

The unique products that Galaxy Group has patented provide a significant advantage to its business because none of its competitors are able to offer them. Because Galaxy's CEO recognizes the _____, he has authorized development of practices to discover and harness his organization's intellectual resources.

impact of globalization

value of an increasingly diverse labor force

importance of collaborating across organizational boundaries

value of social capital

importance of knowledge management

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Apply

Business Competency : Analytical Thinking

Difficulty : 3 Hard

Evergreen Release : Updated 2024

Gradable : automatic

Learning Objective : 01-04 Summarize the major challenges facing managers today.

Topic : Knowledge Management

Source : Chapter 01 Test Bank > TB MC Qu. 01-110 The unique products that...

Lower-level managers who possess technical skills tend to earn less credibility from their subordinates than comparable managers without technical know-how.

true

false

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Understand

Business Competency : Analytical Thinking

Difficulty : 2 Medium

Gradable : automatic

Learning Objective : 01-03 Define the skills needed to be an effective manager.

Topic : Managerial Skills

Source : Chapter 01 Test Bank > TB TF Qu. 01-07 Lower-level managers who possess technical...

List and explain the components of leading.

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Remember

Business Competency : Analytical Thinking

Difficulty : 1 Easy

Evergreen Release : Updated 2024

Gradable : manual

Learning Objective : 01-01 Describe the essential functions of management.

Topic : Functional-level Plan

Source : Chapter 01 Test Bank > TB ES Qu. 01-114 List and explain the components...

Which statement about the Internet is true?

The Internet always makes things easier.

The Internet has a limited role in developing social capital.

The Internet does not create threats as competitors capitalize on new developments.

The Internet's impact is felt only by businesses as a whole and not by individual employees.

The Internet speeds up globalization.

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Understand

Business Competency : Analytical Thinking

Difficulty : 2 Medium

Evergreen Release : Updated 2024

Gradable : automatic

Learning Objective : 01-04 Summarize the major challenges facing managers today.

Topic : Technology

Source : Chapter 01 Test Bank > TB MC Qu. 01-86 Which statement about...

Briefly describe each of the four key management functions.

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Apply

Business Competency : Analytical Thinking

Difficulty : 3 Hard

Evergreen Release : Updated 2024

Gradable : manual

Learning Objective : 01-01 Describe the essential functions of management.

Topic : Functional-level Plan

Source : Chapter 01 Test Bank > TB ES Qu. 01-117 Briefly describe each...

Creativity is defined as the introduction of new goods and services.

true

false

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Remember

Business Competency : Analytical Thinking

Difficulty : 1 Easy

Gradable : automatic

Learning Objective : 01-05 Recognize how successful managers achieve competitive advantage.

Topic : Competitive Advantage

Source : Chapter 01 Test Bank > TB TF Qu. 01-10 Creativity is defined as the...

Lay's Potato Chips invited customers to submit ideas for new summertime potato chip flavors. The winning flavors were manufactured and sold on a limited basis as part of a special promotion, which increased sales by 15 percent. When Lay's involved customers in this company decision, it was an example of

cross-border communication.

collaboration.

employee involvement.

globalization.

harnessing technology.

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Understand

Business Competency : Knowledge Application

Difficulty : 2 Medium

Evergreen Release : Updated 2024

Gradable : automatic

Learning Objective : 01-04 Summarize the major challenges facing managers today.

Topic : Collaboration

Source : Chapter 01 Test Bank > TB MC Qu. 01-94 Lay’s Potato Chips invited customers...

_____ involves monitoring performance and making necessary changes.

Leading

Budgeting

Planning

Controlling

Organizing

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Remember

Business Competency : Analytical Thinking

Difficulty : 1 Easy

Evergreen Release : Updated 2024

Gradable : automatic

Learning Objective : 01-01 Describe the essential functions of management.

Topic : Controlling

Source : Chapter 01 Test Bank > TB MC Qu. 01-26 _____ involves monitoring performance and...

Maintaining a network of outside contacts and alliances that provide information and favors defines a _____ managerial role.

leader

spokesperson

liaison

negotiator

monitor

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Remember

Business Competency : Analytical Thinking

Difficulty : 1 Easy

Gradable : automatic

Learning Objective : 01-02 Understand what managers at different organizational levels do.

Topic : Functional Structure

Source : Chapter 01 Test Bank > TB MC Qu. 01-64 Maintaining a network of outside...

Irina thinks to herself, “It has taken over 30 years, but I’ve finally been named head of this firm. Now, I can concentrate on what I really want to do as a(n) _____ manager, to focus on the survival, growth, and overall effectiveness of our company.”

strategic

internal

external

tactical

middle

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Apply

Business Competency : Analytical Thinking

Difficulty : 3 Hard

Evergreen Release : Updated 2024

Gradable : automatic

Learning Objective : 01-02 Understand what managers at different organizational levels do.

Topic : Levels of Management

Source : Chapter 01 Test Bank > TB MC Qu. 01-70 Irina thinks to herself, “It...

How do managers use controlling?

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Understand

Business Competency : Analytical Thinking

Difficulty : 2 Medium

Evergreen Release : Updated 2024

Gradable : manual

Learning Objective : 01-01 Describe the essential functions of management.

Topic : Controlling

Source : Chapter 01 Test Bank > TB ES Qu. 01-115 How do managers use...

Sofia manages a specialized engineering consulting practice. Client feedback obtained in the past 12 months indicates that her business is on the decline. Sofia decides to implement various changes within her practice to improve service quality. One of the key elements of these changes will be to refocus her staff on

measuring product performance.

making it easy and enjoyable for clients to experience a service.

establishing short-term relationships.

giving clients what they want no matter the cost.

occasionally meeting the needs of clients.

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Understand

Business Competency : Analytical Thinking

Difficulty : 2 Medium

Evergreen Release : Updated 2024

Gradable : automatic

Learning Objective : 01-05 Recognize how successful managers achieve competitive advantage.

Topic : Quality

Source : Chapter 01 Test Bank > TB MC Qu. 01-105 Sofia manages a specialized engineering...

Successful managers do not need to utilize all four functions of management, just the ones relevant to their business.

true

false

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Remember

Business Competency : Analytical Thinking

Difficulty : 1 Easy

Evergreen Release : Updated 2024

Gradable : automatic

Learning Objective : 01-01 Describe the essential functions of management.

Topic : Functional-level Plan

Source : Chapter 01 Test Bank > TB TF Qu. 01-04 Successful managers do not need...

_____ is one of the key elements that makes the current business landscape different from those of the past.

Cost competitiveness

The importance of knowledge and ideas

Dedication to quality

Speed

Centralization

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Remember

Business Competency : Analytical Thinking

Difficulty : 1 Easy

Evergreen Release : Updated 2024

Gradable : automatic

Learning Objective : 01-04 Summarize the major challenges facing managers today.

Topic : Knowledge Management

Source : Chapter 01 Test Bank > TB MC Qu. 01-84 _____ is one of the...

_____ is among the necessary skills of emotional intelligence.

Advising others how to stay happy at work

Avoiding constructive criticism

Maintaining the status quo

Encouraging coercion among employees

Showing empathy

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Remember

Business Competency : Analytical Thinking

Difficulty : 1 Easy

Gradable : automatic

Learning Objective : 01-03 Define the skills needed to be an effective manager.

Topic : Managerial Skills

Source : Chapter 01 Test Bank > TB MC Qu. 01-81 _____ is among the necessary...

Explain what is meant by "Trade-offs may occur among the six sources of competitive advantage, but this does not need to be a zero-sum game."

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Analyze

Business Competency : Analytical Thinking

Difficulty : 3 Hard

Gradable : manual

Learning Objective : 01-05 Recognize how successful managers achieve competitive advantage.

Topic : Competitive Environment

Source : Chapter 01 Test Bank > TB ES Qu. 01-127 Explain what is meant by...

_____ is the set of practices aimed at discovering and harnessing an organization's intellectual resources, fully utilizing the intellects of the organization's people.

Service management

Knowledge management

Communication management

Collaboration

Innovation

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Remember

Business Competency : Analytical Thinking

Difficulty : 1 Easy

Gradable : automatic

Learning Objective : 01-04 Summarize the major challenges facing managers today.

Topic : Managerial Skills

Source : Chapter 01 Test Bank > TB MC Qu. 01-88 _____ is the set of...

In business, service refers to the

technique of keeping costs low to achieve profits and to be able to offer prices that are attractive to consumers.

skill of understanding oneself, managing oneself, and dealing effectively with others.

technique of establishing goodwill through social relationships.

speed and dependability with which an organization delivers what customers want.

practice aimed at discovering and harnessing an organization's intellectual resources.

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Understand

Business Competency : Analytical Thinking

Difficulty : 2 Medium

Evergreen Release : Updated 2024

Gradable : automatic

Learning Objective : 01-05 Recognize how successful managers achieve competitive advantage.

Topic : Competitive Environment

Source : Chapter 01 Test Bank > TB MC Qu. 01-97 In business, service refers to the

What will be the result when managers use new forms of organizing?

They will establish a top-down approach where top executives establish business plans and tell others to implement them.

They will create an organization chart by identifying business functions.

They will build organizations that are flexible and adaptive.

They will monitor performance and make necessary changes in a timely manner.

They will specify the goals to be achieved and decide in advance the appropriate actions needed to achieve those goals.

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Understand

Business Competency : Analytical Thinking

Difficulty : 2 Medium

Evergreen Release : Updated 2024

Gradable : automatic

Learning Objective : 01-01 Describe the essential functions of management.

Topic : Organizing

Source : Chapter 01 Test Bank > TB MC Qu. 01-20 What will be the result...

The four levels of managers found in large organizations are

technical, functional, departmental, and organizational.

international, national, regional, and local.

planning, coordinating, controlling, and executing.

top-level, middle-level, frontline, and team leader.

marketing, accounting, human resource, and finance.

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Remember

Business Competency : Analytical Thinking

Difficulty : 1 Easy

Gradable : automatic

Learning Objective : 01-02 Understand what managers at different organizational levels do.

Topic : Managerial Roles

Source : Chapter 01 Test Bank > TB MC Qu. 01-45 The four levels of managers...

Top-level managers focus on

executing daily activities.

supervising nonmanagement employees.

translating goals and objectives into specific activities.

the long-term survival of an organization.

managing frontline managers.

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Understand

Business Competency : Analytical Thinking

Difficulty : 2 Medium

Evergreen Release : Updated 2024

Gradable : automatic

Learning Objective : 01-02 Understand what managers at different organizational levels do.

Topic : Managerial Roles

Source : Chapter 01 Test Bank > TB MC Qu. 01-46 Top-level managers focus on

The senior managers at an event planning firm recognized a lack of employee enthusiasm about the new website. There was a fair amount of infighting and accusations of who was responsible for the layout, given that the firm is recognized as highly competent in design. One manager got the team together and engaged them in a lively discussion to determine how to change the website so that it reflected more of the company's unique design ability. Soon, each team member volunteered to take on a part of the project to fix the site. The ability to identify this problem and resolve it is an effective use of _____ skills.

technical

professional

informational

negotiation

conceptual and decision

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Apply

Business Competency : Analytical Thinking

Difficulty : 3 Hard

Evergreen Release : Updated 2024

Gradable : automatic

Learning Objective : 01-03 Define the skills needed to be an effective manager.

Topic : Decision-Making Styles

Source : Chapter 01 Test Bank > TB MC Qu. 01-75 The senior managers at a...

The vice president of production, said, "My employees have been manufacturing the same products for two years without a new product being introduced. Products don't sell forever, especially since globalization and technology have accelerated the pace of change. I'm concerned that without _____ we will wither and die as an organization."

quality

innovation

planning

cost competitiveness

reorganizing

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Apply

Business Competency : Analytical Thinking

Difficulty : 3 Hard

Evergreen Release : Updated 2024

Gradable : automatic

Learning Objective : 01-05 Recognize how successful managers achieve competitive advantage.

Topic : Innovation

Source : Chapter 01 Test Bank > TB MC Qu. 01-108 The vice president of production...

Chief executive officer, president, chief operating officer, and vice president are all titles typical of _____ management.

operational level

functional level

regional level

top-level

tactical level

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Remember

Business Competency : Analytical Thinking

Difficulty : 1 Easy

Gradable : automatic

Learning Objective : 01-02 Understand what managers at different organizational levels do.

Topic : Functional Structure

Source : Chapter 01 Test Bank > TB MC Qu. 01-48 Chief executive officer, president, chief...

“I must attend the fundraiser,” said Alison Barnett, senior vice president of marketing. “One of our key clients is sponsoring the event for a worthy cause, and our firm should be represented by a senior member of our management team.” When Alison performs symbolic duties on behalf of her organization, she is performing in the role of

figurehead.

liaison.

resource allocator.

monitor.

entrepreneur.

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Understand

Business Competency : Analytical Thinking

Difficulty : 2 Medium

Evergreen Release : Updated 2024

Gradable : automatic

Learning Objective : 01-02 Understand what managers at different organizational levels do.

Topic : Managerial Roles

Source : Chapter 01 Test Bank > TB MC Qu. 01-69 "I must attend the fundraiser,"...

A large company recently embarked on an effort to increase coordination and cooperation within the company. During the process, its top managers reviewed and specified job responsibilities, grouped jobs into work units, and reallocated resources within the company. The managers were exercising the management function of

leading.

organizing.

planning.

budgeting.

controlling.

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Understand

Business Competency : Knowledge Application

Difficulty : 2 Medium

Evergreen Release : Updated 2024

Gradable : automatic

Learning Objective : 01-01 Describe the essential functions of management.

Topic : Organizing

Source : Chapter 01 Test Bank > TB MC Qu. 01-15 A large company recently embarked...

A company's CEO and Director of Human Resources are concerned that their company will not survive the current recession. As experienced _____ managers, they are working collaboratively to develop new business strategies and work processes to effectively and efficiently support the company so that it can survive the current economic downturn and thrive in the coming years. Their employees are depending upon them to provide overall management of the company.

tactical

frontline

operational

knowledge

top-level

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Apply

Business Competency : Knowledge Application

Difficulty : 3 Hard

Evergreen Release : Updated 2024

Gradable : automatic

Learning Objective : 01-02 Understand what managers at different organizational levels do.

Topic : Top Managers

Source : Chapter 01 Test Bank > TB MC Qu. 01-44 A company's CEO and Director...

When Arjun, a marketing manager at a medical equipment firm, realized that his plan to increase sales levels was not producing the results he desired, he took quick action to make necessary adjustments. According to this scenario, Arjun was exercising the management function of

communicating.

controlling.

planning.

leading.

organizing.

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Apply

Business Competency : Knowledge Application

Difficulty : 3 Hard

Evergreen Release : Updated 2024

Gradable : automatic

Learning Objective : 01-01 Describe the essential functions of management.

Topic : Controlling

Source : Chapter 01 Test Bank > TB MC Qu. 01-25 When Arjun, a marketing manager...

As Bright Star Industries marketing vice president, Marshall has carefully built a diverse workforce to better represent the firm's broad customer base. When planning new campaigns, Marshall likes to mix up his work teams to fully utilize all their talents and to inspire creativity. Marshall's strategies best represent which management function?

leading

controlling

organizing

planning

analyzing

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Apply

Business Competency : Knowledge Application

Difficulty : 3 Hard

Evergreen Release : New 2024

Gradable : automatic

Learning Objective : 01-01 Describe the essential functions of management.

Topic : Organizing

Source : Chapter 01 Test Bank > TB MC Qu. 01-128 As Bright Star Industries marketing...

Deepak, manager at Technical Solutions Inc. (TSI), is struggling to maintain a competitive advantage in TSI's marketplace. He wants to hire and retain the best staff possible, but these staffers command high salaries. Deepak knows that high staff salaries can erode his company's profitability. But passing along these higher costs to his clients might mean they will start doing less business with TSI and more business with Deepak's lower-priced competitors. Deepak is struggling to

be cost competitive.

achieve zero defects.

be technologically innovative.

provide quality service.

collaborate.

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Apply

Business Competency : Analytical Thinking

Difficulty : 3 Hard

Evergreen Release : Updated 2024

Gradable : automatic

Learning Objective : 01-05 Recognize how successful managers achieve competitive advantage.

Topic : Competitive Environment

Source : Chapter 01 Test Bank > TB MC Qu. 01-101 Deepak, manager at Technical Solutions...

"As CEO, I maintain a big-picture view of how we are performing as a company, determining what changes we need to make if we begin deviating from our plans, and ensuring we meet our goals for quality and safety." The CEO is describing the management function of

planning.

organizing.

leading.

controlling.

decision making.

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Understand

Business Competency : Knowledge Application

Difficulty : 2 Medium

Evergreen Release : Updated 2024

Gradable : automatic

Learning Objective : 01-01 Describe the essential functions of management.

Topic : Controlling

Source : Chapter 01 Test Bank > TB MC Qu. 01-40 "As CEO, I maintain a...

Middle-level managers are also called tactical managers because they must translate general goals into specific objectives and activities.

true

false

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Understand

Business Competency : Analytical Thinking

Difficulty : 2 Medium

Gradable : automatic

Learning Objective : 01-02 Understand what managers at different organizational levels do.

Topic : Functional Structure

Source : Chapter 01 Test Bank > TB TF Qu. 01-05 Middle-level managers are also called...

Bella has a small dry cleaning business. One thing that attracts busy people to her business is that she has perfected a way to dry-clean most items within two hours, which is significantly faster than any dry cleaner in town. Which fundamental driver of success has Bella emphasized?

speed

quality

knowledge

cost competitiveness

sustainability

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Understand

Business Competency : Knowledge Application

Difficulty : 2 Medium

Evergreen Release : Updated 2024

Gradable : automatic

Learning Objective : 01-05 Recognize how successful managers achieve competitive advantage.

Topic : Competitive Environment

Source : Chapter 01 Test Bank > TB MC Qu. 01-99 Bella has a small dry cleaning...

Which statement about globalization is true?

It does not create threats to anybody.

It focuses on physical goods rather than services.

It encourages the maintenance of the status quo.

It occurs through cross-border partnerships.

It fails to involve smaller firms.

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Understand

Business Competency : Analytical Thinking

Difficulty : 2 Medium

Evergreen Release : Updated 2024

Gradable : automatic

Learning Objective : 01-04 Summarize the major challenges facing managers today.

Topic : Globalization

Source : Chapter 01 Test Bank > TB MC Qu. 01-85 Which statement about...

What is an accurate statement about a manager's need for interpersonal and communication skills?

These skills are more important at the frontline level of management.

These skills are important at every level of management.

Their importance fades as a manager moves from the lower levels of an organization into the upper management arena.

These skills are mostly used early in one's career.

These skills are more important at the strategic level of management.

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Understand

Business Competency : Analytical Thinking

Difficulty : 2 Medium

Evergreen Release : Updated 2024

Gradable : automatic

Learning Objective : 01-03 Define the skills needed to be an effective manager.

Topic : Communication

Source : Chapter 01 Test Bank > TB MC Qu. 01-65 What is an accurate statement...

Which statement best describes the management function of controlling?

Managers motivate workers to come to work and execute top management's plans by doing their jobs.

Managers assemble and coordinate the human, financial, physical, informational, and other resources needed to achieve goals.

Managers analyze current situations, anticipate the future, determine objectives, and decide on what types of activities in which the company will engage.

Managers make sure the organization's resources are being used as planned and that the organization is meeting its goals for quality and safety.

Managers create an organization chart by identifying business functions and establishing reporting relationships.

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Understand

Business Competency : Analytical Thinking

Difficulty : 2 Medium

Evergreen Release : Updated 2024

Gradable : automatic

Learning Objective : 01-01 Describe the essential functions of management.

Topic : Controlling

Source : Chapter 01 Test Bank > TB MC Qu. 01-36 Which statement best describes the...

In a business setting, leading involves

establishing clear reporting relationships.

working exclusively with top-level managers.

creating an organization chart by identifying business functions.

stimulating people to be high performers.

dealing directly with customers and clients.

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Understand

Business Competency : Analytical Thinking

Difficulty : 2 Medium

Evergreen Release : Updated 2024

Gradable : automatic

Learning Objective : 01-01 Describe the essential functions of management.

Topic : Leading

Source : Chapter 01 Test Bank > TB MC Qu. 01-33 In a business setting, leading involves

Every three months, Wide Horizon Media Services reviews the goals of the company. During the process, the managers of the company analyze their current strategies as compared to their competitors' strategies, determine goals that they will pursue, and decide upon specific actions for each area of the company to take in pursuit of these goals. With these actions, the managers are engaged in the management function of

planning.

goal coordination.

organizing.

controlling.

leading.

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Understand

Business Competency : Knowledge Application

Difficulty : 2 Medium

Evergreen Release : Updated 2024

Gradable : automatic

Learning Objective : 01-01 Describe the essential functions of management.

Topic : Planning

Source : Chapter 01 Test Bank > TB MC Qu. 01-14 Every three months, Wide Horizon Media...

Cost competitiveness means that one

offers a high-quality product at a higher price.

prices products or services at a level attractive to consumers.

carefully monitors costs mainly during the setting up of business.

manages costs by maintaining the status quo.

sacrifices quality to keep costs low.

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Understand

Business Competency : Analytical Thinking

Difficulty : 2 Medium

Evergreen Release : Updated 2024

Gradable : automatic

Learning Objective : 01-05 Recognize how successful managers achieve competitive advantage.

Topic : Competitive Environment

Source : Chapter 01 Test Bank > TB MC Qu. 01-100 Cost competitiveness means that one

_____ is the introduction of new goods and services.

Saturation

Standardization

Innovation

Collaboration

Adaptation

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Remember

Business Competency : Analytical Thinking

Difficulty : 1 Easy

Gradable : automatic

Learning Objective : 01-05 Recognize how successful managers achieve competitive advantage.

Topic : Innovation

Source : Chapter 01 Test Bank > TB MC Qu. 01-96 _____ is the introduction of...

_____ is a manager's ability to stimulate people to be high performers.

Planning

Controlling

Organizing

Leading

Monitoring

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Remember

Business Competency : Analytical Thinking

Difficulty : 1 Easy

Evergreen Release : Updated 2024

Gradable : automatic

Learning Objective : 01-01 Describe the essential functions of management.

Topic : Leading

Source : Chapter 01 Test Bank > TB MC Qu. 01-23 _____ is a manager's ability...

Building a dynamic organization is the goal of which function of management?

controlling

organizing

staffing

leading

planning

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Remember

Business Competency : Analytical Thinking

Difficulty : 1 Easy

Evergreen Release : Updated 2024

Gradable : automatic

Learning Objective : 01-01 Describe the essential functions of management.

Topic : Organizing

Source : Chapter 01 Test Bank > TB MC Qu. 01-18 Building a dynamic organization is...

When a customer service manager works to defuse a situation with an irate customer, they are assuming a _____ role.

negotiator

resource allocator

disturbance handler

leader

liaison

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Remember

Business Competency : Analytical Thinking

Difficulty : 1 Easy

Evergreen Release : Updated 2024

Gradable : automatic

Learning Objective : 01-02 Understand what managers at different organizational levels do.

Topic : Functional Structure

Source : Chapter 01 Test Bank > TB MC Qu. 01-62 When a customer service manager...

Charlotte Bevins, Vice President of Human Resources, is finding that competition for human talent is becoming fiercer. She has implemented creative solutions to leverage diversity of the labor force to the benefit of her organization. For example, Charlotte has found that _____ allows her to supplement her available staff, particularly during times of work overload.

decreasing time off for lunch and other breaks

hiring illegal immigrants

turning down new work orders

hiring older workers on a part-time basis

slowing down production

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Understand

Business Competency : Analytical Thinking

Difficulty : 2 Medium

Evergreen Release : Updated 2024

Gradable : automatic

Learning Objective : 01-04 Summarize the major challenges facing managers today.

Topic : Diversity

Source : Chapter 01 Test Bank > TB MC Qu. 01-112 Charlotte Bevins, Vice President of...

Technology both complicates things and creates new opportunities. The challenges come from unchanging technologies.

potential new threats from competitors.

inaccurate information.

the slowing down of decision making.

the limit on new opportunities.

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Understand

Business Competency : Analytical Thinking

Difficulty : 2 Medium

Evergreen Release : Updated 2024

Gradable : automatic

Learning Objective : 01-04 Summarize the major challenges facing managers today.

Topic : Technology

Source : Chapter 01 Test Bank > TB MC Qu. 01-91 Technology both complicates things and...

Rowan is surprised to learn that the parts that he has ordered from a small local supplier are delayed. He immediately calls his supplier, who admits that his shop is overbooked with orders, not only from Rowan's business but also from new customers in Brazil. As Rowan realizes that his small U.S.-based business is competing for shop space with companies in Brazil, he faces the management challenge involved with

an increasingly diverse labor force.

collaboration across organizational boundaries.

the importance of knowledge and ideas.

globalization.

technological change.

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Apply

Business Competency : Analytical Thinking

Difficulty : 3 Hard

Evergreen Release : Updated 2024

Gradable : automatic

Learning Objective : 01-04 Summarize the major challenges facing managers today.

Topic : Globalization

Source : Chapter 01 Test Bank > TB MC Qu. 01-95 Rowan is surprised to learn that...

Which statement about collaboration is true?

Collaboration supports knowledge management and vice versa.

Disclosing one's plans by collaborating with the potential investors of a firm is not a good idea.

Collaboration occurs only within the boundaries of an organization.

It is unrealistic to think that a company can collaborate with its customers.

Collaborating with other departments or divisions usually leads to management conflicts.

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Understand

Business Competency : Analytical Thinking

Difficulty : 2 Medium

Evergreen Release : Updated 2024

Gradable : automatic

Learning Objective : 01-04 Summarize the major challenges facing managers today.

Topic : Collaboration

Source : Chapter 01 Test Bank > TB MC Qu. 01-90 Which statement about...

_____ is coordinating the human, financial, physical, informational, and other resources in a company.

Grouping

Organizing

Assembling

Controlling

Planning

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Remember

Business Competency : Analytical Thinking

Difficulty : 1 Easy

Evergreen Release : Updated 2024

Gradable : automatic

Learning Objective : 01-01 Describe the essential functions of management.

Topic : Organizing

Source : Chapter 01 Test Bank > TB MC Qu. 01-32 _____ is coordinating the human,...

Explain why customers demand increasingly high-quality goods and services.

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Analyze

Business Competency : Analytical Thinking

Difficulty : 3 Hard

Gradable : manual

Learning Objective : 01-05 Recognize how successful managers achieve competitive advantage.

Topic : Quality

Source : Chapter 01 Test Bank > TB ES Qu. 01-121 Explain why customers demand increasingly...

Being a(n) _____ is one of the roles of a manager that involves searching for new business opportunities and initiating new projects to create change.

monitor

resource allocator

figurehead

entrepreneur

leader

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Remember

Business Competency : Analytical Thinking

Difficulty : 1 Easy

Gradable : automatic

Learning Objective : 01-02 Understand what managers at different organizational levels do.

Topic : Functional Structure

Source : Chapter 01 Test Bank > TB MC Qu. 01-57 Being a(n) _____ is one...

Which skill is an important part of planning?

motivating employees

analyzing current situations

attracting people to the organization

implementing necessary changes

monitoring performance

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Remember

Business Competency : Analytical Thinking

Difficulty : 1 Easy

Evergreen Release : Updated 2024

Gradable : automatic

Learning Objective : 01-01 Describe the essential functions of management.

Topic : Planning

Source : Chapter 01 Test Bank > TB MC Qu. 01-12 Which skill is an important part...

Viraj has built up a wide network of contacts, clients, and local business neighbors since moving to Atlanta five years ago. Throughout his home-based marketing career, he has frequently networked with these business associates online, by phone, and in person. As he considers leaving his marketing career to become an owner/manager of a local business, he will rely upon the _____ that he has developed with these individuals to ensure a successful transition to a new career.

emotional intelligence

knowledge management

competitive advantages

figurehead skills

social capital

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Apply

Business Competency : Analytical Thinking

Difficulty : 3 Hard

Evergreen Release : Updated 2024

Gradable : automatic

Learning Objective : 01-04 Summarize the major challenges facing managers today.

Topic : Social Capital

Source : Chapter 01 Test Bank > TB MC Qu. 01-79 Viraj has built up a...

_____ is specifying the goals to be achieved and deciding in advance the appropriate actions needed to achieve those goals.

Controlling

Leading

Staffing

Planning

Organizing

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Remember

Business Competency : Analytical Thinking

Difficulty : 1 Easy

Evergreen Release : Updated 2024

Gradable : automatic

Learning Objective : 01-01 Describe the essential functions of management.

Topic : Planning

Source : Chapter 01 Test Bank > TB MC Qu. 01-13 _____ is specifying the goals...

Mason's role as _____ entails creating a presentation to give to his management team that will communicate the company's new business objectives, and more importantly, how Mason has interpreted them to apply to his business unit.

resource allocator

disseminator

figurehead

monitor

negotiator

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Understand

Business Competency : Analytical Thinking

Difficulty : 2 Medium

Evergreen Release : Updated 2024

Gradable : automatic

Learning Objective : 01-02 Understand what managers at different organizational levels do.

Topic : Functional Structure

Source : Chapter 01 Test Bank > TB MC Qu. 01-60 Mason's role as _____ entails...

What is the best definition of management?

a method of executing, responding, and delivering results in a fast and timely manner

a technique for keeping costs low enough so the company can realize profits

a method of creating goodwill through social relationships

the process of working with people and resources to accomplish organizational goals
the process of introducing new goods and services.

Question Details

Accessibility : Screen Reader/Keyboard/CC
Bloom's : Remember
Business Competency : Analytical Thinking
Difficulty : 1 Easy
Evergreen Release : Updated 2024
Gradable : automatic
Learning Objective : 01-01 Describe the essential functions of management.
Topic : Management
Source : Chapter 01 Test Bank > TB MC Qu. 01-11 What is the best definition of...

Which person illustrates a manager with emotional intelligence?

Erik has the ability to manage his followers' reactions.

Anya can maintain the status quo.

Lupe can easily ignore constructive criticism.

Rae can exercise self-control.

Misaki can identify her team members' strengths and weaknesses.

Question Details

Accessibility : Screen Reader/Keyboard/CC
Bloom's : Understand
Business Competency : Analytical Thinking
Difficulty : 2 Medium
Evergreen Release : Updated 2024
Gradable : automatic
Learning Objective : 01-03 Define the skills needed to be an effective manager.
Topic : Emotional Intelligence
Source : Chapter 01 Test Bank > TB MC Qu. 01-82 Which person illustrates a manager...

What does a global marketplace mean to an enterprise, in terms of marketing, distribution, and staffing?

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Understand

Business Competency : Analytical Thinking

Difficulty : 2 Medium

Evergreen Release : Updated 2024

Gradable : manual

Learning Objective : 01-01 Describe the essential functions of management.

Topic : Globalization

Source : Chapter 01 Test Bank > TB ES Qu. 01-116 What does a global marketplace...

_____ managers are typically concerned with the interaction between an organization and its external environment.

Regional

Functional

Top-level

Middle-level

Frontline

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Remember

Business Competency : Analytical Thinking

Difficulty : 1 Easy

Gradable : automatic

Learning Objective : 01-02 Understand what managers at different organizational levels do.

Topic : Functional Structure

Source : Chapter 01 Test Bank > TB MC Qu. 01-47 _____ managers are typically concerned...

The best managers prioritize efficiency over effectiveness.

true

false

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Understand

Business Competency : Analytical Thinking

Difficulty : 2 Medium

Evergreen Release : Updated 2024

Gradable : automatic

Learning Objective : 01-01 Describe the essential functions of management.

Topic : Functional-level Plan

Source : Chapter 01 Test Bank > TB TF Qu. 01-01 The best managers prioritize efficiency...

Discuss how an organization gains customer loyalty.

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Analyze

Business Competency : Analytical Thinking

Difficulty : 3 Hard

Evergreen Release : Updated 2024

Gradable : manual

Learning Objective : 01-05 Recognize how successful managers achieve competitive advantage.

Topic : Competitive Environment

Source : Chapter 01 Test Bank > TB ES Qu. 01-122 Discuss how an organization...

One of the five key elements that make the current business environment different from those of the past involves an increasingly diverse workforce.

true

false

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Remember

Business Competency : Analytical Thinking

Difficulty : 1 Easy

Gradable : automatic

Learning Objective : 01-04 Summarize the major challenges facing managers today.

Topic : Adaptive Change

Source : Chapter 01 Test Bank > TB TF Qu. 01-08 One of the five key...

In a major announcement at an annual medical conference, Dr. Sade Klein, Research Director of Horizon Pharmaceuticals, informs the medical community of a breakthrough in RSV vaccines for children. As _____ for the organization, she answers questions posed by medical research colleagues and members of the press.

resource allocator

liaison

disseminator

figurehead

spokesperson

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Understand

Business Competency : Analytical Thinking

Difficulty : 2 Medium

Evergreen Release : Updated 2024

Gradable : automatic

Learning Objective : 01-02 Understand what managers at different organizational levels do.

Topic : Functional Structure

Source : Chapter 01 Test Bank > TB MC Qu. 01-58 In a major announcement at...

Individuals who are team leaders are most like

middle-level managers who translate general initiatives into action.

frontline managers who supervise day-to-day work activities.

coaches who organize the team and establish its purpose.

senior executives who focus on strategy.

employees who execute daily operations of the organization.

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Understand

Business Competency : Analytical Thinking

Difficulty : 2 Medium

Evergreen Release : Updated 2024

Gradable : automatic

Learning Objective : 01-02 Understand what managers at different organizational levels do.

Topic : Team Leaders

Source : Chapter 01 Test Bank > TB MC Qu. 01-56 Individuals who are team...

Danica excels at inspiring the people in her department to learn new skills and to perform better than expected on the job. As a manager, what is Danica especially good at doing?

leading

controlling

monitoring

staffing

planning

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Understand

Business Competency : Knowledge Application

Difficulty : 2 Medium

Evergreen Release : Updated 2024

Gradable : automatic

Learning Objective : 01-01 Describe the essential functions of management.

Topic : Leading

Source : Chapter 01 Test Bank > TB MC Qu. 01-21 Danica excels at inspiring the...

Explain, using two examples, how continuing enhancements in technology can result in delivery of products and services both faster and better.

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Understand

Business Competency : Analytical Thinking

Difficulty : 3 Hard

Gradable : manual

Learning Objective : 01-05 Recognize how successful managers achieve competitive advantage.

Topic : Competitive Environment

Source : Chapter 01 Test Bank > TB ES Qu. 01-124 Explain, using two examples, how...

To become an effective manager, one should choose _____ of the four management functions and commit one hundred percent.

two

all

the most familiar

one

the most challenging

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Remember

Business Competency : Analytical Thinking

Difficulty : 1 Easy

Evergreen Release : Updated 2024

Gradable : automatic

Learning Objective : 01-01 Describe the essential functions of management.

Topic : Management

Source : Chapter 01 Test Bank > TB MC Qu. 01-35 To become an effective manager,...

Feet First wants to be the sales leader in elite running shoes. To achieve this goal, the CEO has analyzed the current situation and determined objectives and resources. What planning activities still need to be completed?

evaluate the competitors, solicit funders, anticipate the future

solicit funders, market the company, and choose a business strategy

decide on actions, market the company, and solicit funders

anticipate the future, decide on activities, and choose a business strategy

market the company, decide on actions, and anticipate the future

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Apply

Business Competency : Knowledge Application

Difficulty : 3 Hard

Evergreen Release : Updated 2024

Gradable : automatic

Learning Objective : 01-01 Describe the essential functions of management.

Topic : Planning

Source : Chapter 01 Test Bank > TB MC Qu. 01-31 Feet First wants to be...

Naseem meets with her staff each week to discuss their work and to share ideas for improvement. Naseem is exhibiting the leading function of management.

true

false

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Understand

Business Competency : Analytical Thinking

Difficulty : 2 Medium

Evergreen Release : Updated 2024

Gradable : automatic

Learning Objective : 01-01 Describe the essential functions of management.

Topic : Functional-level Plan

Source : Chapter 01 Test Bank > TB TF Qu. 01-03 Naseem meets with her staff each week...

"Recently, I spent a great deal of time looking at how to define jobs to most efficiently utilize our employees," said the CEO of Comfort Climate Services. "And now I need managers to be responsible for the various job groupings." The CEO is describing the management function of organizing.

leading.

planning.

decision making.

controlling.

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Understand

Business Competency : Knowledge Application

Difficulty : 2 Medium

Evergreen Release : Updated 2024

Gradable : automatic

Learning Objective : 01-01 Describe the essential functions of management.

Topic : Organizing

Source : Chapter 01 Test Bank > TB MC Qu. 01-39 "Recently, I spent a great...

Describe what the work of quality gurus like W. Edwards Deming and J. M. Juran convinced other managers to do.

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Understand

Business Competency : Analytical Thinking

Difficulty : 3 Hard

Gradable : manual

Learning Objective : 01-05 Recognize how successful managers achieve competitive advantage.

Topic : Quality

Source : Chapter 01 Test Bank > TB ES Qu. 01-123 Describe what the work...

_____ managers are senior executives responsible for the overall management and effectiveness of an organization.

Middle

Tactical

Operational

Long-term

Strategic

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Remember

Business Competency : Analytical Thinking

Difficulty : 1 Easy

Evergreen Release : Updated 2024

Gradable : automatic

Learning Objective : 01-02 Understand what managers at different organizational levels do.

Topic : Strategic Management

Source : Chapter 01 Test Bank > TB MC Qu. 01-43 _____ managers are senior executives...

What is the best way to manage one's costs?

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Understand

Business Competency : Analytical Thinking

Difficulty : 2 Medium

Evergreen Release : Updated 2024

Gradable : manual

Learning Objective : 01-05 Recognize how successful managers achieve competitive advantage.

Topic : Competitive Environment

Source : Chapter 01 Test Bank > TB ES Qu. 01-125 What is the best way...

The four fundamental management principles include planning, organizing, budgeting, and counselling.

true

false

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Remember

Business Competency : Analytical Thinking

Difficulty : 1 Easy

Evergreen Release : Updated 2024

Gradable : automatic

Learning Objective : 01-01 Describe the essential functions of management.

Topic : Functional-level Plan

Source : Chapter 01 Test Bank > TB TF Qu. 01-02 The four fundamental management principles...

The responsibilities of frontline managers have begun to decrease in today's business climate, due to a greater reliance on technology.

true

false

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Understand

Business Competency : Analytical Thinking

Difficulty : 2 Medium

Evergreen Release : Updated 2024

Gradable : automatic

Learning Objective : 01-02 Understand what managers at different organizational levels do.

Topic : Frontline Management

Source : Chapter 01 Test Bank > TB TF Qu. 01-06 The responsibilities of frontline managers...

_____ is the goodwill stemming from social relationships.

Emotional intelligence

Emotional capital

Empathetic goodwill

Social empathy

Social capital

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Remember

Business Competency : Analytical Thinking

Difficulty : 1 Easy

Gradable : automatic

Learning Objective : 01-04 Summarize the major challenges facing managers today.

Topic : Social Capital

Source : Chapter 01 Test Bank > TB MC Qu. 01-87 _____ is the goodwill stemming...

Gemma is a general manager for a paint manufacturing plant. She is considering some changes to the production floor, which include workflow adjustments and the purchase of new equipment to improve efficiency. She also wants to promote one of her employees to team leader. Which function of management is Gemma performing?

controlling

organizing

planning

leading

training

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Understand

Business Competency : Knowledge Application

Difficulty : 2 Medium

Evergreen Release : Updated 2024

Gradable : automatic

Learning Objective : 01-01 Describe the essential functions of management.

Topic : Organizing

Source : Chapter 01 Test Bank > TB MC Qu. 01-17 Gemma is a general manager...

Keisha's department has been introducing new goods and services on a rapid-fire basis over the past two years. However, business is down, largely because customer feedback on the usefulness, reliability, and durability of the new goods and services is negative. Keisha's division manager reviews the situation and concludes that the innovation of Keisha's department is good; however, _____ is poor.

quality

responsiveness

marketing

cost competitiveness

speed

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Apply

Business Competency : Analytical Thinking

Difficulty : 3 Hard

Evergreen Release : Updated 2024

Gradable : automatic

Learning Objective : 01-05 Recognize how successful managers achieve competitive advantage.

Topic : Quality

Source : Chapter 01 Test Bank > TB MC Qu. 01-107 Keisha's department has been introducing...

List and explain each of the six sources of competitive advantage.

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Analyze

Business Competency : Analytical Thinking

Difficulty : 3 Hard

Evergreen Release : Updated 2024

Gradable : manual

Learning Objective : 01-05 Recognize how successful managers achieve competitive advantage.

Topic : Competitive Advantage

Source : Chapter 01 Test Bank > TB ES Qu. 01-120 List and explain each of...

Because products _____, a firm must adapt to new competitors and to consumer demands.

that are tried and true are the best sellers

do not sell forever

will sell forever

that are made well last forever

with name brands are the only ones to sell forever

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Remember

Business Competency : Analytical Thinking

Difficulty : 1 Easy

Gradable : automatic

Learning Objective : 01-05 Recognize how successful managers achieve competitive advantage.

Topic : Adaptive change

Source : Chapter 01 Test Bank > TB MC Qu. 01-104 Because products _____, a firm...

“I’m sorry to tell you that four employees from our division were laid off today,” said the division manager to the assembled staff. “And a total of 50 employees were laid off corporate-wide. No further staff reductions are planned, and we expect the corporation’s financial performance to remain on plan.” When the manager notifies their employees of these developments and plans, they are performing in the role of

liaison.

leader.

disturbance handler.

disseminator.

spokesperson.

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Understand

Business Competency : Analytical Thinking

Difficulty : 2 Medium

Evergreen Release : Updated 2024

Gradable : automatic

Learning Objective : 01-02 Understand what managers at different organizational levels do.

Topic : Managerial Roles

Source : Chapter 01 Test Bank > TB MC Qu. 01-67 "I'm sorry to tell you...

A(n) _____ skill is the ability to perform a specialized task that involves a certain method or process.

communication

professional

technical

interpersonal

conceptual

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Remember

Business Competency : Analytical Thinking

Difficulty : 1 Easy

Gradable : automatic

Learning Objective : 01-03 Define the skills needed to be an effective manager.

Topic : Managerial Skills

Source : Chapter 01 Test Bank > TB MC Qu. 01-71 A(n) _____ skill is the...

"As CEO, I must mobilize, inspire, and stimulate my management team, as well as the entire staff, to continually perform at high levels. I seek to empower my staff through communication and motivation." The CEO is describing the management function of

planning.

controlling.

leading.

organizing.

decision making.

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Understand

Business Competency : Knowledge Application

Difficulty : 2 Medium

Evergreen Release : Updated 2024

Gradable : automatic

Learning Objective : 01-01 Describe the essential functions of management.

Topic : Leading

Source : Chapter 01 Test Bank > TB MC Qu. 01-41 "As CEO, I must mobilize,...

Quality Solutions is updating its automated shipping system for replacement parts. One major client told his chief information officer, "You must lead an effort to reengineer our computer infrastructure to remain compatible with that of Quality Solutions. This will be a complex effort but, if we can get this done before our competitors can, we will pick up a lot of new business worldwide. That's the nature of _____, it complicates things and creates opportunities."

emotional intelligence

technological change

planning

social capital

controlling

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Apply

Business Competency : Analytical Thinking

Difficulty : 3 Hard

Evergreen Release : Updated 2024

Gradable : automatic

Learning Objective : 01-04 Summarize the major challenges facing managers today.

Topic : Technological Change

Source : Chapter 01 Test Bank > TB MC Qu. 01-109 Quality Solutions is updating its...

Collaboration can occur

with customers.

among managers only.

between two organizations, but not internally.

within but not outside the organization.

outside the organization only.

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Understand

Business Competency : Analytical Thinking

Difficulty : 2 Medium

Gradable : automatic

Learning Objective : 01-04 Summarize the major challenges facing managers today.

Topic : Collaboration

Source : Chapter 01 Test Bank > TB MC Qu. 01-93 Collaboration can occur

The chair of the Springfield Chamber of Commerce, acting as its _____, attended the opening of a member's new restaurant.

spokesperson

figurehead

liaison

leader

resource allocator

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Understand

Business Competency : Analytical Thinking

Difficulty : 2 Medium

Evergreen Release : Updated 2024

Gradable : automatic

Learning Objective : 01-02 Understand what managers at different organizational levels do.

Topic : Functional Structure

Source : Chapter 01 Test Bank > TB MC Qu. 01-61 The chair of the Springfield Cham...

What challenging obstacle is often faced by team leaders that other types of managers do not face?

lack of direct control

responsibility for organizational goals

working with a diverse group

inadequate worker skills

finding available resources

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Understand

Business Competency : Analytical Thinking

Difficulty : 2 Medium

Evergreen Release : New 2024

Gradable : automatic

Learning Objective : 01-02 Understand what managers at different organizational levels do.

Topic : Team Leaders

Source : Chapter 01 Test Bank > TB MC Qu. 01-129 What challenging obstacle is...

As one of the key management functions, leading focuses on a manager's efforts to

mobilize people to fully engage in their work.

build organizations that are flexible and adaptive.

build a dynamic organization.

identify opportunities for sustainable advantage.

make sure financial goals are met.

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Understand

Business Competency : Analytical Thinking

Difficulty : 2 Medium

Evergreen Release : Updated 2024

Gradable : automatic

Learning Objective : 01-01 Describe the essential functions of management.

Topic : Leading

Source : Chapter 01 Test Bank > TB MC Qu. 01-22 As one of the key...

Leandra is the lead attorney representing Honeywell Construction. She is in back-and-forth discussions with parties, inside as well as outside the firm, to finalize a contract with Anderson

Lifestyles, a regional chain of senior living facilities. Leandra knows that, in her role as _____, she is making important business decisions for Honeywell Construction.

liaison

negotiator

leader

monitor

spokesperson

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Understand

Business Competency : Analytical Thinking

Difficulty : 2 Medium

Evergreen Release : Updated 2024

Gradable : automatic

Learning Objective : 01-02 Understand what managers at different organizational levels do.

Topic : Functional Structure

Source : Chapter 01 Test Bank > TB MC Qu. 01-59 Leandra is the lead attorney...

_____ is assembling and coordinating the human, financial, physical, informational, and other resources needed to achieve goals.

Planning

Controlling

Organizing

Analyzing

Leading

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Remember

Business Competency : Analytical Thinking

Difficulty : 1 Easy

Evergreen Release : Updated 2024

Gradable : automatic

Learning Objective : 01-01 Describe the essential functions of management.

Topic : Organizing

Source : Chapter 01 Test Bank > TB MC Qu. 01-16 _____ is assembling and coordinating...

Differentiate between the various management levels in an organization.

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Analyze

Business Competency : Analytical Thinking

Difficulty : 2 Medium

Gradable : manual

Learning Objective : 01-02 Understand what managers at different organizational levels do.

Topic : Functional Structure

Source : Chapter 01 Test Bank > TB ES Qu. 01-118 Differentiate between the various management...

A project manager determines the number of employees to be assigned to a certain project. The managerial role being implemented by this project manager is

negotiator.

disturbance handler.

resource allocator.

liaison.

leader.

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Understand

Business Competency : Analytical Thinking

Difficulty : 2 Medium

Gradable : automatic

Learning Objective : 01-02 Understand what managers at different organizational levels do.

Topic : Functional Structure

Source : Chapter 01 Test Bank > TB MC Qu. 01-63 A project manager determines the...

Anton started out as a front office worker, and over the years worked his way up to the CEO position. As such, Anton likely found that as he moved up in responsibility, he required a higher level of _____ skills.

negotiation

informational

technical

professional

conceptual and decision

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Understand

Business Competency : Analytical Thinking

Difficulty : 2 Medium

Evergreen Release : Updated 2024

Gradable : automatic

Learning Objective : 01-03 Define the skills needed to be an effective manager.

Topic : Decision-Making Styles

Source : Chapter 01 Test Bank > TB MC Qu. 01-74 Anton started out as a...

Amazon is not necessarily known for its development of new products. However, Amazon has transformed the way that products are purchased and delivered. Thus, Amazon has leapfrogged its competition through its

collaboration.

innovation.

social capital.

dissemination.

quality.

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Apply

Business Competency : Analytical Thinking

Difficulty : 3 Hard

Gradable : automatic

Learning Objective : 01-05 Recognize how successful managers achieve competitive advantage.

Topic : Innovation

Source : Chapter 01 Test Bank > TB MC Qu. 01-103 Amazon is not necessarily known...

Which statement accurately reflects the importance of managerial skills?

Conceptual and decision skills become less important than technical skills as a manager rises higher in the company.

Interpersonal skills are important throughout a manager's career, at every level of management.

The importance of the various types of managerial skills is consistent across all managerial levels.

Obtaining high performance from people in the organization is easy because of the authority managers will continue to have over knowledge workers.

Technical skills are most important after becoming a top-level manager.

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Understand

Business Competency : Analytical Thinking

Difficulty : 2 Medium

Evergreen Release : Updated 2024

Gradable : automatic

Learning Objective : 01-03 Define the skills needed to be an effective manager.

Topic : Decision-Making Styles

Source : Chapter 01 Test Bank > TB MC Qu. 01-77 Which statement accurately reflects...

Which factor most contributes to effective collaboration within an organization?

presence of the glass ceiling

low levels of diversity

increased communication among departments and divisions

standardization and bureaucracy

a homogenous workforce

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Understand

Business Competency : Analytical Thinking

Difficulty : 2 Medium

Evergreen Release : New 2024

Gradable : automatic

Learning Objective : 01-04 Summarize the major challenges facing managers today.

Topic : Diversity

Source : Chapter 01 Test Bank > TB MC Qu. 01-130 Which factor most contributes...

Which statement about the sources of competitive advantage is true?

The best managers and companies work to incorporate all types of competitive advantage.

Managing the sources of competitive advantage is a zero-sum game where one source improves at the expense of the other.

The faster the product is provided the more innovation suffers.

Outsourcing certain functions is always a mistake for maintaining competitive advantage.

It is possible to compete without cutting costs and offering attractive prices.

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Understand

Business Competency : Analytical Thinking

Difficulty : 2 Medium

Evergreen Release : Updated 2024

Gradable : automatic

Learning Objective : 01-05 Recognize how successful managers achieve competitive advantage.

Topic : Competitive Environment

Source : Chapter 01 Test Bank > TB MC Qu. 01-102 Which statement about the sources...

As a manager, Kwame spends much of his time coaching his employees and making sure that any required information from upper management reaches them in an understandable format. Kwame would best be described as a(n)

institutional controller.

operational manager.

tactical manager.

frontline manager.

top-level manager.

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Apply

Business Competency : Analytical Thinking

Difficulty : 3 Hard

Evergreen Release : Updated 2024

Gradable : automatic

Learning Objective : 01-02 Understand what managers at different organizational levels do.

Topic : Functional Structure

Source : Chapter 01 Test Bank > TB MC Qu. 01-51 As a manager, Kwame spends...

Controlling helps a manager to

stimulate people to be high performers.

establish reporting relationships.

determine department goals.

create an organization chart by identifying business functions.

monitor performance and implement necessary changes.

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Understand

Business Competency : Analytical Thinking

Difficulty : 2 Medium

Evergreen Release : Updated 2024

Gradable : automatic

Learning Objective : 01-01 Describe the essential functions of management.

Topic : Controlling

Source : Chapter 01 Test Bank > TB MC Qu. 01-34 Controlling helps a manager to

Doggie Delicacy is a new organic dog food manufacturer whose management team has worked hard to enter the crowded pet food market. Doggie Delicacy's founders are focused on efficiency: signing up new customers quickly, minimizing their packaging costs, and maximizing their delivery strategies to save resources. They have been very successful in getting new customers, but less successful in retaining them. What is the best advice you should give them, given the quick success they have had with Doggie Delicacy?

To continue their success, they should focus on both effectiveness and efficiency, especially while their company is experiencing high initial growth but less retention.

Now it is time for them to focus only on effectiveness because they clearly have efficiency under control.

They should maintain the status quo without implementing any changes to continue driving sales.

The best action plan for them is to focus less on customer concerns and more on making the most of their resources.

Efficiency is the only key to their continued success.

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Apply

Business Competency : Knowledge Application

Difficulty : 3 Hard

Evergreen Release : Updated 2024

Gradable : automatic

Learning Objective : 01-01 Describe the essential functions of management.

Topic : Management

Source : Chapter 01 Test Bank > TB MC Qu. 01-42 Doggie Delicacy is a new...

When PG&E created a wildfire safety plan after devastating fires in California impacted utility equipment, it was demonstrating the management function of

planning.

controlling.

organizing.

leading.

budgeting.

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Understand

Business Competency : Knowledge Application

Difficulty : 2 Medium

Evergreen Release : Updated 2024

Gradable : automatic

Learning Objective : 01-01 Describe the essential functions of management.

Topic : Controlling

Source : Chapter 01 Test Bank > TB MC Qu. 01-29 When PG&E created a wildfire...

_____ represent the three general categories of skills that are crucial to managers.

Professional, technical, and selling and public relations

Technical, interpersonal and communication, and conceptual and decision

Selling and public relations, decision, and professional

Professional, technical, and conceptual

Conceptual and decision, professional, and technical

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Understand

Business Competency : Analytical Thinking

Difficulty : 2 Medium

Evergreen Release : Updated 2024

Gradable : automatic

Learning Objective : 01-03 Define the skills needed to be an effective manager.

Topic : Managerial Skills

Source : Chapter 01 Test Bank > TB MC Qu. 01-72 _____ represent the three general...

Knowledge management is the set of practices aimed at discovering and harnessing an organization's

brand image.

leadership abilities.

physical resources.

intellectual resources.

sales data.

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Understand

Business Competency : Analytical Thinking

Difficulty : 2 Medium

Evergreen Release : Updated 2024

Gradable : automatic

Learning Objective : 01-04 Summarize the major challenges facing managers today.

Topic : Knowledge Management

Source : Chapter 01 Test Bank > TB MC Qu. 01-92 Knowledge management is the...

Which activity is involved in leading?

mobilizing and inspiring people to engage fully in their work and contribute their ideas

analyzing day-to-day situations and involving workers in all decisions

increasing the organization's profits above all else

attracting new people to the organization

motivating workers to come to work and execute top management's plans

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Remember

Business Competency : Analytical Thinking

Difficulty : 1 Easy

Evergreen Release : Updated 2024

Gradable : automatic

Learning Objective : 01-01 Describe the essential functions of management.

Topic : Leading

Source : Chapter 01 Test Bank > TB MC Qu. 01-37 Which activity is involved in leading...

_____ refers to the skills of understanding oneself, managing oneself, and dealing effectively with others.

Career management

Self-reliance

Social management

Emotional intelligence

Social capital

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Remember

Business Competency : Analytical Thinking

Difficulty : 1 Easy

Evergreen Release : Updated 2024

Gradable : automatic

Learning Objective : 01-03 Define the skills needed to be an effective manager.

Topic : Managerial Skills

Source : Chapter 01 Test Bank > TB MC Qu. 01-78 _____ refers to the skills of...

Listening to employee suggestions, gaining support for organizational objectives, and fostering an atmosphere of teamwork are all considered _____ skills.

technical

conceptual

professional

diagnostic

interpersonal and communication

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Understand

Business Competency : Analytical Thinking

Difficulty : 2 Medium

Gradable : automatic

Learning Objective : 01-03 Define the skills needed to be an effective manager.

Topic : Decision-Making Styles

Source : Chapter 01 Test Bank > TB MC Qu. 01-76 Listening to employee suggestions, gaining...

Using a particular software program at an expert level, compilation of an accounting statement, and writing advertising copy are all examples of _____ skills.

technical

interpersonal

public relations

quantitative

communicative

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Understand

Business Competency : Analytical Thinking

Difficulty : 2 Medium

Gradable : automatic

Learning Objective : 01-03 Define the skills needed to be an effective manager.

Topic : Managerial Skills

Source : Chapter 01 Test Bank > TB MC Qu. 01-73 Using a particular software program...

One component of emotional intelligence is

helping others understand that you are correct.

advising others how to stay happy at work.

understanding the shortcomings of people you work with.

dealing with power plays made by others.

understanding oneself.

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Understand

Business Competency : Analytical Thinking

Difficulty : 2 Medium

Gradable : automatic

Learning Objective : 01-03 Define the skills needed to be an effective manager.

Topic : Decision-Making Styles

Source : Chapter 01 Test Bank > TB MC Qu. 01-80 One component of emotional...

Online business and social media have made it harder to develop social capital.

true

false

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Remember

Business Competency : Analytical Thinking

Difficulty : 1 Easy

Evergreen Release : Updated 2024

Gradable : automatic

Learning Objective : 01-04 Summarize the major challenges facing managers today.

Topic : Social Capital

Source : Chapter 01 Test Bank > TB TF Qu. 01-09 Online business and social media have...

James is a middle-level manager who is known for his efficiency; however, he is not necessarily effective. As a manager, James is more likely to

be promoted over someone who focuses on being effective.

serve as an inspiration to others.

achieve major organizational goals.

have a clear focus on being innovative.

minimize the waste of organizational resources.

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Understand

Business Competency : Knowledge Application

Difficulty : 2 Medium

Evergreen Release : Updated 2024

Gradable : automatic

Learning Objective : 01-01 Describe the essential functions of management.

Topic : Management

Source : Chapter 01 Test Bank > TB MC Qu. 01-30 James is a middle-level manager...

During an intense six-month contract negotiation, Don developed a strong working relationship with his client, Jess, an outside vendor. Because of their professional bonding, Don and Jess were able to openly explore and constructively hammer out agreements on very tough contract issues. The resulting contract was far superior to what either of them might have hoped for six months earlier and was a good example of

labor diversity.

the importance of knowledge and ideas.

technological change.

collaboration across organizational boundaries.

globalization.

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Understand

Business Competency : Analytical Thinking

Difficulty : 2 Medium

Evergreen Release : Updated 2024

Gradable : automatic

Learning Objective : 01-04 Summarize the major challenges facing managers today.

Topic : Collaboration

Source : Chapter 01 Test Bank > TB MC Qu. 01-111 During an intense six-month contract...

Raj focuses on assembling and coordinating the people, equipment, and supplies that his company needs to achieve its goals. What management function does Raj emphasize in his work?

organizing

leading

controlling

planning

sustaining

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Understand

Business Competency : Knowledge Application

Difficulty : 2 Medium

Evergreen Release : Updated 2024

Gradable : automatic

Learning Objective : 01-01 Describe the essential functions of management.

Topic : Organizing

Source : Chapter 01 Test Bank > TB MC Qu. 01-19 Raj focuses on assembling and...

As a supervisor at Dreamhouse Florists, Austin enjoys helping his workers learn floral design skills. He appreciates that his supervisor encourages Austin to use his creative flair to develop new designs for special customer orders. Austin is most likely a(n)

tactical manager.

frontline manager.

strategic manager.

administrative controller.

top-level manager.

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Apply

Business Competency : Analytical Thinking

Difficulty : 3 Hard

Evergreen Release : Updated 2024

Gradable : automatic

Learning Objective : 01-02 Understand what managers at different organizational levels do.

Topic : Frontline Management

Topic : Team Leaders

Source : Chapter 01 Test Bank > TB MC Qu. 01-54 As a supervisor at Dreamhouse...

Through careful monitoring of the firm's budget, managers can detect potential problems in reaching their financial goals and take actions to reverse the problem. This is an example of the management function of

leading.

budgeting.

organizing.

planning.

controlling.

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Understand

Business Competency : Analytical Thinking

Difficulty : 2 Medium

Evergreen Release : Updated 2024

Gradable : automatic

Learning Objective : 01-01 Describe the essential functions of management.

Topic : Controlling

Source : Chapter 01 Test Bank > TB MC Qu. 01-28 Through careful monitoring of the...

At which level of management will one find conceptual and decision skills most utilized? Why?

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Understand

Business Competency : Analytical Thinking

Difficulty : 2 Medium

Gradable : manual

Learning Objective : 01-03 Define the skills needed to be an effective manager.

Topic : Managerial Skills

Source : Chapter 01 Test Bank > TB ES Qu. 01-119 At which level of management...

Cho excels at identifying the talents of employees and finding the jobs where they can best use those talents to benefit the organization. Cho excels at _____ management.

project

knowledge

service

scientific

quality

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Understand

Business Competency : Knowledge Application

Difficulty : 2 Medium

Evergreen Release : Updated 2024

Gradable : automatic

Learning Objective : 01-04 Summarize the major challenges facing managers today.

Topic : Managerial Skills

Source : Chapter 01 Test Bank > TB MC Qu. 01-89 Cho excels at identifying the...

Cost competitiveness means pricing a firm's products

equal to all competitors' products.

lower than all competitors' products.

higher than all competitors' products.

high enough to make the investors happy.

low but enough to make a profit.

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Remember

Business Competency : Analytical Thinking

Difficulty : 1 Easy

Gradable : automatic

Learning Objective : 01-05 Recognize how successful managers achieve competitive advantage.

Topic : Competitive Environment

Source : Chapter 01 Test Bank > TB MC Qu. 01-106 Cost competitiveness means pricing a...

_____ managers are lower-level managers who supervise the operational activities of an organization.

Frontline

Team

Strategic

General

Tactical

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Remember

Business Competency : Analytical Thinking

Difficulty : 1 Easy

Gradable : automatic

Learning Objective : 01-02 Understand what managers at different organizational levels do.

Topic : Functional Structure

Source : Chapter 01 Test Bank > TB MC Qu. 01-52 _____ managers are lower-level managers...

Bridget manages the digital marketing team in a financial services firm. Her subordinates have a wide variety of experiences and skill sets. By effectively _____ her team, Bridget regularly seeks to inspire her subordinates to draw upon their various backgrounds in new and innovative ways.

planning

organizing

innovating

leading

controlling

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Apply

Business Competency : Knowledge Application

Difficulty : 3 Hard

Evergreen Release : Updated 2024

Gradable : automatic

Learning Objective : 01-01 Describe the essential functions of management.

Topic : Leading

Source : Chapter 01 Test Bank > TB MC Qu. 01-24 Bridget manages the digital...

"A new boss from outside the industry won't be able to train us to perform specialized tasks involving our particular methods and processes, or to evaluate how well we were performing these tasks. In other words, would they have the necessary _____?" asked Harrison.

language fluency

conceptual and decision skills

selling skills

negotiating skills

technical skills

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Apply

Business Competency : Analytical Thinking

Difficulty : 3 Hard

Evergreen Release : Updated 2024

Gradable : automatic

Learning Objective : 01-03 Define the skills needed to be an effective manager.

Topic : Managerial Skills

Source : Chapter 01 Test Bank > TB MC Qu. 01-83 "A new boss from outside..."

Which statement about quality is true?

Quality refers to keeping costs low enough so the company can realize profits but price its products at attractive levels.

Quality can be measured in terms of product performance, customer service, and reliability.

Quality is described as rapid execution, response, and delivery of results.

Quality refers to goodwill stemming from one's social relationships.

Quality cannot be improved continuously.

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Understand

Business Competency : Analytical Thinking

Difficulty : 2 Medium

Evergreen Release : Updated 2024

Gradable : automatic

Learning Objective : 01-05 Recognize how successful managers achieve competitive advantage.

Topic : Quality

Source : Chapter 01 Test Bank > TB MC Qu. 01-98 Which statement about...

Titles such as sales manager or supervisor typically belong to _____ managers.

operational

tactical

top-level

strategic

middle-level

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Remember

Business Competency : Analytical Thinking

Difficulty : 1 Easy

Evergreen Release : Updated 2024

Gradable : automatic

Learning Objective : 01-02 Understand what managers at different organizational levels do.

Topic : Frontline Management

Source : Chapter 01 Test Bank > TB MC Qu. 01-55 Titles such as sales manager...

A _____ serves as the spokesperson and champion for a work group dealing with external stakeholders.

frontline supervisor

team leader

top-level manager

tactical manager

resource allocator

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Understand

Business Competency : Analytical Thinking

Difficulty : 2 Medium

Evergreen Release : Updated 2024

Gradable : automatic

Learning Objective : 01-02 Understand what managers at different organizational levels do.

Topic : Functional Structure

Source : Chapter 01 Test Bank > TB MC Qu. 01-66 A _____ serves as the...

An employee summoned Janelle, the customer service manager, to intervene when a customer became irate about her dress alternations and began screaming at the store's head seamstress. Rushing to intervene, Janelle told the customer she will personally help her find a solution, and that they could discuss the matter privately in her office. Janelle was performing in the role of monitor.

negotiator.

liaison.

disturbance handler.

resource allocator.

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Understand

Business Competency : Analytical Thinking

Difficulty : 2 Medium

Evergreen Release : Updated 2024

Gradable : automatic

Learning Objective : 01-02 Understand what managers at different organizational levels do.

Topic : Managerial Roles

Source : Chapter 01 Test Bank > TB MC Qu. 01-68 An employee summoned Janelle...

List and explain the different avenues of competitive advantage.

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Analyze

Business Competency : Analytical Thinking

Difficulty : 3 Hard

Evergreen Release : Updated 2024

Gradable : manual

Learning Objective : 01-05 Recognize how successful managers achieve competitive advantage.

Topic : Competitive Advantage

Source : Chapter 01 Test Bank > TB ES Qu. 01-126 List and explain the different...

When Luis, manager of his company's sales department, realized that his plan to increase his department's sales levels was not producing the desired results, he instituted a training course to help the salespeople achieve better results. Which management function is illustrated in this scenario?

planning

organizing

leading

controlling

budgeting

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Apply

Business Competency : Knowledge Application

Difficulty : 3 Hard

Evergreen Release : Updated 2024

Gradable : automatic

Learning Objective : 01-01 Describe the essential functions of management.

Topic : Controlling

Source : Chapter 01 Test Bank > TB MC Qu. 01-27 When Luis, manager of his...

The CEO said, "Every six months or so, my senior management team and I meet to discuss the goals that will be achieved over the next year, three years, and beyond. We then make sure we are clear on who will take responsibility to see that appropriate actions are undertaken to achieve our goals within the time frame we set." The CEO is describing the management function of

leading.

organizing.

decision making.

planning.

controlling.

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Understand

Business Competency : Knowledge Application

Difficulty : 2 Medium

Evergreen Release : Updated 2024

Gradable : automatic

Learning Objective : 01-01 Describe the essential functions of management.

Topic : Planning

Source : Chapter 01 Test Bank > TB MC Qu. 01-38 The CEO said, "Every six...

Explain how managers should be both efficient and effective.

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Understand

Business Competency : Analytical Thinking

Difficulty : 2 Medium

Evergreen Release : Updated 2024

Gradable : manual

Learning Objective : 01-01 Describe the essential functions of management.

Topic : Functional-level Plan

Source : Chapter 01 Test Bank > TB ES Qu. 01-113 Explain how managers should be...

Middle-level managers are often referred to as _____ managers.

strategic

functional

tactical

supervisory

operational

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Remember

Business Competency : Analytical Thinking

Difficulty : 1 Easy

Evergreen Release : Updated 2024

Gradable : automatic

Learning Objective : 01-02 Understand what managers at different organizational levels do.

Topic : Functional Structure

Source : Chapter 01 Test Bank > TB MC Qu. 01-50 Middle-level managers are often referred...

Operational managers play a crucial role in an organization because they
provide the link between management and nonmanagement personnel.
review and assess the performance of the top management.
translate the organization's general goals into strategic objectives and activities.
contribute direction and strategy to the organization.
facilitate overall successful team performance.

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Understand

Business Competency : Analytical Thinking

Difficulty : 2 Medium

Evergreen Release : Updated 2024

Gradable : automatic

Learning Objective : 01-02 Understand what managers at different organizational levels do.

Topic : Functional Structure

Source : Chapter 01 Test Bank > TB MC Qu. 01-53 Operational managers play a crucial...

_____ managers are responsible for translating the general goals and plans developed for an organization into more specific activities.

Functional

Strategic

Tactical

Operational

Activities

Question Details

Accessibility : Screen Reader/Keyboard/CC

Bloom's : Remember

Business Competency : Analytical Thinking

Difficulty : 1 Easy

Gradable : automatic

Learning Objective : 01-02 Understand what managers at different organizational levels do.

Topic : Functional Structure

Source : Chapter 01 Test Bank > TB MC Qu. 01-49 _____ managers are responsible for...

Answer Key

Test name: Ch1_Management Thomas Bateman_2025

E

Today's business landscape differs from that in the past, in part due to the importance of knowledge and ideas. Knowledge management is the set of practices aimed at discovering and harnessing an organization's intellectual resources, fully utilizing the intellect of the organization's people.

FALSE

Essay

Leading is stimulating people to be high performers. It includes motivating and communicating with employees, individually and in groups.

E

The Internet fulfills many business functions. It is a virtual marketplace, a means to sell goods and services, a distribution channel, an information service, and more. It speeds up globalization. Managers can see what competitors, suppliers, and customers are doing on the other side of the world. Online business and social media have made it easier than ever to connect with people for business and social purposes. Both help you develop your *social capital*.

Essay

The four core functions of management are planning, organizing, leading, and controlling. Planning is specifying the goals to be achieved and deciding in advance the appropriate actions needed to achieve those goals. Organizing is assembling and coordinating the human, financial, physical, informational, and other resources needed to achieve goals. Leading is stimulating people to be high performers. It includes motivating and communicating with employees, individually and in groups. Controlling is about monitoring performance and making necessary changes in a timely manner. By controlling, managers make sure the organization's resources are being used as planned and the organization is meeting its goals for quality and safety.

FALSE

B

Customers can be collaborators. Creating outstanding products and services can start with involving customers in company decisions.

D

Controlling is about monitoring performance and making necessary changes in a timely manner.

C

The role of a liaison involves maintaining a network of outside contacts and alliances that provide information and favors.

A

Top-level managers, often referred to as strategic managers, focus on the survival, growth, and overall effectiveness of an organization.

Essay

Controlling is about monitoring performance and making necessary changes in a timely manner. By controlling, managers make sure the organization's resources are being used as planned and the organization is meeting its goals for quality and safety.

B

An important dimension of service is making it easy and enjoyable for customers to experience a service or to buy and use products.

FALSE

B

The five key elements that make the current business landscape different from those of the past include globalization, technological change, the importance of knowledge and ideas, collaboration across organizational boundaries, and an increasingly diverse labor force.

E

One of the skill sets of emotional intelligence involves working effectively with others, listening, showing empathy, motivating, and leading.

Essay

Answers will vary. In general, answer should state that successful managers deliver, to some extent, all six competitive advantages. One does not have to suffer at the expense of another.

B

Knowledge management is the set of practices aimed at discovering and harnessing an organization's intellectual resources, fully utilizing the intellects of the organization's people.

D

Service refers to the speed and dependability with which an organization delivers what customers want.

C

Now, effective managers use new forms of organizing and view their people as their most valuable resources. They build organizations that are flexible and adaptive, particularly in response to competitive threats and customer needs. This will continue in the future.

D

The types of managers found at four different organizational levels include: top-level manager, middle-level manager, frontline manager, and team leader.

D

Top-level managers, often referred to as strategic managers, are supposed to focus on long-term issues and emphasize the survival, growth, and overall effectiveness of an organization.

E

As managers acquire greater responsibility, they must exercise their conceptual and decision skills with increasing frequency. In this example, the manager identified the problem of a poorly designed website. This manager resolved the issues with a lively discussion, ending with team members volunteering to resolve the problems with the site.

B

Innovation is the introduction of new goods and services.

D

The chief executive officer, chief operation officer, company presidents, and vice presidents are all top-level members of the top management team.

A

A figurehead performs symbolic duties on behalf of the organization, like greeting important visitors and attending social events.

B

Organizing is assembling and coordinating the human, financial, physical, informational, and other resources needed to achieve goals. Organizing activities include specifying job responsibilities, grouping jobs into work units, marshaling and allocating resources, and creating conditions so that people and things work together to achieve maximum success.

E

Top-level managers are senior executives who are responsible for the overall management and effectiveness of the organization. They focus on the survival and growth of the organization.

B

Controlling is about monitoring performance and implementing necessary changes as Arjun did when he realized sales were not as high as he had planned.

C

Organizing activities include attracting people to the organization, specifying job responsibilities, grouping jobs into work units, marshaling and allocating resources, and creating conditions so that people and things work together to achieve maximum success.

A

Cost competitiveness means keeping costs low to achieve profits and to be able to offer prices that are attractive to customers.

D

Controlling monitors performance and implements necessary changes. By controlling, managers make sure the organization's resources are being used as planned and that the organization is meeting its goals for quality and safety.

TRUE

Middle-level managers, often referred to as tactical managers, must translate general goals into specific objectives and activities.

A

The fundamental success drivers are innovation, quality, service, speed, cost competitiveness, and sustainability. Speed is rapid execution, response, and delivery.

D

Globalization may occur via cross-border partnership.

B

Interpersonal skills are important throughout one's career, at every level of management.

D

The fourth function of management, controlling, monitors performance and implements necessary changes in a timely manner. By controlling, managers make sure the organization's resources are being used as planned and that the organization is meeting its goals for quality and safety.

D

Leading is stimulating people to be high performers. It includes motivating and communicating with employees.

A

Planning is specifying the goals to be achieved and deciding in advance the appropriate actions needed to achieve those goals. Planning activities include analyzing current situations, anticipating the future, determining objectives, deciding on what types of activities the company will engage, choosing corporate and business strategies, and determining the resources needed to achieve the organization's goals. In this case, the managers of Wide Horizon Media Services. are engaged in planning as they analyze their current strategies as compared to their competitors' strategies, determine goals that they will pursue, and decide upon specific actions for each area of the company to take in pursuit of these goals.

B

Cost competitiveness means keeping costs low enough so that the company can realize profits and price its products (goods or services) at levels that are attractive to consumers.

C

Innovation is the introduction of new goods and services. One's firm must adapt to changes in consumer demand and to new competitors.

D

Leading is stimulating people to be high performers. It includes motivating and communicating with employees, individually and in groups.

B

The organizing function's goal is to build a dynamic organization.

C

The disturbance handler role involves taking corrective action during crises or other conflicts such as dealing with an irate customer.

D

The increase in gender, racial, age, and ethnic diversity in the workplace will accentuate the many differences in employees' values, attitudes toward, work and norms of behavior. Effective managers will find ways to connect with diverse members of the work force, for example, older or previously retired workers, so as to broaden their staffing reach.

B

Technology both complicates things and creates new opportunities. While the advantages of the Internet create business opportunities, they also create threats as competitors capitalize on new developments.

D

Today's business landscape differs from that in the past, in part due to globalization. Clients and suppliers increasingly operate on a global scale.

A

One of the most important processes of knowledge management is to ensure that people in different parts of an organization collaborate effectively with one another. This requires productive communication among different departments, divisions, or other subunits of the organization. Knowledge management supports collaboration and vice versa.

B

Organizing is assembling and coordinating the human, physical, informational, and other resources needed to achieve goals.

Essay

Answers will vary. Topics addressed might include increased global competition, rapid enhancements in technology, "threat" to expose low-quality goods and services via social media, etc.

D

A manager's decisional role includes being an entrepreneur. It involves searching for new business opportunities and initiating new projects to create change.

B

Planning activities include analyzing current situations, anticipating the future, determining objectives, deciding on what types of activities the company will engage, choosing corporate and business strategies, and determining the resources needed to achieve an organization's goals.

E

Social capital is the goodwill stemming from one's social relationships. Social capital aids one's career success, compensation, employment, entrepreneurship, and relationships with others.

D

Planning is specifying the goals to be achieved and deciding in advance the appropriate actions needed to achieve those goals.

B

A manager's informational role includes being a disseminator. This involves sharing and interpreting information between managers and employees.

D

Management is the process of working with people and resources to accomplish organizational goals.

D

One of the skill sets of emotional intelligence includes managing oneself, dealing with emotions, making good decisions, seeking feedback, and exercising self-control.

Essay

Answers will vary. For marketing, answers will likely address technological factors (for example, the Internet for promotion), language barriers, home office travel costs vs. in-country branch office costs, legal issues (for example, contracting for goods/services between entities in different countries with country-specific laws), price competition, etc. For distribution, answers will likely address third-party shippers/brokers, transfer of goods across country borders (for example, customs requirements), currency issues, etc. For staffing, answers will likely address recruiting via the Internet, benefits of diversity of staff, language issues, etc.

C

Top managers are concerned not only with an organization as a whole but also with the interaction between the organization and its external environment. This interaction often requires managers to work extensively with outside individuals and organizations.

FALSE

Essay

To gain and maintain customer loyalty, managers must deliver the fundamental success drivers: innovation, quality, service, speed, cost competitiveness, and sustainability. Customer loyalty will lead to a competitive advantage when a company is doing better than a competitor at providing value to customers.

TRUE

E

A manager's informational role includes being a spokesperson. It involves communicating on behalf of the organization about plans, policies, actions, and results.

C

Team leaders are more like project facilitators or coaches. Their responsibilities include organizing the team and establishing its purpose, finding resources to help the team get its job done, removing organizational impediments that block the team's progress, and developing team members' skills and abilities.

A

Leading is stimulating people to be high performers. It includes motivating and communicating with employees, individually and in groups.

Essay

Answers will vary. Topics addressed might include: ability of apps and the Internet to allow faster and more accurate ordering, engineering, and communications with customer; presence of on-line forums and reviews to encourage product/service providers to improve their performance; ability of new technologies (e.g., robotics and 3-D printing) to manufacture products at less cost, with greater precision, more safely, and more consistently; etc.

B

Good managers don't neglect any of the four management functions. One can be a skilled planner and controller, but if they organize their people improperly or fail to inspire them to perform at high levels, they will not be realizing their potential as a manager.

D

Planning is specifying the goals to be achieved and deciding in advance the appropriate actions needed to achieve those goals. Planning activities include analyzing current situations, anticipating the future, determining objectives, deciding on what types of activities the company will engage in, choosing corporate and business strategies and determining the resources needed to achieve the organization's goals.

TRUE

Leaders maintain contact with people, guiding and inspiring them toward achieving team and organizational goals.

A

Organizing is assembling and coordinating the human, financial, physical, informational, and other resources needed to achieve goals.

Essay

W. Edwards Deming, J. M. Juran, and other quality gurus convinced managers to take a more complete approach to achieving total quality. This includes preventing defects before they occur, achieving zero defects in manufacturing, and designing products for quality. The goal is to solve and eradicate from the beginning all quality-related problems, and to live a philosophy of continuous improvement in the way a company operates.

E

Top-level managers, often referred to as strategic managers, focus on the survival, growth, and overall effectiveness of an organization.

Essay

Managing one's costs and keeping them down requires being efficient, accomplishing goals by using resources wisely and minimizing waste. Every company must worry about costs because consumers can easily compare prices from thousands of competitors.

FALSE

The four fundamental management principles include planning, organizing, leading, and controlling.

FALSE

Frontline managers, or operational managers, are lower-level managers who execute the operations of the organization. In leading companies, frontline managers are increasingly called on to be innovative and entrepreneurial, managing for growth and new business development.

E

Goodwill stemming from social relationships is called social capital.

B

Organizing is assembling and coordinating the human, financial, physical, informational, and other resources needed to achieve goals.

A

Quality can be measured in terms of product performance, customer service, reliability (avoidance of failure or breakdowns), conformance to standards, durability, and aesthetics.

Essay

The six sources of competitive advantage include: innovation, quality, service, speed, cost competitiveness, and sustainability.

- Innovation is the introduction of new goods and services. A firm must adapt to changes in consumer demand and to new competitors.
- Quality is the excellence of one's product or service. Quality can be measured in terms of product performance, customer service, reliability (avoidance of failure or breakdowns), conformance to standards, durability, and aesthetics.
- In a competitive context, service means giving customers what they want or need, when and where they want it. So, service is focused on continually meeting the changing needs of customers to establish mutually beneficial long-term relationships.
- In the modern business environment, speed—rapid execution, response, and delivery of results—often separates the winners from the losers. How fast can you develop and get a new product to market? How quickly can you respond to customer requests? You are far better off if you are faster than the competition—and if you can respond quickly to your competitors' actions.
- Cost competitiveness means keeping costs low enough so the company can realize profits and price its products (goods or services) at levels that are attractive to consumers.
- Sustainability is a long-term perspective on helping the natural environment and building tomorrow's business opportunities while effectively managing today's business. Reducing resource use and waste, especially resources that are polluting and nonrenewable, helps to achieve sustainability.

B

A firm must adapt to changes in consumer demand and to new competitors. Products don't sell forever; in fact, they don't sell for nearly as long as they used to because so many competitors are introducing so many new products all the time.

E

A spokesperson speaks on behalf of the organization about plans, policies, actions, and results.

C

A technical skill is the ability to perform a specialized task that involves a certain method or process.

C

Leading is stimulating people to be high performers. It includes motivating and communicating with employees, individually and in groups.

B

Today's business landscape differs from that in the past, in part due to technological change. Technology both complicates things and creates opportunities.

A

One of the most important processes of knowledge management is to ensure that people in different parts of the organization collaborate effectively with one another.

B

A figurehead role is an interpersonal role, which involves performing symbolic duties on behalf of the organization, like greeting important visitors and attending social events. In this case, the chair of the Chamber of Commerce played the figurehead role by attending the inauguration of a member's new restaurant.

A

In some ways, a team leader's job can be more challenging than frontline and other types of managers' jobs because team leaders often lack direct control (e.g., hiring and firing) over team members. Without this direct control, team leaders need to be creative in how they inspire, motivate, and guide their teams to achieve success.

A

Leading is stimulating people to be high performers. Today and in the future, managers must be good at mobilizing and inspiring people to engage fully in their work and contribute their ideas to use their knowledge and experience in ways never needed or dreamed of in the past.

B

A manager's decisional role includes being a negotiator. It involves engaging in negotiations with parties inside and outside the organization.

C

Organizing is assembling and coordinating the human, financial, physical, informational, and other resources needed to achieve goals.

Essay

Top-level managers are the organization's senior executives and are responsible for its overall management. Middle-level managers are located in the organization's hierarchy below top-level management and above the frontline managers and team leaders. Frontline managers, or operational managers, are lower-level managers who execute the operations of the organization. A relatively new type of manager, known as a team leader, engages in a variety of behaviors to achieve team effectiveness.

C

The role of a resource allocator involves providing funding and other resources to units or people; it includes making major organizational decisions. In this case, the project manager executes the role as he decides the number of employees to be assigned for a certain project.

E

As managers acquire greater responsibility, they must exercise their conceptual and decision skills with increasing frequency.

B

Innovation is the introduction of new goods and services. Sometimes, the most important innovation is not the product itself but the way it is delivered.

B

Interpersonal skills are important throughout a manager's career, at every level of management.

C

One of the most important processes in knowledge management is to ensure that people in different parts of the organization collaborate effectively. This requires good communication among departments, divisions, or other organizational subunits.

A

Even the best managers and companies can't do a perfect job on all, but they make sure they don't lose sight of any type of competitive advantage.

C

Tactical managers are responsible for translating the general goals and plans developed by strategic managers into more specific objectives and activities. The role of the middle manager is to be an administrative controller.

E

Controlling is about monitoring performance and making necessary changes in a timely manner. By controlling, managers make sure the organization's resources are being used as planned and the organization is meeting its goals for quality and safety.

A

Management is the process of working with people and resources to accomplish organizational goals. Good managers do those things both effectively and efficiently.

B

Controlling involves making necessary changes. The company was attempting to control future problems with a safety plan.

B

The three crucial categories of managerial skills include technical skills, interpersonal and communication skills, and conceptual and decision skills.

D

Knowledge management is the set of practices aimed at discovering and harnessing an organization's intellectual resources.

A

Previously, the leading function described how managers motivate workers to come to work and execute top management's plans by doing their jobs. Today and in the future, managers must be good at mobilizing and inspiring people to engage fully in their work and contribute their ideas, to use their knowledge and experience in ways never needed or dreamed of in the past.

D

Good, successful managers often demonstrate a set of interpersonal skills known collectively as emotional intelligence (or EQ). EQ combines understanding oneself, managing oneself, and dealing effectively with others.

E

Interpersonal and communication skills are people skills; they are the ability to lead, motivate, and communicate effectively with others. They influence a manager's ability to work well with people.

A

A technical skill is the ability to perform a specialized task that involves a certain method or process such as using computers, compiling an accounting statement, and writing advertising copy.

E

Emotional intelligence includes the skills of understanding oneself (including strengths and limitations), managing oneself (dealing with emotions, making good decisions, seeking and using feedback, exercising self-control), and dealing effectively with others (listening, showing empathy, motivating, leading, and so on).

FALSE

Online business and social media have made it easier than ever to connect with people for business and social purposes. Both help develop social capital.

E

Management is the process of working with people and resources to accomplish organizational goals. Good managers do those things both effectively and efficiently: to be effective is to achieve organizational goals and to be efficient is to achieve goals with minimal waste of resources, that is, to make the best possible use of money, time, materials, and people.

D

Today's business landscape differs from that in the past, in part due to the collaboration across organizational boundaries, both within an organization and outside of the organization.

A

Organizing is assembling and coordinating the human, financial, physical, informational, and other resources needed to achieve goals.

B

Frontline managers are lower-level managers who supervise the operations of the organization. They are directly involved with nonmanagement employees (such as those who are creating the floral orders) and implementing the specific plans developed with middle managers. Talented frontline managers are not only *allowed* to initiate new activities but are *expected* to do so by their top- and middle-level managers.

E

Controlling is about monitoring performance and implementing necessary changes in a timely manner. By controlling, managers make sure the organization uses its resources properly and meets the organization's goals.

Essay

Conceptual and decision skills involve the ability to identify and resolve problems for the benefit of the organization and everyone concerned. Managers use these skills when they consider the overall objectives and strategy of the firm, the interactions among different parts of the organization, and the role of the business in its external environment. Conceptual and decision skills become very important as one rises higher in the company and occupies positions in the middle and top manager ranks.

B

Knowledge management is the set of practices aimed at discovering and harnessing an organization's intellectual resources, fully utilizing the intellects of the organization's people. It is about finding, unlocking, sharing, and altogether capitalizing on the most precious resources of an organization.

E

Cost competitiveness means keeping costs low enough so the company can realize profits and price its products (goods or services) at levels that are attractive to consumers.

A

Frontline managers, or operational managers, are lower-level managers who execute the operations of an organization. These managers often have titles such as supervisor or sales manager.

D

Leading is stimulating people to be high performers. Managers must be good at mobilizing and inspiring people to engage fully in their work and contribute their ideas to use their knowledge and experience in ways never needed or dreamed of in the past.

E

Technical skills include the ability to perform a specialized task involving a particular method or process.

B

Quality can be measured in terms of product performance, customer service, reliability (avoidance of failure or breakdowns), conformance to standards, durability, and aesthetics.

A

Frontline or operational managers often have titles such as supervisor or sales manager and are lower-level managers who supervise the operations of an organization.

B

Beyond their internally focused responsibilities, team leaders also need to represent the team's interests with other teams, departments, and groups within and outside of the organization. In this sense, the team leader serves as the spokesperson and champion for the team when dealing with external stakeholders.

D

A disturbance handler is one who takes corrective action during crises or other conflicts.

Essay

The six sources of competitive advantage include: innovation, quality, service, speed, cost competitiveness and sustainability. Innovation is the introduction of new goods and services. A firm must adapt to changes in consumer demand and to new competitors. Quality is the excellence of one's product or service. Quality can be measured in terms of product performance, customer service, reliability (avoidance of failure or breakdowns), conformance to standards, durability, and aesthetics. In a competitive context, service means giving customers what they want or need, when and where they want it. So service is focused on continually meeting the changing needs of customers to establish mutually beneficial long-term relationships. Cost competitiveness means keeping costs low enough so the company can realize profits and price its products (goods or services) at levels that are attractive to consumers. If you can offer a desirable product at a lower price, it is more likely to sell. In the modern business environment, speed—rapid execution, response, and delivery of results—often separates the winners from the losers. You are far better off if you are faster than the competition—and if you can respond quickly to your competitors' actions. Sustainability is a long-term perspective on helping the natural environment and building tomorrow's business opportunities while effectively managing today's business.

D

The fourth function of management, controlling, monitors performance and implements necessary changes. By controlling, managers make sure that the organization's resources are being used as planned and that the organization is meeting its goals.

D

Planning is specifying the goals to be achieved and deciding in advance the appropriate actions needed to achieve those goals.

Essay

Management is the process of working with people and resources to accomplish organizational goals. Good managers do those things both effectively and efficiently: to be effective is to achieve organizational goals and to be efficient is to achieve goals with minimal waste of resources; that is, to make the best possible use of money, time, materials, and people.

C

Middle-level managers are located in an organization's hierarchy below top-level management and above the frontline managers and team leaders. They are sometimes called tactical managers.

A

Frontline managers, or operational managers, are directly involved with nonmanagement employees, implementing the specific plans developed with middle managers. This role is critical because operational managers are the link between management and nonmanagement personnel.

C

Middle-level managers are sometimes called tactical managers. They are responsible for translating the general goals and plans developed by strategic managers into more specific objectives and activities.