

Name _____ Class _____ Date _____
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Chapter 02 - Management, Supervision, and Decision Making

1. Good supervisors are able to show employees the importance of company goals.

- a. True
- b. False

ANSWER: True
POINTS: 1
REFERENCES: The Supervisor's Job
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: BM.BKB.14.LO: 2.2.1 - LO: 2.2.1
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2. When an employee is not performing work correctly, the supervisor should take over to make sure it is done well.

- a. True
- b. False

ANSWER: False
POINTS: 1
REFERENCES: The Supervisor's Job
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: BM.BKB.14.LO: 2.2.1 - LO: 2.2.1
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3. A problem can be considered solved once a solution has been chosen and implemented.

- a. True
- b. False

ANSWER: False
POINTS: 1
REFERENCES: Decision Making
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: BM.BKB.14.LO: 2.3.2 - LO: 2.3.2
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4. Management scientists have studied successful managers to determine what makes them different from those who were not successful.

- a. True
- b. False

ANSWER: True
POINTS: 1

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REFERENCES: Management Roles
QUESTION TYPE: True / False
HAS VARIABLES: False
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5. Listening is an important communication skill for supervisors.

- a. True
- b. False

ANSWER: True
POINTS: 1
REFERENCES: Managing Day-to-Day Activities
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: BM.BKB.14.LO: 2.2.2 - LO: 2.2.2
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6. The most important resource available to managers is the company's employees.

- a. True
- b. False

ANSWER: True
POINTS: 1
REFERENCES: Getting Work Accomplished
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: BM.BKB.14.LO: 2.1.2 - LO: 2.1.2
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7. Helping employees determine how to use their time effectively is a component of time management for supervisors.

- a. True
- b. False

ANSWER: True
POINTS: 1
REFERENCES: Managing Day-to-Day Activities
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: BM.BKB.14.LO: 2.2.2 - LO: 2.2.2
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8. When deciding how to get work accomplished, the first step for managers is to develop a budget.

- a. True
- b. False

ANSWER: False
POINTS: 1
REFERENCES: Getting Work Accomplished
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: BM.BKB.14.LO: 2.1.2 - LO: 2.1.2
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9. The effectiveness of a supervisor's job is determined by three factors: the quality of employees' work, the employees' job satisfaction level, and the efficient use of resources.

- a. True
- b. False

ANSWER: True
POINTS: 1
REFERENCES: The Supervisor's Job
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: BM.BKB.14.LO: 2.2.1 - LO: 2.2.1
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10. The first step in effective problem solving is to identify the symptoms.

- a. True
- b. False

ANSWER: False
POINTS: 1
REFERENCES: Decision Making
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: BM.BKB.14.LO: 2.3.2 - LO: 2.3.2
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11. In attempting to solve a problem, a manager should always analyze more than one possible solution.

- a. True
- b. False

ANSWER: True

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POINTS: 1
REFERENCES: Decision Making
QUESTION TYPE: True / False
HAS VARIABLES: False
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12. Talking with and observing the work of experienced supervisors is a way to improve management skills.

- a. True
- b. False

ANSWER: True
POINTS: 1
REFERENCES: Improving Supervisory Skills
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: BM.BKB.14.LO: 2.2.3 - LO: 2.2.3
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13. Although they were once common, formal training programs for supervisors are rare.

- a. True
- b. False

ANSWER: False
POINTS: 1
REFERENCES: Improving Supervisory Skills
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: BM.BKB.14.LO: 2.2.3 - LO: 2.2.3
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14. Most supervisors have extensive management training

- a. True
- b. False

ANSWER: False
POINTS: 1
REFERENCES: The Supervisor's Job
QUESTION TYPE: True / False
HAS VARIABLES: False
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15. Moving from the role of coworker to the role of boss is an easy change

- a. True
- b. False

ANSWER: False
POINTS: 1
REFERENCES: The Supervisor's Job
QUESTION TYPE: True / False
HAS VARIABLES: False
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16. Effective managers demonstrate commitment to the continued success of the organization.

- a. True
- b. False

ANSWER: True
POINTS: 1
REFERENCES: Principles of Effective Management
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: BM.BKB.14.LO: 2.1.3 - LO: 2.1.3
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17. Marketing research and product development research are two common areas of business research study.

- a. True
- b. False

ANSWER: True
POINTS: 1
REFERENCES: Using Management Information
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: BM.BKB.14.LO: 2.3.1 - LO: 2.3.1
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18. Planning for a business should be based exclusively on past experience.

- a. True
- b. False

ANSWER: False

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POINTS: 1
 REFERENCES: Using Management Information
 QUESTION TYPE: True / False
 HAS VARIABLES: False
 LEARNING OBJECTIVES: BM.BKB.14.LO: 2.3.1 - LO: 2.3.1
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19. Managers should strive for consistency and objectivity in their work.

- a. True
- b. False

ANSWER: True
 POINTS: 1
 REFERENCES: Principles of Effective Management
 QUESTION TYPE: True / False
 HAS VARIABLES: False
 LEARNING OBJECTIVES: BM.BKB.14.LO: 2.1.3 - LO: 2.1.3
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20. Supervisors can complete informal evaluations of employee performance but should not be responsible for formal evaluations.

- a. True
- b. False

ANSWER: False
 POINTS: 1
 REFERENCES: The Supervisor's Job
 QUESTION TYPE: True / False
 HAS VARIABLES: False
 LEARNING OBJECTIVES: BM.BKB.14.LO: 2.2.1 - LO: 2.2.1
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21. In which role are managers acting when they represent their organization and maintain effective relationships with others?

- a. relationship builders
- b. communicators
- c. middle managers
- d. decision makers

ANSWER: a
 POINTS: 1
 REFERENCES: Management Roles
 QUESTION TYPE: Multiple Choice
 HAS VARIABLES: False

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22. If companies spend much time correcting errors and redoing work, it is likely that the supervisors are not effective at
- | | |
|--------------------|--------------------|
| a. communication | b. evaluation |
| c. quality control | d. time management |

ANSWER:	c
POINTS:	1
REFERENCES:	Managing Day-to-Day Activities
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	BM.BKB.14.LO: 2.2.2 - LO: 2.2.2
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23. Effective managers
- | | |
|--|--|
| a. should never have a need to consult with their employees or other managers | b. usually act in their own self-interests rather than those of their employees |
| c. always put employee needs ahead of the goals and work processes of the organization | d. take responsibility for developing and implementing plans to achieve organizational goals |

ANSWER:	d
POINTS:	1
REFERENCES:	Principles of Effective Management
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	BM.BKB.14.LO: 2.1.3 - LO: 2.1.3
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24. Decisions about the daily operations of a specific unit in a business are the responsibility of
- | | |
|----------------------------|----------------------|
| a. top level of management | b. middle management |
| c. supervisors | d. employees |

ANSWER:	c
POINTS:	1
REFERENCES:	The Supervisor's Job
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	BM.BKB.14.LO: 2.2.1 - LO: 2.2.1
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25. A sign or indication that something appears to be a problem is

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- | | |
|-------------------|------------------------------|
| a. an alternative | b. a symptom |
| c. a solution | d. a problem-solving process |

ANSWER:	b
POINTS:	1
REFERENCES:	Decision Making
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	BM.BKB.14.LO: 2.3.2 - LO: 2.3.2
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26. A computer-based system that stores, organizes, and provides information about a business is a
- | | |
|--------------------------------|----------------------------------|
| a. database management network | b. decision-making matrix |
| c. SWOT analysis | d. management information system |

ANSWER:	d
POINTS:	1
REFERENCES:	Using Management Information
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	BM.BKB.14.LO: 2.3.1 - LO: 2.3.1
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27. Studies on topics such as the supply and demand of labor and employee motivation would most likely be examples of
- | | |
|---------------------------|---------------------------------|
| a. human resource studies | b. product development research |
| c. marketing research | d. what-if analysis |

ANSWER:	a
POINTS:	1
REFERENCES:	Using Management Information
QUESTION TYPE:	Multiple Choice
HAS VARIABLES:	False
LEARNING OBJECTIVES:	BM.BKB.14.LO: 2.3.1 - LO: 2.3.1
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28. The final step in the problem-solving process is to
- | | |
|--------------------------|-----------------------------|
| a. analyze the solutions | b. evaluate the decision |
| c. identify the problem | d. select the best solution |

ANSWER:	b
POINTS:	1
REFERENCES:	Decision Making
QUESTION TYPE:	Multiple Choice

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HAS VARIABLES: False
LEARNING OBJECTIVES: BM.BKB.14.LO: 2.3.2 - LO: 2.3.2
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29. Regular formal and informal performance reviews can reveal an employee's
- a. bad habits
 - b. potential for advancement
 - c. strengths and weaknesses
 - d. training needs

ANSWER: c
POINTS: 1
REFERENCES: The Supervisor's Job
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: BM.BKB.14.LO: 2.2.1 - LO: 2.2.1
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30. Once a problem has been identified, a manager should
- a. solve it
 - b. gather relevant information
 - c. make a decision
 - d. analyze the problem

ANSWER: b
POINTS: 1
REFERENCES: Decision Making
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: BM.BKB.14.LO: 2.3.2 - LO: 2.3.2
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31. Successful managers are
- a. communicators
 - b. decision makers
 - c. relationship builders
 - d. all of the responses

ANSWER: d
POINTS: 1
REFERENCES: Management Roles
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: BM.BKB.14.LO: 2.1.1 - LO: 2.1.1
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32. Which term is used to identify the tasks to be done, employees assigned to the work, and the time frame for

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completion of each task?

- a. work calendar
- b. work flowchart
- c. work outline
- d. work schedule

ANSWER: d
POINTS: 1
REFERENCES: Managing Day-to-Day Activities
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: BM.BKB.14.LO: 2.2.2 - LO: 2.2.2
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33. If a supervisor spends a little time helping an employee improve his or her work procedures, that employee will most likely

- a. move into management
- b. resent the supervisor
- c. value the support
- d. become less productive

ANSWER: c
POINTS: 1
REFERENCES: Improving Supervisory Skills
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: BM.BKB.14.LO: 2.2.3 - LO: 2.2.3
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34. Which of the following is not one of the common responsibilities of supervisors?

- a. Communicate goals and directions to employees.
- b. Encourage employees to do their best work.
- c. Keep employee complaints and concerns from top management to prevent problems.
- d. Control costs and use resources efficiently.

ANSWER: c
POINTS: 1
REFERENCES: The Supervisor's Job
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: BM.BKB.14.LO: 2.2.1 - LO: 2.2.1
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35. Which of the following is an example of an organizing activity?

- a. monitoring employees' work
- b. dividing employees into work teams

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- c. creating an operating budget
- d. enrolling in management courses

ANSWER: b
 POINTS: 1
 REFERENCES: Getting Work Accomplished
 QUESTION TYPE: Multiple Choice
 HAS VARIABLES: False
 LEARNING OBJECTIVES: BM.BKB.14.LO: 2.1.2 - LO: 2.1.2
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36. Managers use information systems to reduce the amount of time spent

- a. communicating with employees
- b. in training
- c. on controlling activities
- d. using a computer

ANSWER: c
 POINTS: 1
 REFERENCES: Using Management Information
 QUESTION TYPE: Multiple Choice
 HAS VARIABLES: False
 LEARNING OBJECTIVES: BM.BKB.14.LO: 2.3.1 - LO: 2.3.1
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37. An effective way to test one or more solutions is to

- a. ask employees to identify the problem
- b. choose the least expensive solution
- c. conduct an experiment
- d. wait to see if the problem disappears

ANSWER: c
 POINTS: 1
 REFERENCES: Decision Making
 QUESTION TYPE: Multiple Choice
 HAS VARIABLES: False
 LEARNING OBJECTIVES: BM.BKB.14.LO: 2.3.2 - LO: 2.3.2
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38. An experienced manager who meets regularly with a new manager to provide feedback and advice is called a

- a. work coach
- b. middle manager

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- c. supervisor
- d. team leader

ANSWER: a
POINTS: 1
REFERENCES: Improving Supervisory Skills
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: BM.BKB.14.LO: 2.2.3 - LO: 2.2.3
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39. Studying and evaluating the results of a solution is part of
- a. the controlling function for managers
 - b. the problem-solving process
 - c. the process in determining whether changes are needed
 - d. all of the responses

ANSWER: d
POINTS: 1
REFERENCES: Decision Making
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: BM.BKB.14.LO: 2.3.2 - LO: 2.3.2
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40. When solving a problem, what needs to be done after the best solution has been selected and implemented?
- a. analyze the other possible solutions
 - b. look for a new challenge
 - c. study the results and make necessary changes
 - d. write a report

ANSWER: c
POINTS: 1
REFERENCES: Decision Making
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: BM.BKB.14.LO: 2.3.2 - LO: 2.3.2
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- a. contingency plan
- b. executive summary
- c. management information system

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- d. management principles
- e. management role
- f. performance review
- g. problem
- h. quality control
- i. subordinate
- j. symptom
- k. time management
- l. what-if analysis
- m. work coach
- n. work schedules

REFERENCES: Improving Supervisory Skills
 Management Roles
 Managing Day-to-Day Activities
 Principles of Effective Management
 The Supervisor's Job
 Using Management Information
 Decision Making

QUESTION TYPE: Matching

HAS VARIABLES: False

LEARNING OBJECTIVES: BM.BKB.14.LO: 2.1.1 - LO: 2.1.1
 BM.BKB.14.LO: 2.1.3 - LO: 2.1.3
 BM.BKB.14.LO: 2.2.1 - LO: 2.2.1
 BM.BKB.14.LO: 2.2.2 - LO: 2.2.2
 BM.BKB.14.LO: 2.2.3 - LO: 2.2.3
 BM.BKB.14.LO: 2.3.1 - LO: 2.3.1
 BM.BKB.14.LO: 2.3.2 - LO: 2.3.2

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41. A common set of activities that make up an important part of a manager's job.

ANSWER: e

POINTS: 1

42. A computer-based system that stores, organizes, and provides information about a business.

ANSWER: c

POINTS: 1

43. A difficult situation requiring a solution

ANSWER: g

POINTS: 1

44. A procedure that evaluates the work and accomplishment of an employee and provides feedback on performance.

ANSWER: f

POINTS: 1

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45. A sign or indication of something that appears to be the problem.

ANSWER:

j

POINTS:

1

46. A systematic way to explore the consequences of specific choices using computer software.

ANSWER:

l

POINTS:

1

47. Managing work schedules to achieve maximum productivity.

ANSWER:

k

POINTS:

1

48. An experienced manager who meets regularly with a new manager to provide feedback and advice.

ANSWER:

m

POINTS:

1

49. The fundamental guidelines for the decisions and actions of managers.

ANSWER:

d

POINTS:

1

50. The process of making sure work meets acceptable standards.

ANSWER:

h

POINTS:

1