

KWAMENKRUMAH UNIVERSITY OF SCIENCE AND TECHNOLOGY
COLLEGE OF ART AND SOCIAL SCIENCES
KNUSTSCHOOL OF BUSINESS
DEPARTMENT OF MANAGEMENT
CONTINUOUS ASSESSMENT

MGT 471: PRINCIPLES OF MANAGEMENT I

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1. Functional managers are responsible _____
 - a) For a single area of activity
 - b) To the upper level of management and staff
 - c) For complex organizational sub-units
 - d) For obtaining copyrights and patents for newly developed products
2. Management exists at which levels of the organization?
 - a) Top
 - b) Bottom
 - c) Strategic
 - d) All the above
3. The problem-solving process begins with
 - a) Clarification of the situation
 - b) Establishment of alternatives
 - c) Identification of the difficulty
 - d) Isolation of the cause
4. Characteristics of Weber's bureaucracy include _____
 - a) A clear cut division of labor
 - b) Dual authority structures
 - c) Minimal rules and procedures
 - d) Informal communication channels
5. The Behavioral approach to management focused on _____
 - a) The worker
 - b) The manager
 - c) The owner
 - d) The work itself
6. The resources within an organization, used to achieve its goal, in business.
 - a) External environment
 - b) Workers motivation
 - c) Internal environment
 - d) Social responsibility

7. Which of the following is the most accurate statement regarding managers in today's world?
- a) Managers are found almost exclusively in large corporations that have more than 500 employees.
 - b) There is greater variety of managers with respect to age, ethnicity, and gender than ever before.
 - c) Managers are found almost exclusively in for-profit organizations
 - d) More than half of today's managers are women
8. Strategic planning
- a) Addresses the organization's basic mission or business, issuing broad statements of purpose or direction that have a long lead time.
 - b) Looks specifically at resources, finances, and market conditions to determine ways to accomplish the overall plans of the organization.
 - c) Involves managers in each unit of an organization who are responsible for achieving the unit's objectives within a specified period of time.
 - d) Includes planning that has measurable targets, schedules, and timetables.
9. Which type of decision making is carried out by lower level management and deals with specific day-to-day processes?
- a) Strategic decision making
 - b) Administrative decision making
 - c) Programmed decision making
 - d) Operational decision making
10. The classical approach emphasize much on _____
- a) Profit making
 - b) The processes of the organization
 - c) Organization's purpose and formal structure
 - d) The good general manager's relationship with workers

Theory X managers believe that their subordinates dislike work because they would rather be leaders than followers.

- a) True
- b) False

Henri Fayol did not believe that management principles could be taught, rather each manager must learn proper management techniques by themselves.

- a) True
- b) False

A major assumption of the human resource approaches to management is that people are self-motivated and self-actualizing.

- a) True
- b) False

- A follower of Frederick Taylor would be LEAST likely to try to
- a) Make results-based compensation a performance incentive.
 - b) Select workers with the right abilities.
 - c) Offer workers proper training and incentives.
 - d) Motivate workers by encouraging them to work in small groups.

14. A manager who tends to be directive, and control-oriented is considered a(n) _____.
- follower of Max Weber
 - Theory X manager
 - Theory Y manager
 - administrative-principles manager
15. Strategy may be seen as _____.
- Transformational change
 - Incremental change
 - Proactive and reactive change
 - Adapting the organization to changes in the environment
16. The term "management" involves all of the following EXCEPT _____.
- belonging to a collective bargaining unit
 - assembling and using sets of resources
 - acting in a goal-directed manner to accomplish tasks
 - carrying out activities carried out in an organizational setting
17. The term "resources" in management does NOT refer to _____.
- leisure time
 - information
 - people
 - raw materials
18. Three of the most important challenges impacting contemporary managers are _____.
- change, technology, and globalization
 - competition, change, and localization
 - competition, technology, and regionalism
 - change, globalism, and employee morale
19. Managers at _____ establish goals and formulate a strategy for the firm to achieve _____.
- the top of the organization
 - all levels of the organization
 - operational levels of the organization
 - functional levels of the organization
20. Management involves acting in a _____ to accomplish tasks.
- random manner
 - leisurely manner
 - reactive manner
 - goal-directed manner
21. Management involves activities carried out _____.
- in a vacuum
 - in an organizational setting
 - in one's subconscious mind
 - in a research and development facility
22. The term "management" involves all of the following EXCEPT _____.
- belonging to a collective bargaining unit
 - assembling and using sets of resources
 - acting in a goal-directed manner to accomplish tasks
 - carrying out activities carried out in an organizational setting

24. The term "resources" in management does NOT refer to _____.
a) leisure time
b) information
c) people
d) raw materials
25. Three of the most important challenges impacting contemporary managers are _____.
a) competition, change, and localization
b) competition, technology, and regionalism
c) change, technology, and globalization
d) change, globalism, and employee morale
26. Effective managers _____.
a) accept existing resource limits and coworkers' levels of motivation
b) use resources to maximize the achievement of the organization's goals
c) prefer working alone rather than with groups or other individuals
d) all of the above
27. In the complex, dynamic, and competitive landscape of global business, managers throughout the organization need to _____ in order to survive and perform well.
a) manage strategically
b) manage progressively
c) manage retroactively
d) manage interpersonally
28. According to Fredrick W. Taylor, what is the best incentive for improved worker performance?
a) Workers are best motivated by pay.
b) Workers are best motivated by pay and feedback on their performance
c) Workers are best motivated by choices in the direction of their career
d) Workers are best motivated by autonomy
29. The vice principal of a small private school has been tasked with increasing the number of international students attending the school over the next few years. The vice principal believes that if scores on college entry tests can be raised significantly, subsequent advertising of this fact will encourage foreign students to attend this school. Which of the following is NOT a constraint on the vice principal's plan?
a) the need to attract students from foreign countries
b) the ability to attract skilled teachers who can help improve students' test scores
c) the financial ability to conduct advertising in the target foreign countries
d) the need to address the language needs of foreign students once they enroll
30. According to Mintzberg's model, the spokesperson's role is largely a/an _____ role.
a) decisional
b) figurehead
c) informational
d) interpersonal

