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| **Q1. XYZ Corporation sets an objective to increase its market share by 5% within 3 years. This is an example of a(n) \_\_\_\_\_\_\_\_ objective.**   a. suboptimal   b. short-term   c. principled   d. long-term   e. intermediate-term**Q2. The principle of the objective is another name for management by objectives.**   a. true   b. false**Q3. Of the four primary management functions organizing usually precedes planning.**   a. true   b. false**Q4. The process of determining how the management system will achieve its objectives is planning.**   a. true   b. false**Q5. Managers should establish objectives for employees that are in easy reach.**   a. true   b. false**Q6. The overall organizational objectives and the subobjectives assigned to the various people or units of the organization is referred to as suboptimization.**   a. true   b. false**Q7. MBO programs increase the volume of paperwork in an organization.**   a. true   b. false**Q8. The high failure rate of new businesses seems primarily a consequence of inadequate planning.**   a. true   b. false**Q9. Management-by-objectives is only a valuable tool for profit-seeking organizations.**   a. true   b. false**Q10. Which management writer popularized management-by-objectives?**   a. Peter Drucker   b. Henry Fayol   c. Abraham Maslow   d. Frederick Taylor   e. Tom Peters**Q11. Management should never give rewards for the achievement of goals established by MBO.**   a. true   b. false**Q12. One of the advantages of an MBO program is that it continually emphasizes what should be done in order for the organization to reach its goals.**   a. true   b. false**Q13. Planners need not have significant practical experience within the organization if they have good human relations skills.**   a. true   b. false**Q14. Decision makers who have a \_\_\_\_\_\_\_\_ orientation believe that the source of all good is outside themselves, and therefore rely heavily on suggestions from the organization members.**   a. Hoarding   b. Marketing   c. Exploitative   d. Receptive**Q15. The ideal decision-making orientation emphasizes the realization of the organization's potential as well as that of the decision-maker.**   a. true   b. false**Q16. A group decision process in which negative feedback on any suggested alternative is forbidden until all members have presented alternatives is called brainstorming.**   a. true   b. false**Q17. \_\_\_\_\_\_\_\_ is also known as using simple rules of thumb to make decisions.**   a. Intuition   b. Heuristic   c. Bounded rationality   d. Satisficing**Q18. Heuristic problem-solving techniques are examples of a modern technique that can be applied to a nonprogrammed decision.**   a. true   b. false**Q19. Not all managerial decisions are of equal significance to the organization.**   a. true   b. false**Q20. An organizational decision-maker who is willing to steal the ideas necessary to make good decisions has what type of decision-making orientation?**   a. hoarding   b. market-oriented   c. receptive   d. ideal   e. exploitative**Q21. In the decision-making process, it is important to accurately identify an existing problem prior to listing the possible alternatives for solving the problem.**   a. true   b. false**Q22. In the Nominal Group Technique, group members never meet face to face.**   a. true   b. false**Q23. The broader the scope of the decision, the higher the level of management responsible for it.**   a. true   b. false**Q24. Which of the following would be the most appropriate traditional technique for solving a programmed decision?**   a. habit   b. intuition   c. rules of thumb   d. training   e. judgment**Q25. A group decision process in which negative feedback on any suggested alternative is forbidden until all members have presented alternatives is called brainstorming.**   a. true   b. false**Q26. Most organizational decisions are made under conditions of complete uncertainty.**   a. true   b. false**Q27. If an organization wanted to determine if it was achieving its goals or whether the level of progress was satisfactory, which critical question should be asked?**   a. where is the organization presently going?   b. what does our SWOT analysis show?   c. what are the purposes and objectives of the organization?   d. what can be done to better achieve organizational goals in the future?   e. in what kind of environment does the organization now exist?**Q28. The \_\_\_\_\_\_\_\_ component is the part of the general environment related to government affairs.**   a. Economic   b. Social   c. Political   d. Technological**Q29. The international component is the operating environment segment composed of factors influencing the supply of workers available to perform needed organizational tasks.**   a. true   b. false**Q30. 'In what kinds of environments does the organization now exist?' is one of the four basic questions required for critical question analysis.**   a. true   b. false**Q31. The different components of the general environment for an organization consists of the international, labor, customer, competitor, and supplier components.**   a. true   b. false**Q32. Question marks in the BCG Growth-Share Matrix are businesses with a high market share in a slowly growing market.**   a. true   b. false**Q33. Focus is a strategy that emphasizes making an organization more competitive by targeting a particular customer.**   a. true   b. false**Q34. SWOT is an acronym for a firm's Strengths, Weaknesses, Objectives, and Threats.**   a. true   b. false**Q35. The initials SWOT stand for Strengths, Weaknesses, Opportunities, and Threats.**   a. true   b. false**Q36. According to the BCG Growth-Share Matrix, economic resources would be used from which of the following to meet the financial demands of the organization in other areas?**   a. hippopotamus   b. dog   c. question mark   d. star   e. cash cow**Q37. Tactical planning is long-range planning that emphasizes the current operations of various parts of the organization.**   a. true   b. false**Q38. Strategy is the end result of strategic planning.**   a. true   b. false**Q39. The time series analysis method of predicting future sales levels asks appropriate salespeople for their opinions of what will happen to sales in the future.**   a. true   b. false**Q40. Most organizations use a weighting process to compare site differences among foreign countries.**   a. true   b. false**Q41. Standing plans are plans used over and over again because they focus on organizational situations that occur frequently.**   a. true   b. false**Q42. Standing plans and single-use plans are examples of which dimension in planning?**   a. time   b. repetitiveness   c. level   d. scope   e. both A and C**Q43. Repetitiveness, time, scope, and length are the four dimensions of plans.**   a. true   b. false**Q44. The jury of executive opinion of forecasting predicts future sales levels primarily by asking appropriate salespeople to give their opinions on what will happen to sales in the future.**   a. true   b. false**Q45. A budget is a single-use financial plan that covers a specified length of time.**   a. true   b. false**Q46. Which of the following is a standing plan that outlines a series of related actions that must be taken to accomplish a particular task?**   a. rule   b. policy   c. procedure   d. budget   e. guideline**Q47. Site selection is part of input planning.**   a. true   b. false**Q48. The portion of the total management system at which a plan is aimed is called the \_\_\_\_\_\_\_\_ of the plan.**   a. scope   b. longevity   c. time dimension   d. level   e. repetitiveness**Q49. The concept of forecasting can be traced at least as far back as Fayol.**   a. true   b. false**Q50. Which of the following types of plans would be considered a single-use plan?**   a. policy   b. rule   c. procedure   d. guideline   e. program |
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| **Q1. Technical skills involve the ability to build cooperation within the team being led.**   a. true   b. false**Q2. When an individual loses interest in his career, fails to keep his job skills updated, and suffers a lack of productivity, he has most likely entered which stage of his career?**   a. maintenance   b. establishment   c. exploration   d. trial   e. decline**Q3. Management is the process of reaching organizational goals by working with and through people and other resources.**   a. true   b. false**Q4. Managerial effectiveness is measured by the extent to which the manager achieves organizational goals.**   a. true   b. false**Q5. Effective managers should assume the responsibility of assisting their subordinates in career development.**   a. true   b. false**Q6. According to Robert L. Katz, managerial success depends primarily upon personality traits.**   a. true   b. false**Q7. A manager who wastes resources to achieve organizational goals may be effective but inefficient.**   a. true   b. false**Q8. Organizational resources include monetary, human, raw materials, and capital.**   a. true   b. false**Q9. As a manager moves from lower-level management to upper-level management, conceptual skills become more important and technical skills less important.**   a. true   b. false**Q10. In order to successfully utilize contingency management concepts and tactics, managers must first consider the realities of the specific organizational circumstances they face.**   a. true   b. false**Q11. \_\_\_\_\_\_\_\_ performed motion studies of bricklaying**   a. Henry Gannt   b. Frederick Taylor   c. Frank Gilbreth   d. Abraham Maslow   e. Henri Fayol**Q12. The classical approach to management was the product of the first concentrated effort to develop a body of management thought.**   a. true   b. false**Q13. Which of the following researchers has made the greatest contribution to the human relations movement?**   a. Frederick Taylor   b. L. Thomas Hopkins   c. Lillian Gilbreth   d. Abraham Maslow   e. Henry Fayol**Q14. With \_\_\_\_\_\_\_\_, every organizational member understands his or her own job and how the job fits together to provide final products to the customer.**   a. Personal mastery   b. Shared vision   c. Systems thinking   d. Team learning**Q15. The management system is a closed system.**   a. true   b. false**Q16. A number of interdependent parts functioning independently of each other are a system.**   a. true   b. false**Q17. The lower-level analysis portion of the classical approach concerns the management function as a whole.**   a. true   b. false**Q18. The management science approach emphasizes the use of the scientific method and mathematical techniques to solve operational problems.**   a. true   b. false**Q19. All ethical and unethical conduct within an organization needs to be covered in one code of ethics.**   a. true   b. false**Q20. The first step, or phase, in converting social responsibility policies into actions is the recognition by top management that the organization has some social obligation to all organization members.**   a. true   b. false**Q21. One of the areas of social responsibility is employment practices.**   a. true   b. false**Q22. Irrespective of which argument or combination of arguments particular managers embrace, they generally should be required to perform social responsibility activities beyond those legally required.**   a. true   b. false**Q23. The philosophy that you should act in a way you would expect others to act toward you is known as the utilitarian principle.**   a. true   b. false**Q24. Which federal agency strives to reduce consumer misunderstandings of manufacturers' product design, labeling, and so on, by promoting clarity of these messages?**   a. Environmental Protection Agency   b. Equal Employment Opportunity Commission   c. Occupational Safety and Health Administration   d. Consumer Product Safety Commission**Q25. Business ethics can only be approached from one direction.**   a. true   b. false**Q26. Acting in such a way that the action taken under the circumstances could be a universal law, or rule, of behavior would best define which of the following ethical standards?**   a. the utilitarian principle   b. the professional ethic   c. Kant's categorical imperative   d. part of the four-way rule   e. the golden rule**Q27. The culture-specific approach gives employees a genuine non-appreciation for the culture they are about to encounter.**   a. true   b. false**Q28. According to The Hudson Institute report, the United States must pay more attention to its share of world trade and less to the growth of the economies of other nations of the world so that we can have a worse economy.**   a. true   b. false**Q29. The multicultural approach to organizational diversity is the most effective approach to pluralism.**   a. true   b. false**Q30. 'Token' employees are always given very high visibility in an organization.**   a. true   b. false**Q31. \_\_\_\_\_\_\_\_ is a preconceived judgment, opinion or assumption about an issue.**   a. Ethnocentrism   b. A stereotype   c. Tokenism   d. Prejudice**Q32. Reverse discrimination is the term used to describe inequities affecting members of the minority group as an outcome of programs designed to assist the majority group.**   a. true   b. false**Q33. Minorities as well as women often face a 'glass ceiling' limiting their potential advancement.**   a. true   b. false**Q34. Managers cannot rise to the challenge of managing a diverse workforce unless they recognize that many employees have difficulties coping with diversity.**   a. true   b. false**Q35. One of the similarities of international management and domestic management is that the vast majority of countries experience the industrial revolution at the same time.**   a. true   b. false**Q36. Selling goods and services to another country is called 'importing'.**   a. true   b. false**Q37. Third-country nationals are organization members who are citizens of the country in which the facility of a foreign-born organization is located.**   a. true   b. false**Q38. A polycentric attitude reflects the belief that multinational corporations should regard home-country management as superior to foreign-country management practices.**   a. true   b. false**Q39. One form of international management is fighting competition in foreign markets.**   a. true   b. false**Q40. The increased distance associated with multinational corporations makes communication between the different divisions easier.**   a. true   b. false**Q41. Recently, investments by foreign countries in the United States are growing more rapidly than U.S. investments in foreign countries.**   a. true   b. false**Q42. Managers who usually make foreign investments normally expect such investments will allow participation in the rapid expansion of a market abroad.**   a. true   b. false**Q43. \_\_\_\_\_\_\_\_ are firms that raise money from investors and then use money to make investments in new firms.**   a. Entrepreneurs   b. Lending institutions   c. Angel investors   d. Venture capitalists**Q44. \_\_\_\_\_\_\_\_ is the likelihood and magnitude of an opportunity's downside loss.**   a. Feasibility analysis   b. Entrepreneurial risk   c. Entrepreneurial alertness   d. Information asymmetry**Q45. Opportunity evaluation is the first stage of the entrepreneurial process.**   a. true   b. false**Q46. Today, approximately \_\_\_\_\_\_\_\_ angel investors provide capital to companies each year.**   a. 40,000   b. 4,000   c. 400,000   d. 14,000**Q47. Venture capitalists are wealthy individuals who provide capital to new companies.**   a. true   b. false**Q48. With respect to corporate entrepreneurship, sustained regeneration occurs when firms develop new culture, processes, or structures to support new product innovations.**   a. true   b. false**Q49. \_\_\_\_\_\_\_\_ occurs when a firm attempts to alter its own competitive strategy.**   a. Domain definition   b. Sustained regeneration   c. Strategic renewal   d. Organized rejuvenation**Q50. Angel investors help approximately 50,000 companies get off the ground each year.**   a. true   b. false |