
- D. buyers.

40. SWOT stands for:

- A. Systems, Weaknesses, Origins, and Threats.
- B. Strengths, Weaknesses, Opportunities, and Threats.
- C. Strengths, Weaknesses, Origins, and Threats.
- D. Strengths, Weaknesses, Opportunities, and Treaties.

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