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MGT503 QUIZ.3 FILE

SOLVED BY SANAULLAH KHAN

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The set of strategic alternatives that an organization chooses from as it conducts business in a particular industry or market is called: **BUSINESS-LEVEL STRATEGY.**

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Which of the following is a philosophy based on converting organizational objectives into personal activities:

MBO

A plan used to operationalize any other kind of plan is called: **REACTION PLAN**

Strategy that focuses on action for managing a particular department within a business in a way that supports the business level strategy is called: **FUNCTIONAL-LEVEL STRATEGY**

A strategy that promotes a superior alignment between the organization and its environment and the achievement of strategic goals is called: **EFFECTIVE STRATEGY**

Which one of the following is strength of MBO (Management by Objective) ? **CLARIFY PRIORITIES AND EXPECTATION.**

ABC Company is in the process of buying a smaller competitor and incorporating the company's resources into his business. This is one example of which the following types of strategies? **ACQUISITION**

Which one of the following options is included in strategic of plans? **THE FORMULATION OF OBJECTIVES.**

Which one of the following is not an element of Management By Objective (MBO)? **IMPLICIT TIME PERIOD.**

A plan developed to carry out a course of action that is not likely to be repeated in the future is called: **SINGLE-USE PLAN.**

An area in the environment that increases the difficulty of an organization's achieving high performance is: **THREAT.**

Which one of the following is a process that involves managers from all parts of the organization in the formulation of strategic goals? **STRATEGIC MANAGEMENT**

The SWOT approach assesses on organization's: **STRENGTHS, WEAKNESSES, OPPORTUNITIES, THREATS.**

Which of the following can be defined as the art and science of formulating, implementing and evaluating cross-functional decisions that enable organizational to achieve its objectives: **STRATEGIC MANAGEMENT.**

The action strategic management process is: **STRETEGY IMPLEMENTATION**

Strategic management is in the process of bringing about the strategy. The key activities in the activities in the strategic management process are: **FORMULATION, ANALYSIS, EVALUATION.**

The _____ of a strategy specifies the range of markets in which an organization will complete.

SCOPE.

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Which of the following stage of strategic management process determines ;“What the strategy is”?
FORMULATION STAGE.

In traditional goal setting, the goals are set at the top level of management and after that they: **ARE BROKEN DOWN INTO SUB GOALS FOR EACH LEVEL OF THE ORGANIZATION.**

Which of the following types of plans is highly interdependent and must take into account the resources and capabilities of the e3ntire organization and its external environments? **STRATEGIC PLANS.**

An area in the environment that is exploited may generate higher performance is called: **STRENGTH.**

Which of the following is not a process of motivating employees through management by objective (MBO)?**MANAGERS MAKE PERFORMANCE APPRAISALS OF EMPLOYEES.**

The set of strengths, characteristics and qualities including skills, technologies, or resources that distinguish a firm from its competitors is called: **DISTINCTIVE COMPETENCY**

Which stage of strategic management focuses on; “how the strategy is achieved”? **FORMULATION STRATEGY.**

MGT 503 QUIZ 3

1. The process of monitoring performance, comparing it with goals and correcting any significant deviations is known as:

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

2. Mr. A is a Manager on XYZ company; he has a reputation for being an open and honest person and understands how to motivate employees and customers, he said to have good_____ skills.

- A. Sales
- B. Political
- C. Interpersonal
- D. Technical

3. Someone who works with and through other people by coordinating their work activities to accomplish organizational goals is called:

- A. A Very intelligent: Individual
- B. A Supervisor of Production Work
- C. A Manager
- D. An operation Supervisor

4. SWOT analysis divides organizational strength into two categories; Common strength and_____.

- A. Strategic imitation

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B. Competitive Parity

C. Distinctive Competencies

D. Threats

SWOT analysis divides organizational strengths into two categories: common strengths and distinctive competencies.(Ricky W. Griffin).

5. The Continues line if authority that extends from the upper level of management to the lowest levels of the organization is called:

A. Authority line of responsibility

B. Unity of Commerce

C. Responsibility factor

D. Chain of command

6. Which is the most common cause of business failure?

A. Insufficient Capital

B. Unstable market

C. Insufficient experience

D. Poor Entrepreneurship

7. Which of the following is the accountability for the achievement of objectives, the use of resources, and the adherence to organizational policy?

A. Power

B. Responsibility

C. Authority

D. Planning

8. Organizations can play role in addressing global environment issues through all of the following ways EXCEPT:

A. Greening of Management

B. Depletion of natural Resources

C. Fulfilling their Social Obligation

D. Avoiding industrial accidents

9. _____ are large scale action plans of an organization for interacting with environment in order to achieve long term goals.

A. Objectives

B. Strategic Goals

C. Strategies

D. Actions

10. Living Organisms take substances from their environment such as food and air and return other substances

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environment. This is an example of

- A. Close System
- B. Hybrid System
- C. Open System
- D. None of Above

living organisms are considered open systems because they take in substances from their environment such as food and air and return other substances to their environment. Humans, for example, inhale oxygen out of the environment and exhale carbon dioxide into the environment. Similarly, some organizations consume raw materials in the production of products and emit finished goods and pollution as a result. In contrast, a watch is an example of a closed system in that it is a relatively self-contained, self-maintaining unit that has little interacts or exchange with its environment.. <http://www.vuzs.info/>

11. When the strength provides superior and unique customer value and is difficult to imitate then the distinctive competence creates a sustainable_____.

- A. Competitive Advantage
- B. Scope
- C. Resource Deployment
- D. Effective Strategy

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12. Which of the following organization is rigidly controlled and efficient?

- A. Organic
- B. Mechanistic
- C. Horizontal
- D. Learning

13. In a juice making company sales manager has the set the goal of increasing the sales by 10% in summer season. At the end of summer Manager will check either goal has archived or not. This function is known as

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

MGT 503 (unconfirmed) QUIZ

Question No: 1 (M - 1) :

Leadership role is more important for:

- ▶ Top level managers

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- ▶ First line managers
- ▶ Middle level managers
- ▶ Non managerial staff

Question No: 2 (M - 1) :

All of the following are included in Fayol's fundamental principles of management EXCEPT:

- ▶ Diversity
- ▶ Order
- ▶ Initiative
- ▶ Authority

Question No: 3 (M - 1) :

A situation in which manager can make an accurate decision is called:

- ▶ Certainty
- ▶ Uncertainty
- ▶ Risk
- ▶ Factual

Question No: 4 (M - 1) :

A manager who is deciding how to invest excess cash gets information from the bank. The manager describes various options available for investment, each of which has a guaranteed rate of return. This situation is called:

- ▶ Certainty
- ▶ Uncertainty
- ▶ Risk

- ▶ Optimal decision-making

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Question No: 5 (M - 1) :

All of the following are the assumptions of rational decision making EXCEPT:

- ▶ Alternatives are known
- ▶ Possible outcomes known
- ▶ Optimal decision is possible
- ▶ **Information is unknown**

Question No: 6 (M - 1) :

Plans which have the broadest organizational focus and the longest time frame are called:

- ▶ Tactical
- ▶ **Strategic**
- ▶ Directional
- ▶ Operational

Question No: 7 (M - 1) :

The method by which strategies are operationalized or executed within the organization is called:

- ▶ Strategy formulation
- ▶ **Strategy implementation**
- ▶ Strategy evaluation
- ▶ Strategy imitation

Question No: 8 (M - 1) :

Which stage of strategic management focuses on; “how the strategy is achieved”?

- ▶ Implementation stage
- ▶ Evaluation stage

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- ▶ Realization stage
- ▶ Formulation stage

Question No: 9 (M - 1) :

Which of the following is a document that summarizes the business strategy and structure?

- ▶ Business plan
- ▶ Letter of credit
- ▶ Article of association
- ▶ Memorandum

Question No: 10 (M - 1) :

Horizontal coordination links the activities of which of the following?

- ▶ Same departmental level
- ▶ From Top to bottom
- ▶ From Bottom to top level
- ▶ Different departmental level

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Question No: 11 (M - 1) :

All of the following factors are the most challenging for the managers in today's competitive world **EXCEPT**:

- ▶ Meet the market demand of products
- ▶ Motivating competitors to do work efficiently
- ▶ Facing the competition
- ▶ Environmental uncertainty

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Question No: 12 (M - 1) :

Channelized efforts are the result of which of the following?

- ▶ Right direction
- ▶ Centralization
- ▶ Proper guidance
- ▶ Good hierarchy

Question No: 13 (M - 1) :

The statement that people will exercise self direction and self control if they are committed to the objectives, is true about which of the following?

- ▶ Equity Theory
- ▶ ERG Theory
- ▶ Theory X
- ▶ Theory Y

Question No: 14 (M - 1) :

To motivate professionals what point should be in consideration?

- ▶ Commitment to their field
- ▶ Job security
- ▶ Offering high pay
- ▶ Promotions

Question No: 15 (M - 1) :

A leader who involves employees in decision making, delegates authority and allows employees to have direct input into the final decision is using which of the following leadership style?

- ▶ Democratic-participative
- ▶ Laissez-faire
- ▶ Autocratic

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- ▶ Democratic-consultative

Question No: 16 (M - 1) :

Which of the following is a characteristic of a high-performing team that makes the group greater than the sum of its parts?

- ▶ A quality circle
- ▶ Group dynamics
- ▶ Synergy
- ▶ Cohesiveness

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Question No: 17 (M - 1) :

Which of the following group engages in collective work that requires joint effort and generates a positive synergy?

- ▶ Work group
- ▶ Work team
- ▶ Quality circle
- ▶ Functional team

Question No: 18 (M - 1) :

Asif's work team does its own hiring and scheduling and is even responsible for evaluating each other's performance. Asif is part of which of the following team?

- ▶ Problem-solving
- ▶ Cross-functional
- ▶ Self-managed
- ▶ Virtual

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Question No: 19 (M - 1) :

All of the following are examples of non-verbal communication EXCEPT:

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- ▶ Conference
- ▶ Body position
- ▶ The distance between two people
- ▶ The style of clothing people wear

Question No: 20 (M - 1) :

The supplies or raw materials needed to create a product are called:

- ▶ Outputs
- ▶ Investments
- ▶ Processes
- ▶ Inputs

Question No: 21 (M - 1) :

What do we call the entire series of organizational work activities that add value at each step that begin with the processing of raw materials and end with a finished product in the hands of end users?

- ▶ Value Chain Management
- ▶ Value Chain Management Operations
- ▶ Value
- ▶ Value Chain

Question No: 22 (M - 1) :

Which of the following is the obligation or expectation to perform a duty?

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- ▶ Responsibility
- ▶ Unity of command
- ▶ Chain of command
- ▶ Span of control

Question No: 23 (M - 1) :

Aslam is a manager of a software house. He is very competitive and tries to stay ahead of the competition. For this purpose he should provide information or services before any other company provides. But as internet industry is a dynamic industry, he has to provide information to his clients before it comes to market. In different situations he doesn't know what new trend will come in market. Aslam is operating under which of the following conditions?

- ▶ Risk
- ▶ Bounded Rationality
- ▶ Uncertainty
- ▶ Certainty

Question No: 24 (M - 1) :

MBO was first described by:

- ▶ Michael Porter
- ▶ Charles Babbage
- ▶ Peter Drucker
- ▶ Hugo Munsterbeg

Question No: 25 (M - 1) :

Policies, procedures, rules and regulations are kinds of:

- ▶ Budgeting
- ▶ Single-use plans
- ▶ Standing plans

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- ▶ Informal plans

Question No: 26 (M - 1) :

Which of the following is also known as strategy analysis?

- ▶ SWOT analysis
- ▶ External analysis
- ▶ Internal analysis
- ▶ Situation analysis

Question No: 27 (M - 1) :

Which of the following should be completed first in the strategic management process?

- ▶ Performing SWOT analysis
- ▶ Implementing strategies
- ▶ Scan the environment
- ▶ Define the organizational mission

Question No: 28 (M - 1) :

Small companies may not have so many opportunities of promotions, so they usually try to motivate employees through:

- ▶ Attractive packages
- ▶ High Incentives
- ▶ Turnover
- ▶ Job enlargement

Question No: 29 (M - 1) :

Mr. Haris and Mr. Fahad are working equally but Mr. Haris is paid more than Mr. Fahad. Mr. Haris is being----- and Mr. Fahad is being-----.

- ▶ Over rewarded, under rewarded

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- ▶ Under rewarded, over rewarded
- ▶ **Rewarded, unrewarded**
- ▶ Over rewarded, unrewarded

Question No: 30 (M - 1) :

In many organizations individuals who have good computer skills and ability to solve related problems can influence others because of their:

- ▶ Coercive Power
- ▶ Referent Power
- ▶ **Expert Power**
- ▶ Reward Power

Question No: 31 (M - 1) :

The effectiveness of downward communication can be increased by using all of the following approaches **EXCEPT**:

- ▶ By using multiple channels
- ▶ By repeating the message
- ▶ By encouraging feedback
- ▶ **By distorting the message**

Question No: 32 (M - 1) :

Feed-forward, Feedback and Concurrent control are the types of control methods based on:

- ▶ **Decision making**
- ▶ Market information
- ▶ Timing
- ▶ Financial resources

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Question No: 33 (M - 1) :

A universally accepted model of a successful manager could be described as:

- ▶ One who practices all the four management functions
- ▶ One who executes all of the roles in a professional manner
- ▶ One who possesses all management skills at high levels
- ▶ There is no universally accepted model of a successful manager

Question No: 34 (M - 1) :

With the passage of time the concept of work specialization has emerged in the business world. Which of the following skill category is influenced significantly due to this change?

- ▶ Conceptual skill
- ▶ Interpersonal skill
- ▶ Technical skill
- ▶ Human skill

Question No: 35 (M - 1) :

Why customers are recognized as one of the major stakeholders of an organization?

- ▶ They are directly influenced by the company's culture
- ▶ They engage their finances in the company's offerings
- ▶ They are highly influenced by the company stock ratings
- ▶ They can impact the labor market of an organization

Question No: 36 (M - 1) :

Which of the given role is played by Central Board of Revenue (CBR) in our environment with respect to the operating organizations?

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- ▶ Competitors
- ▶ Clients
- ▶ Labor markets
- ▶ Regulators

Question No: 37 (M - 1) :

In order to make effective decisions, managers have to be cautious enough while allocating the resources. Which of the given technique helps managers in this regard?

- ▶ Environmental scanning
- ▶ Forecasting
- ▶ Benchmarking
- ▶ Budgeting

Question No: 38 (M - 1) :

Disney World buys soft drinks from coca-cola, food from Sara Lee and paper products from Mead. Coca-cola, Sara Lee and Mead are Disney's:

- ▶ Competitors
- ▶ Suppliers
- ▶ Owners
- ▶ Customers

Question No: 39 (M - 1) :

Scrutinizing the work situation for changing conditions that may signal the materialization of a problem comes under:

- ▶ Scanning stage
- ▶ Categorization stage
- ▶ Diagnosis stage
- ▶ Implementation stage

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Question No: 40 (M - 1) :

Pakistan Cricket Board (PCB) has appointed Waqar Younis as the coach of the Pakistani team to guide them the game tactics. On what grounds PCB has selected Waqar Younis?

- ▶ He possesses expert power
- ▶ He exercises reward power
- ▶ He occupies coercive power
- ▶ He enjoys information power

Question No: 41 (M - 1) :

Considering the changing patterns of the business world, which of the given is considered to be the modern motivating tool?

- ▶ High salary
- ▶ Flexi time
- ▶ Secured job
- ▶ Medical allowance

Question No: 42 (M - 1) :

Which of the following is the best description of motivation?

- ▶ An internal drive in a specific direction
- ▶ A trait that some people have and some people don't
- ▶ A trained condition or response
- ▶ A talent that must be developed and perfected

Question No: 43 (M - 1) :

Which one of the following is a strength of MBO?

- ▶ Overemphasis on quantitative goals
- ▶ Requires training of employees

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- ▶ Clarify priorities and expectation
- ▶ Tends to falter without strong commitment

Question No: 44 (M - 1) :

ABC Corp. has turned each of its divisions into profit centers and evaluates each division by the percentage of total corporate profits that it generates. It uses which of the following control?

- ▶ Accounting
- ▶ Bureaucratic
- ▶ **Financial**
- ▶ Sector

Question No: 45 (M - 1) :

Which of the following best describes this statement; "The degree to which the individual believes that performing at a particular level is instrumental in attaining the desired outcome"?

- ▶ Effort-performance linkage
- ▶ **Performance-reward linkage**
- ▶ Valence of a reward
- ▶ All of the given options

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Question No: 46 (M - 1) :

Which of the following is the set of strengths, characteristics and qualities including skills, technologies or resources that distinguish a firm from its competitors?

- ▶ Scope of business
- ▶ Distinctive competency
- ▶ **Resource deployment**
- ▶ Effective strategy

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Question No: 47 (M - 1) :

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"Cost-saving advantages from specialization" is a feature of which kind of structural organization?

- ▶ Divisional
- ▶ Team
- ▶ Learning
- ▶ **Functional**

Question No: 48 (M - 1) :

An organization that groups activities according to women's footwear, men's footwear, apparel and accessories would use which of the following departmentalization?

- ▶ Product
- ▶ **Operational**
- ▶ Geographic
- ▶ Functional

Question No: 49 (M - 3)

What circumstances facilitated the emergence of virtual teams?

Answer:

By cohesiveness and joining hand together circumstances facilitate the emergency of virtual team and remove the conflicts and create interaction between the individual. Avoiding the conflicts and compromise with the organization mission or objective

Question No: 50 (M - 3)

What is LMX leadership model and what are the two types of groups of subordinates according to this model?

Answer:

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Question No: 51 (M - 5)

Contrast the findings of four behavioral leadership theories .

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Answer:

University of Iowa studies: according to this theory the leader should be autocratic, democratic, laissez faire .

The Ohio state study: according to this theory imitating structure and consideration that measures leaders behavior and correlate with performance of Group

University of Michigan \): t theory a continuum development and employee job centered.

Managerial Grid: concern for people and concern for production at it is two axis

Question No: 52 (M - 5)

What principles a top manager should consider while making an organizational chart?

Question No: 53 (M - 5)

Do you think managers can enhance the group performance? If yes, what factors should be kept in mind by a manager while forming a group that can enhance the over all performance?

Answer:

Off course a manager can enhanced the group performance by using some managerial techniques and pursue to individual to achieve the objective as they are concerned. By coordination, guiding and pursuing

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MGT 503 QUIZ

When the strength provides superior and unique customer value and is difficult to imitate then the distinctive competence creates a sustainable _____.

Competitive advantage

Scope

Resource deployment

Effective strategy

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Dell Company sells the variety of products like computers, laptops, accessories over the internet. Dell is engaged in

Intranet

Extranet

E-commerce

E-Business

The people who work under the first line managers are often called by all of the following names EXCEPT:

Non managers

Supervisors

Skilled workers

Semi skilled workers

A plan developed to carry out a course of action that is not likely to be repeated in the future is called:

Single-use plan

Specific plan

Reaction plan

Directional plan

The leader of an organization performs _____, as per Mintzberg.

An Interpersonal role

An Informational role

A Decisional role

All of the given options

A manager transmits the information outside the organization. He is performing which of the following role?

Spokesperson

Representative

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Disseminator
Agent

Which of the following skill is most essential to get most out of the people?

- Technical skill
- Human skill
- Conceptual skill
- Mechanical skill

The degree to which jobs are standardized and guided by rules and procedures is called:

- Work specialization
- Centralization
- Decentralization
- Formalization

Which factor has been the most rapidly changing component in an organization's general environment in the past quarter-century?

- Global
- Economic
- Social
- Technological

Monitoring organizational progress towards goal attainment is called:

- Planning
- Organizing
- Leading
- Controlling

Question # 11 of 20 (Start time: 09:04:09 PM)

Which one of the following individuals is most closely associated with scientific management?

- Frederick Taylor
- Mary Parker Follett
- Harold Koontz
- Max Weber

Question # 12 of 20 (Start time: 09:04:58 PM)

Which of the following means that you achieve the best possible balance among several goals?

- Sacrificing
- Satisficing
- Minimizing
- Optimizing

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★ PERT Chart assists in _____ the tasks within an organization.

★ Budgeting

★ Scheduling

★ Evaluating

★ Finalizing

★ Question # 14 of 20 (Start time: 09:06:13 PM)

★ As a transportation manager you are supposed to select transportation routes to minimize shipping cost. Which optimum technique will be used?

★ Forecasting

★ Project management

★ Budgeting

★ Linear programming

★ Question # 15 of 20 (Start time: 09:06:51 PM)

★ The process of monitoring performance, comparing it with goals and correcting any significant deviations is known as:

★ Planning

★ Organizing

★ Leading

★ Controlling

★ Question # 16 of 20 (Start time: 09:07:26 PM)

★ Nestle and ICI have taken steps to address human rights issues in their overseas factories. This represent that these companies have

★ Social obligation

★ Social Screening

★ Socially responsibility

★ Social responsiveness

★ Question # 17 of 20 (Start time: 09:08:05 PM)

★ Asma, a new manager at XYZ Inc. primarily worries about assembling and coordinating the human, financial, physical, and other resources needed to achieve her goals. Which function is Asma primarily concerned about?

★ Organizing

★ Controlling

★ Planning

★ Leading

★ Question # 18 of 20 (Start time: 09:09:02 PM)

★ The set of strengths, characteristics and qualities including skills, technologies, or resources that distinguish a

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firm from its competitors is called:

Scope

Distinctive Competency

Resource deployment

Effective strategy

Question # 19 of 20 (Start time: 09:09:33 PM)

All of the following are the characteristics of an organization EXCEPT:

People

Product

Purpose

Structure

Question # 20 of 20 (Start time: 09:10:22 PM)

Most of the countries in the world are moving towards globalization all of the following reasons EXCEPT:

For free market economy

For liberalization in trade

Increase efficiency

Refutation of economic power

Which of the following management thinker created a role classification system based on how managers spend their time at work to describe a manager's role?

Select correct option:

Peter Brabeck-Letmathe

Abraham Maslow

Andrea Jung

Henry Mintzberg

The process of collaborative goal setting by a manager and subordinate; the extent to which goals are accomplished is a major factor in evaluating and rewarding the subordinate's performance. It is called:

Select correct option:

Management by objective

Management by resources

Management by authority

Management by system

Which of the following is the process of developing businesses to pursue trends and changes that no one else has seen before?

Select correct option:

Entrepreneurship

Division of labor

Evolution

E-commerce

What is the best term to describe the process of attempting to influence other people to attain the organization's objectives?

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- ★ Planning
- ★ Organizing
- ★ **Leading**
- ★ Controlling

★ An organization that assigns specialists from different functional departments to work on one or more than one projects being led by project managers is called -----

- ★ Team Organization
- ★ Virtual Organization
- ★ **Matrix organization**
- ★ Learning Organization

★ Activities such as taking visitors to dinner and attending ribbon cutting ceremonies come under which of the following management role?

- ★ Leader
- ★ Liaison
- ★ **Figurehead**
- ★ Negotiator

★ The degree to which decision making is confined at a single point in an organization is described as _____.

- ★ Unity of command
- ★ Chain of command
- ★ Span of management
- ★ **Centralization**

★ Global competition, accelerated product development by competitors, and increased demands by customers for better service have encouraged organizations to become more _____.

- ★ **Organic**
- ★ Mechanistic
- ★ Technologically pure
- ★ Task oriented

★ The idea that employees should also share the profit of organization was given by:

- ★ Select correct option:
- ★ Frederick Taylor
- ★ Robert Owen
- ★ **Charles Babbage**
- ★ W. Edwards Deming

★ Plant managers come under which of following management levels?

- ★ First-line managers
- ★ Non-managerial employees
- ★ **Middle managers**
- ★ Top managers

★ When Shumaila is comparing actual sales figures with goals established earlier to see if her department met the target, she is performing which of the following functions?

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- ★ Planning
- ★ Organizing
- ★ Leading
- ★ **Controlling**

★ Which one of the following ethical approaches exemplifies the belief that every person has fundamental human rights that should be respected as well as protected?

★ Select correct option:

- ★ Justice approach
- ★ **Rights approach**
- ★ Individualism approach
- ★ Utilitarianism approach

★ _____, identifies the order of activities to be performed in order to achieve a particular goal.

★ Select correct option:

- ★ Budgeting
- ★ Linear programming
- ★ Break-even analysis
- ★ **Scheduling**

★ All levels of management between the supervisory level and the top level of the organization are termed as:

- ★ **Middle managers**
- ★ First-line managers
- ★ Supervisors
- ★ Foremen

★ A situation in which an organization is not implementing valuable strategies that are being implemented by competing organization is called:

- ★ **Competitive disadvantage**
- ★ Distinctive competencies
- ★ Competitive edge
- ★ Competitive parity

★ A budget is an example of which of the following plan?

- ★ Strategic plan
- ★ **Single use plan**
- ★ Informal plan
- ★ Standing plan

★ The management function that specifies goals to be achieved and deciding in advance the appropriate actions to achieve those goals is:

- ★ Leading
- ★ Controlling

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Organizing

Planning

_____ is a situation that offers a strong potential for significant organizational gain if appropriate actions are taken

Crises problem

Opportunity problem

None crises problem

None of above

Pakistan Federal government has passed disabilities act of 2005 to protect rights of disable persons and to give them flexibility in job. This comes under which of the following environmental sub context

Economic

Socio cultural

Political/legal

Technological

Which of the following statement best describes Social Obligation?

Select correct option:

Firm's capacity to adapt changing social condition

Applying social criteria to investment decisions

Firm's obligation pursue long term goals that are good for society

Firm's obligation to meet its economic & legal responsibilities

Question # 1 of 20 (Start time: 09:37:01 PM) Total Marks: 1

Which of the following view is concerned with respecting and protecting individual liberties and privileges such as the rights to privacy, freedom of conscience, free speech, life and safety, and due process?

Select correct option:

Utilitarian view

Rights view

Theory of justice view

Integrative social contracts theory view

Question # 2 of 20 (Start time: 09:38:11 PM) Total Marks: 1

Communication should be:

Select correct option:

From Top to Bottom level

From Bottom to top

2 way

Question # 3 of 20 (Start time: 09:39:05 PM) Total Marks: 1

Which type of environment is best suited for mechanistic organizations?

Select correct option:

Dynamic

Manufacturing

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Service

Stable

Question # 4 of 20 (Start time: 09:40:13 PM) Total Marks: 1

Global competition, accelerated product development by competitors, and increased demands by customers for better service have encouraged organizations to become more _____.

Select correct option:

Organic

Mechanistic

Technologically pure

Task oriented

Question # 5 of 20 (Start time: 09:41:37 PM) Total Marks: 1

The process through which raw materials changed into consumer products is termed as:

Select correct option:

Development process

Transformation process

Marketing process

Procurement process

Question # 6 of 20 (Start time: 09:42:36 PM) Total Marks: 1

The best way to characterize management is to say that it is:

Select correct option:

Part of the economy

An activity or process

An overcrowded career field

One of the chief difficulties for most firms

Question # 7 of 20 (Start time: 09:44:09 PM) Total Marks: 1

The idea that employees should also share the profit of organization was given by:

Select correct option:

Frederick Taylor

Robert Owen

Charles Babbage

W. Edwards Deming

Question # 8 of 20 (Start time: 09:45:22 PM) Total Marks: 1

Computers and campus facilities given to a university are called its:

Select correct option:

Human resources

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Financial resources

Physical resources

Information resources

Question # 9 of 20 (Start time: 09:46:54 PM) Total Marks: 1

Which is the most common cause of business failure?

Select correct option:

Insufficient capital

Unstable market

Insufficient experience

Poor entrepreneurship

Question # 10 of 20 (Start time: 09:48:20 PM) Total Marks: 1

GANTT Chart is a tool of:

Select correct option:

Budgeting

Linear programming

Break-even analysis

Scheduling

Question # 11 of 20 (Start time: 09:49:13 PM) Total Marks: 1

Transformation process within a system transfers:

Select correct option:

Raw materials into inputs

Inputs into raw materials

Output into finished goods

Inputs into finished goods

Question # 12 of 20 (Start time: 09:50:32 PM) Total Marks: 1

Sales responsibilities divided into the Southwest, Midwest, southern, northern, and western regions would be an example of what type of departmentalization?

Select correct option:

Product

Geographic

Process

Outcome

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Question # 13 of 20 (Start time: 09:51:24 PM) Total Marks: 1

In the MBO system:

Select correct option:

Objectives are determined by management

Goals are only reviewed at the time of completion

Goals are used as controls

Question # 14 of 20 (Start time: 09:52:53 PM) Total Marks: 1

An organic organizational structure is characterized by-----

Select correct option:

Minimal formalization

Rigid departmentalization

Narrow spans of control

High formalization

Question # 15 of 20 (Start time: 09:54:22 PM) Total Marks: 1

In XYZ Company HR director has negotiated with striking employees who were demanding for increase in salaries due to inflation. He has performed the role of

Select correct option:

Leader

Negotiator

Liaison

Question # 16 of 20 (Start time: 09:55:53 PM) Total Marks: 1

All of following are elements of planning function EXCEPT

Establishing strategies

Developing Plans

Monitoring Performance

Coordinate activities

Question # 17 of 20 (Start time: 09:57:07 PM) Total Marks: 1

Which of the following statement best describes Social Obligation?

Firm's capacity to adapt changing social condition

Applying social criteria to investment decisions

Firm's obligation pursue long term goals that are good for society

Firm's obligation to meet its economic & legal responsibilities

Question # 18 of 20 (Start time: 09:57:53 PM) Total Marks: 1

In order to communicate, motivate and delegate a manager must have:

Political skills

Conceptual skills

Technical skills

Interpersonal skills

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Question # 19 of 20 (Start time: 09:58:47 PM) Total Marks: 1

In the pyramid of levels of management, non-managerial staff is placed at/in:

- ★ Top
- ★ Middle
- ★ **Bottom**
- ★ None of the given options

Question # 20 of 20 (Start time: 09:59:42 PM) Total Marks: 1

How would you define the problem if all outcomes of every alternative are known?

- ★ Select correct option:
- ★ Bounded rationality
- ★ Unbounded rationality
- ★ **Certainty**
- ★ Uncertainty

The process of monitoring performance, comparing it with goals and correcting any significant deviations is known as:

- ★ Planning
- ★ Organizing
- ★ Leading
- ★ **Controlling**

Mr. A is a Manager on XYZ company; he has a reputation for being an open and honest person and understands how to motivate employees and customers, he said to have good _____ skills.

- ★ Sales
- ★ Political
- ★ **Interpersonal**
- ★ Technical

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Someone who works with and through other people by coordinating their work activities to accomplish organizational goals is called:

- ★ A Very intelligent: Individual
- ★ A Supervisor of Production Work
- ★ **A Manager**
- ★ An operation Supervisor

★ XYZ Company has policy of employee's Job security, career progress and ensure that replacement are available to fill vacancies. This company is practicing which of the following principle.

- ★ **Initiative**
- ★ Remuneration

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★ Disseminator

★ Liaison

★ **Spokesperson**

★ Monitor

★ Which of the following is the accountability for the achievement of objectives, the use of resources, and the adherence to organizational policy?

★ Power

★ Responsibility

★ Authority

★ **Planning**

★ Organizations can play role in addressing global environment issues through all of the following ways EXCEPT:

★ Greening of Management

★ Depletion of natural Resources

★ Fulfilling their Social Obligation

★ Avoiding industrial accidents

★ System Theory and Contingency Theory are related to which of the following

★ _____

★ **Classical theories**

★ Betavoadde theories

★ Conterporary

★ _____ are large scale action plans of an organization for interacting with environment in order to achieve long term goals.

★ Objectives

★ Strategic Goals

★ Strategic

★ **Actions**

★ Hawthorne studies were a series of early experiments that focused on:

★ Select correct option:

★ **Behavior in the workplace** (NOT SURE)

★ Ethics in the workplace

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★ Group norms

★ Interpersonal dynamics

★ Selecting an alternative in the decision-making process is accomplished by:

★ Select correct option:

★ **Choosing the alternative with the highest score**

★ Choosing the One You Like Best

★ Selecting the alternative that has the lowest price

★ Selecting the alternative that is the most reliable

★ A plan developed to carry out a course of action that is not likely to be repeated in the future is called:

★ Select correct option:

★ Single-use plan

★ **Specific plan**

★ Reaction plan

★ Direction plan

★ Concern for employee motivation is most closely associated with which of the following management approach?

★ Select correct option:

★ Bureaucracy

★ **Organizational behavior**

★ Scientific management

★ Systems

★ Interest rates, inflation rates, and stock market indexes are all examples of which of the factor of an organization's general environment?

★ Select correct option:

★ **Economic**

★ Political

★ Social

★ Technological

★ Which factor has been the most rapidly changing component in an organization's general environment in the past quarter-century?

★ Select correct option:

★ Global

★ Economic

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★ Social

★ **Technological**

★ The process of monitoring performance, comparing it with goals and correcting any significant deviations is known as:

★ Select correct option:

★ Planning

★ Organizing

★ Leading

★ **Controlling**

★

★ When Usman decides to deploy employees to another department that is lagging behind in production, he is acting in which of the following roles?

★ Select correct option:

★ Spokesperson

★

★ Negotiator

★ Leader

★ **Resource allocator**

★

★ The greater the risk involves in making a decision, the greater the:

★ Select correct option:

★ Outcomes

★ Information available

★ **Rewards**

★ Uncertainty

★

★ Each subordinate should report to one and only one superior is called:

★ Select correct option:

★ Authority

★ **Unity of command**

★ Unity of direction

★ Order

★ Which of the following is part of the 14 principles of management identified by Henri Fayol?

★ Select correct option:

★ **Scalar chain**

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★ Innovation

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★ Efficiency

★ Motivation

★ A learning organization has developed its_____.

★ Select correct option:

★ Educational department to keep employees trained

★ **Capacity to adapt and change**

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★ Barriers to entry of its markets

★ A sustainable competitive advantage that is easy to maintain

★ Which of the following is not a suggestion for motivating employees?

★ Select correct option:

★ Recognize individual differences

★ **Makes goals very difficult to achieve**

★ Match people to jobs

★ Individualize rewards

★ In Maslow's need hierarchy, a healthy work environment is an example of what type of need?

★ Select correct option:

★ Physiological

★ Esteem

★ **Safety**

★ Social

★ The plans which deal with fairly small set of activities are called:

★ Select correct option:

★ Strategic plan

★ Tactical plan

★ **Operational plan**

★ Personal plan

★ Which of the following is known as the process of getting activities completed efficiently and effectively with and through other people?

★ Select correct option:

★ Leading

★ **Management**

★ Supervision

★ Controlling

★ Which of the following describe(s) a global marketplace?

★ Select correct option:

★ The entire world is a marketplace

★ National borders are irrelevant

★ The potential for organizations to grow expands dramatically

★ **All of the given options**

★ The assignment of new or additional responsibilities to a subordinate is called:

★ Select correct option:

★ Coordination

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★ Specialization

★ Delegation

★ Span of control

★ Which of the following management thinker created a role classification system based on how managers spend their time at work to describe a manager's role?

★ Select correct option:

★ Peter Brabeck-Letmathe

★ Abraham Maslow

★ Andrea Jung

★ Henry Mintzberg

★ Which expectancy theory linkage explains the degree to which a student desires a good job?

★ Select correct option:

★ Expectancy

★ Effort to performance

★ Input to outcome

★ Valence

★ The assignment of new or additional responsibilities to a subordinate is called:

★ Select correct option:

★ Coordination

★ Specialization

★ Delegation

★ Span of control

★ Which ethical approach is guided by what will result in the greatest good for the greatest number of people?

★ Select correct option:

★ Moral-Rights approach

★ Individual approach

★ Utilitarian approach

★ Justice approach

★ Low level management has a complete authority to make decisions in case of:

★ Select correct option:

★ Centralization

★ Decentralization

★ Scalar Chain

★ Order

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Which one of the following individuals is most closely associated with scientific management?

Select correct option:

Frederick Taylor

Mary Parker Follett

Harold Koontz

Max Weber

Each subordinate should report to one and only one superior is called:

Select correct option:

Authority

Unity of command

Unity of direction

Order

There are many healthcare products manufacturers. XYZ Company manufactures only personal hygiene products. It markets such products deodorant, body powder, body creams, and exfoliates. Because it only stocks body care and personal hygiene products, it is using ____ strategy.

Select correct option:

Prospecting

Emergent

Focus

Cost leadership

When managers give goals to employees, they must always:

Select correct option:

Use employee-recognition as a reward

Provide feedback to the employees

Let the employees participate in setting the goals

All of the given options

The organization that has developed the capacity to continuously learn, adapt, and change is called:

Select correct option:

Virtual organization

Learning organization

Traditional organization

Bureaucratic organization

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Your firm's attorney has which of the following power when giving legal advice?

Select correct option:

- Legitimate
- Status
- Expert
- Coercive

Which of the following is a function of how much decision-making authority is pushed down to lower levels in the organization?

Select correct option:

- Departmentalization
- Centralization
- Span of control
- Power

Organizations that are highly flexible and adaptive are described as which of the following?

Select correct option:

- Organic
- Mechanistic
- Rational (NOT SURE)
- Intuitive

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A human resource manager attending a local Society for Human Resource Management meeting would be functioning in which of the following role?

Select correct option:

- Informational
- Leader
- Liaison
- Disseminator

Which type of environment is best suited for mechanistic organizations?

Select correct option:

- Dynamic
- Manufacturing
- Service
- Stable

The most outspoken advocate of the classical view of social responsibility is economist and Nobel prize winner:

Select correct option:

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- ★ Carnegie Milton
- ★ Charles Darwin
- ★ Milton Freeman
- ★ Milton Friedman

★ In traditional goal setting, the goals are set at the top level of management and after that they:

- ★ Select correct option:
- ★ Become the responsibility of first-line management
- ★ Are broken down into sub goals for each level of the organization
- ★ All the efforts to achieve the goals are directed by top management
- ★ Are delegated to the next lower level to be achieved

★ Which of the management tasks is the most important for a supervisory manager?

- ★ Select correct option:
- ★ Planning
- ★ Organizing
- ★ Controlling
- ★ Staffing

★ A budget is an example of which of the following plan?

- ★ Select correct option:
- ★ Strategic plan
- ★ Single use plan
- ★ Informal plan
- ★ Standing plan

★ Which of the following is the final step in the decision-making process?

- ★ Select correct option:
- ★ Identifying the problem
- ★ Evaluating the decision's effectiveness
- ★ Identifying decision criteria
- ★ Selecting an alternative that can resolve the problem

★ The behavioral dimension of leadership involving the concern that the leader has for the feelings, needs, personal interest, problems, and well being of followers is referred to as which of the following?

- ★ Select correct option:
- ★ Consideration
- ★ Initiating structure
- ★ Autocratic
- ★ Democratic

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★ What type of an organization actively creates, acquires, and transfers knowledge within itself and is able to modify its behavior to reflect new knowledge?

★ Select correct option:

- ★ Enlightened organization
- ★ Conceptualized organization
- ★ **Learning organization**
- ★ Modern organization

★ A primary benefit of MBO is:

★ Select correct option:

- ★ Avoid competition
- ★ Resistance against new entrance
- ★ **Improve employee motivation**
- ★ Increase resources

★ Functional departmentalization groups jobs by which of the following?

★ Select correct option:

- ★ **Tasks they perform**
- ★ Territories they serve
- ★ Products or services they manufacture or produce
- ★ Type of customer they serve

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★ Henri Fayol, a French industrialist, first analyzed what managers do and divided that work into functions. The study of the management function that defines goals and establishes strategies to achieve them is called:

★ Select correct option:

- ★ **Planning**
- ★ Organizing
- ★ Leading
- ★ Controlling

★ Which one of the following items best reflects the extent to which a society places a high value on reducing risk and instability?

★ Select correct option:

- ★ **Uncertainty avoidance**
- ★ Power distance
- ★ Masculinity/femininity
- ★ Long-term/short-term orientation

★ When a manager made a decision and he is uncertain about the outcomes. His decision is likely to be:

★ Select correct option:

- ★ Of Poor Quality
- ★ Unacceptable

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★ Successful

★ Risky

★ Forecasting techniques fall into which of the following two categories?

★ Select correct option:

★ Fixed asset and human capital

★ Predictive and confirmatory

★ Quantitative and qualitative

★ Empirical and conceptual

★ A plan developed to carry out a course of action that is not likely to be repeated in the future is called:

★ Select correct option:

★ Single-use plan

★ Specific plan

★ Reaction plan

★ Directional plan

★ The organization which has no interaction with its external environment is called:

★ Select correct option:

★ Open system

★ Closed system

★ Non-interactive system

★ Moderated system

★ Which famous management thinker was related with the development of "Theory X"?

★ Select correct option:

★ Douglas McGregor

★ Abraham Maslow

★ Frederick Herzberg

★ Chester Barnard

★ The management function that specifies goals to be achieved and deciding in advance the appropriate actions to achieve those goals is:

★ Select correct option:

★ Leading

★ Controlling

★ Organizing

★ Planning

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Monitoring organizational progress towards goal attainment is called:

Select correct option:

Planning

Organizing

Leading

Controlling

Organizational culture is similar to an individual's:

Select correct option:

Skills

Personality

Motivation

Ability

Which of the following is NOT an example of an organization's general environment?

Select correct option:

Economic conditions

Political conditions

Social conditions

Who presented the Concept of Quality?

Select correct option:

Henri Fayol

Prof. Henry Mintzberg

Frank & Lillian Gilbreth

Prof. Edward Deming

In order to communicate, motivate and delegate a manager must have:

Select correct option:

Political skills

Conceptual skills

Technical skills

Interpersonal skills

Which of the following departmentalization is used more in recent years to better monitor the needs of customers and to respond to changes in those needs?

Select correct option:

Needs-based (NOT SURE)

Functional

Process

Customer

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★ Which of the following is called output of a system?

★ Select correct option:

★ Services

★ **Material**

★ Human

★ Information resource

★ Who is credited for the theory of motivation based on the hierarchy of needs?

★ Select correct option:

★ **Abraham Maslow**

★ Douglas McGregor

★ Henri Fayol

★ Mary Parker Follett

★ Which of the following is NOT an example of a constituency that makes up the specific environment?

★ Select correct option:

★ Customers

★ **Socio-cultural**

★ Suppliers

★ Competitors

★ The SWOT approach assesses an organization's:

★ Select correct option:

★ Speed, Wants, Order, Timing

★ Studies, Workflows, Opportunities, Trials

★ **Strengths, Weaknesses, Opportunities, Threats**

★ Signs, Worries, Objectives, Techniques

★ An office supply firm that has three departments based upon retail, wholesale, and governmental customers is using which of the following types of departmentalization?

★ Select correct option:

★ **Functional**

★ Product

★ Customer

★ Geographic

★ To determine the _____, a manager must determine what is relevant or important in resolving the problem.

★ Select correct option:

★ Geocentric behavior needed

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Number of allowable alternatives

Weighting of decision criteria

Decision criteria

A manager who strives to ensure the activities of the organization's employees are supported and blend well with those of individuals outside the firm could be said to hold which of the following interpersonal role within the company?

Select correct option:

Liaison

Disseminator

Figure head

Entrepreneur

(USMAN KHALID)

What would be the best description of plans that focus on the broad future of the organization and incorporate both external environmental demands and internal resources into managers' actions?

Select correct option:

Operational plans

Tactical plans

Strategic plans

Holistic plans

Which of the following scientist is most closely associated with the Hawthorne studies?

Select correct option:

Adams

Mayo

Lawler

Barnard

When objectives are not written down or rarely verbalized, and the planning is general and lacks continuity, which of the following types of planning is used?

Select correct option:

Environmental planning

Economic planning

Informal planning

Formal planning

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Which of the following is the power that rests on the leader's ability to punish or control?

Select correct option:

- Reward power
- Coercive power
- Expert power
- Referent power

Inspiring people to be high performer is called:

Select correct option:

- Controlling
- Leading
- Planning
- Organizing

Which of the following theory is currently the most widely accepted when describing employee motivation?

Select correct option:

- Reinforcement
- Three-need
- Expectancy
- Equity

Activities such as taking visitors to dinner and attending ribbon cutting ceremonies come under which of the following management role?

Select correct option:

- Leader
- Liaison
- Figurehead
- Negotiator

LG and Sony electronics agreed to cooperate on developing new technologies. Representatives from each firm meet regularly to coordinate this new venture. Which of the following roles these managers are playing?

Select correct option:

- Liaison
- Leader
- Disseminator
- Spokesperson

A skill or capability that enables an organization to conceive of and implement its strategies is its:

Select correct option:

- Strength

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- ★ Weakness
- ★ Opportunity
- ★ Threat

★ The task environment of organizations consists of constituencies that have a direct impact on managers' decisions and actions. The main constituencies are made up of customers, suppliers, competitors, and _____.

★ Select correct option:

★ **Legislators**

- ★ Pressure groups
- ★ Employees
- ★ Lawyers

★ Set of processes involved in creating or determining the strategies of the organization is called:

★ Select correct option:

★ **Strategy formulation**

- ★ Strategy implementation
- ★ Strategy evaluation
- ★ Strategy imitation

★ What type of an organization actively creates, acquires, and transfers knowledge within itself and is able to modify its behavior to reflect new knowledge?

★ Select correct option:

- ★ Enlightened organization
- ★ Conceptualized organization
- ★ **Learning organization**
- ★ Modern organization

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★ Which of the following is a general statement or understanding that guide or channelize thinking in decision making?

★ Select correct option:

- ★ **Policy**
- ★ Procedure
- ★ Rule
- ★ Project

★ Which of the following is a process that involves managers from all parts of the organization in the formulation of strategic goals?

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★ Select correct option:

★ **Strategic management**

★ Strategic positioning

★ Strategic planning

★ Strategic organizing

★ Maslow's need hierarchy, a healthy work environment is an example of what type of need?

★ Select correct option:

★ Physiological

★ Esteem

★ **Safety**

★ Social

★ What would be the best description of plans that focus on the broad future of the organization and incorporate both external environmental demands and internal resources into managers' actions?

★ Operational plans

★ Tactical plans

★ **Strategic plans**

★ Holistic plans

★ Which of the following is NOT a key element of the Total Quality Management approach?

★ Focus on the customer

★ Employee involvement

★ Continuous improvement

★ **Focus on the supplier**

★ 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 which of the following skills?

★ **Technical**

★ Conceptual

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★ Situational

★ Ethical

★ The process of selecting decision criteria is accomplished by:

★ Massaging the data that will support a given decision

★ Flipping a coin to produce a 50-50 chance of being right

★ Determining what is relevant in making the decision

★ Examining the difference in the opportunities available

★ Alternatives that an organization chooses from its operations across several industries and several markets is called:

★ Business-level strategy

★ Corporate-level strategy

★ Functional-level strategy

★ Market-level strategy

★ In the MBO system:

★ Objectives are determined by management

★ Goals are only reviewed at the time of completion

★ Goals are used as controls

★ Progress is periodically reviewed

★ Strategic plans cover a broader view of the organization and include the formulation of goals, whereas operational plans define ways to:

★ Maximize the organization's profits

★ Achieve the goals

★ Minimize the number of employees

★ Provide the most efficient methods of production

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The first step in the decision-making process is which of the following?

Developing decision criteria

Allocating weights to the criteria

Analyzing alternatives

Identifying a problem

A skill or capability that enables an organization to conceive of and implement its strategies is its:

Strength

Weakness

Opportunity

Threat

The management function that specifies goals to be achieved and deciding in advance the appropriate actions to achieve those goals is:

Leading

Controlling

Organizing

Planning

The plans which deal with fairly small set of activities are called:

Strategic plan

Tactical plan

Operational plan

Personal plan

A budget is an example of which of the following plan?

Strategic plan

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Single use plan

Informal plan

Standing plan

Which of the following can be defined as the art and science of formulating, implementing and evaluating cross-functional decisions that enable an organization to achieve its objectives?

Strategy formulation

Strategy evaluation

Strategy implementation

Strategic management

Which of the following is NOT one of the situational factors thought to influence the relationship between leader behavior and subordinate motivation to perform in the path-goal theory?

Preferences of the leader

Subordinate locus of control

Characteristics of the work group

Task structure

Social obligation is the obligation of a business to meet its:

Select correct option:

Social and technological responsibilities

Economic and social responsibilities

Technological and economic responsibilities

Economic and legal responsibilities

All of the following are the examples of the actions that can be taken in strategy implementation stage

EXCEPT:

Select correct option:

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★ Changing organization's pricing strategy

★ Developing new employee benefits

★ Transferring managers among divisions

★ Taking corrective action when needed

★ The method by which strategies are operational zed or executed within the organization is called:

★ Select correct option:

★ Strategy implementation

★ Strategy evaluation

★ Strategy formulation

★ Strategy imitation

★ The idea that employees should also share the profit of organization was given by:

★ Select correct option:

★ Frederick Taylor

★ Robert Owen

★ Charles Babbage

★ W. Edwards Deming

★ In some countries, such as Venezuela, titles, rank, and status carry a lot of weight. These countries have a large:

★ Select correct option:

★ Power distance

★ Uncertainty avoidance

★ Short- versus long-term orientation

★ Individualism versus collectivism

★ Which of the following is associated with the classical view of social responsibility?

★ Select correct option:

★ Economist Robert Reich

★ Concern for social welfare

★ Stockholder financial return

★ Voluntary activities

★ Which of the following management thinker created a role classification system based on how managers spend their time at work to describe a manager's role?

★ Select correct option:

★ Peter Brabeck-Letmathe

★ Abraham Maslow

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★ Andrea Jung

★ Henry Mintzberg

★ Which of the management tasks is the most important for a supervisory manager?

★ Select correct option:

★ Planning

★ Organizing

★ Controlling

★ Staffing

★ Forecasting techniques fall into which of the following two categories?

★ Select correct option:

★ Fixed asset and human capital

★ Predictive and confirmatory

★ Quantitative and qualitative

★ Empirical and conceptual

★ Which of the following theory is currently the most widely accepted when describing employee motivation?

★ Select correct option:

★ Reinforcement

★ Three-needs

★ Expectancy

★ Equity

★ A leader, such as Bill Gates of Microsoft, who can inspire followers above their own self-interests and can have a profound effect on their performance, are known as which of the following?

★ Select correct option:

★ Transactional leaders

★ Directive leaders

★ Informational leaders

★ Transformational leaders

★ A situation in which an organization is not implementing valuable strategies that are being implemented by competing organization is called:

★ Select correct option:

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Competitive disadvantage

★ Distinctive competencies

★ Competitive edge

★ Competitive parity

★ Which of the following term is defined as a business firm's obligation, beyond that required by law and economics, to pursue long-term goals that are good for society?

★ Select correct option:

Social obligation

★ Social responsibility

★ Social screening

★ Values-based management

★ Feed Back of ____ is necessary to improve the quality of the product.

★ Select correct option:

Customers

★ Employees

★ Investors

★ All of the given options

★ Which of the following is the accountability for the achievement of objectives, the use of resources, and the adherence to organizational policy?

★ Select correct option:

★ Power

★ Responsibility

★ Authority

★ Planning

★ Which management theory focuses on managing the total organization?

★ Select correct option:

★ Scientific management

★ Administrative management

★ Behavioral management

★ Quantitative management

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★ Communication should be:

★ Select correct option:

★ From Top to Bottom level

★ From Bottom to top

★ **2 way**

★ None of the given option

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★ The following is the process of developing businesses to pursue trends and changes that no one else has seen before?

★ Select correct option:

★ **Entrepreneurship**

★ Division of labor

★ Evolution

★ E-commerce

★ A learning organization has developed its_____.

★ Select correct option:

★ Educational department to keep employees trained

★ **Capacity to adapt and change**

★ Barriers to entry of its markets

★ A sustainable competitive advantage that is easy to maintain

★ The greater the risk involves in making a decision, the greater the:

★ Select correct option:

★ Outcomes

★ Information available

★ **Rewards** (NOT SURE)

★ Uncertainty

★ A skill and capability held by numerous competing firms is called:

★ Select correct option:

★ **Common strength**

★ Competitive edge

★ Competitive parity

★ Distinctive competencies

★ The quantitative approach has contributed directly in the areas of:

★ **Planning and control**

★ Control and leading

★ Organizing and control

★ Planning and leading

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★ Which of the following early advocates of organizational behavior was the first to argue that organizations were open systems?

- ★ Robert Owens
- ★ **Hugo Munsterberg**
- ★ Mary Parker Follett
- ★ Chester Barnard

★ The people at the bottom of the organization generally deal with repetitive and familiar problems such as workers who are late or machinery that breaks down. As a result, most of the decisions made by first line supervisors are:

- ★ Programmed decisions
- ★ **Ill-structured decisions**
- ★ Novel decisions
- ★ Non-programmed decisions

★ The method by which strategies are operationalized or executed within the organization is called:

- ★ **Strategy implementation**
- ★ Strategy evaluation
- ★ Strategy formulation
- ★ Strategy imitation

★ The belief that businesses should be responsible because such actions are right for their own sake is known as which argument for social responsibility?

- ★ Public expectation
- ★ **Ethical obligation**
- ★ Public image
- ★ Discouragement of government regulation

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