

## Management Exam #1

### Book Multiple Choice

#### Chapter 1

1. If a sales department supervisor is held accountable by a middle manager for the department's performance, on whom is the department supervisor dependent in making this performance possible?
  - a. board of directors
  - b. top management
  - c. customers or clients
  - d. department sales persons
  
2. The management function of \_\_\_\_\_ is being activated when a bookstore manager measures daily sales in the magazine section and compares them with daily sales targets.
  - a. planning
  - b. agenda setting
  - c. controlling
  - d. delegating
  
3. The process of building and maintaining good working relationships with others who may someday help a manager implement his or her work agendas is called \_\_\_\_\_.
  - a. governance
  - b. networking
  - c. emotional intelligence
  - d. entrepreneurship
  
4. According to Robert Katz, \_\_\_\_\_ skills are more likely to be emphasized by top managers than by first-line managers.
  - a. human
  - b. conceptual
  - c. informational
  - d. technical
  
5. An effective manager is someone who helps others to achieve high levels of both \_\_\_\_\_ and \_\_\_\_\_.
  - a. pay; satisfaction
  - b. performance; satisfaction
  - c. performance; pay
  - d. pay; quality work life
  
6. \_\_\_\_\_ is the active oversight by boards of directions of top management decisions in such areas as corporate strategy and financial reporting.
  - a. value chain analysis
  - b. productivity

- c. outsourcing
- d. corporate governance

7. When a manager denies promotion to a qualified worker simply because of personally disliking her because she is Hispanic, this is an example of \_\_\_\_\_.

- a. discrimination
- b. workforce diversity
- c. self - management
- d. a free-agent economy

8. A company buys cloth in one country, has designs made in another country, has the garments sewn in another country, and sells the finished product in yet other countries. This firm is actively engaging in the practice of \_\_\_\_\_.

- a. job migration
- b. performance effectiveness
- c. value creation
- d. global sourcing

9. The intellectual capital equation states: Intellectual Capital = \_\_\_\_\_ X Commitment.

- a. diversity
- b. confidence
- c. competency
- d. communication

10. If the direction in managerial work today is away from command and control, what is it toward?

- a. coaching and facilitating
- b. telling and selling
- c. pushing and pulling
- d. carrot and stick

11. The manager's role in the "upside-down pyramid" view of organizations is best described as providing \_\_\_\_\_ so that operating workers can directly serve \_\_\_\_\_.

- a. direction; top management
- b. leadership; organizational goals
- c. support; customers
- d. agendas; networking

12. When a team leader clarifies desired work targets and deadlines for a work team, he or she is fulfilling the management function of \_\_\_\_\_.

- a. planning
- b. delegating
- c. controlling
- d. supervising

13. The research of Mintzberg and others concludes that most managers

- a. work at a leisurely pace
- b. have blocks of private time for planning
- c. always live with the pressures of performance responsibility
- d. have the advantages of short workweeks

14. Emotional intelligence helps us to manage ourselves and our relationships effectively. Someone that is high in emotional intelligence will have the capacity to \_\_\_\_\_, an ability to think before acting and to control potentially disruptive emotions and actions.

- a. set agendas
- b. show motivation
- c. self-regulate
- d. act as a leader

15. Which of the following is a responsibility that is most associated with the work of a CEO, or chief executive officer, of a large company?

- a. linking the company with the external environment
- b. reviewing annual pay raises for all employees
- c. monitoring short-term performance by task forces and committees
- d. conducting hiring interviews for new college graduates

## Chapter 2

1. A management consultant who advises managers to carefully study jobs, train workers to do them with efficient motions, and tie pay to job performance is using ideas from \_\_\_\_\_.

- a. scientific management
- b. contingency thinking
- c. Henri Fayol
- d. theory Y

2. The Hawthorne studies were important in management history because they raised awareness about the influence of \_\_\_\_\_ on productivity.

- a. organization structures
- b. human factors
- c. physical work conditions
- d. pay and rewards

3. If Douglas McGregor heard an instructor complaining that her students were lazy and irresponsible, he would say these assumptions \_\_\_\_\_.

- a. violated scientific management ideas
- b. focused too much on needs
- c. would create a negative self-fulfilling prophecy
- d. showed contingency thinking