

Name _____ Class _____ Date _____
: _____ : _____ e: _____

Chapter 1 - Introduction to Management

1. The nature of management is to control and dictate others in an organization.

- a. True
- b. False

ANSWER: False

POINTS: 1

DIFFICULTY: Difficulty: Moderate

LEARNING OBJECTIVES: MANA.01 - Describe the four major management functions and the type of management activities associated with each.

KEYWORDS: Bloom's: Comprehension

2. In today's turbulent and hypercompetitive global environment, managers must help their companies innovate more than ever.

- a. True
- b. False

ANSWER: True

POINTS: 1

DIFFICULTY: Difficulty: Moderate

LEARNING OBJECTIVES: MANA.01 - Describe the four major management functions and the type of management activities associated with each.

KEYWORDS: Bloom's: Knowledge

3. Companies can survive over the long run without innovation.

- a. True
- b. False

ANSWER: False

POINTS: 1

DIFFICULTY: Difficulty: Moderate

LEARNING OBJECTIVES: MANA.08 - Discuss the innovative competencies needed to be an effective manager in tomorrow's business environments.

KEYWORDS: Bloom's: Comprehension

4. Despite the need for companies to control costs in today's economy, innovation has become the new imperative.

- a. True
- b. False

ANSWER: True

POINTS: 1

DIFFICULTY: Difficulty: Moderate

LEARNING OBJECTIVES: MANA.08 - Discuss the innovative competencies needed to be an effective manager in tomorrow's business environments.

KEYWORDS: Bloom's: Knowledge

5. Recognizing the value of employees involves the organizing role of management.

- a. True

Chapter 1 - Introduction to Management

b. False

ANSWER: False

POINTS: 1

DIFFICULTY: Difficulty: Moderate

LEARNING OBJECTIVES: MANA.01 - Describe the four major management functions and the type of management activities associated with each.

KEYWORDS: Bloom's: Knowledge

6. The late famed management theorist Peter Drucker is often credited with creating the modern study of management.

a. True

b. False

ANSWER: True

POINTS: 1

DIFFICULTY: Difficulty: Moderate

LEARNING OBJECTIVES: MANA.01 - Describe the four major management functions and the type of management activities associated with each.

KEYWORDS: Bloom's: Knowledge

7. Allocating resources across the organization is part of the organizing management function.

a. True

b. False

ANSWER: True

POINTS: 1

DIFFICULTY: Difficulty: Moderate

LEARNING OBJECTIVES: MANA.01 - Describe the four major management functions and the type of management activities associated with each.

KEYWORDS: Bloom's: Comprehension

8. How an organization goes about accomplishing a plan is a key part of the management function of controlling.

a. True

b. False

ANSWER: False

POINTS: 1

DIFFICULTY: Difficulty: Easy

LEARNING OBJECTIVES: MANA.01 - Describe the four major management functions and the type of management activities associated with each.

KEYWORDS: Bloom's: Comprehension

9. Where the organization wants to be in the future and how to get there defines controlling.

a. True

b. False

ANSWER: False

POINTS: 1

Chapter 1 - Introduction to Management

DIFFICULTY: Difficulty: Easy

LEARNING OBJECTIVES: MANA.01 - Describe the four major management functions and the type of management activities associated with each.

KEYWORDS: Bloom's: Knowledge

10. The use of influence to motivate employees to achieve the organization's goals refers to controlling.

- a. True
- b. False

ANSWER: False

POINTS: 1

DIFFICULTY: Difficulty: Easy

LEARNING OBJECTIVES: MANA.01 - Describe the four major management functions and the type of management activities associated with each.

KEYWORDS: Bloom's: Knowledge

11. Organizing means defining goals for future organizational performance and deciding on the tasks and resources needed to attain them.

- a. True
- b. False

ANSWER: False

POINTS: 1

DIFFICULTY: Difficulty: Moderate

LEARNING OBJECTIVES: MANA.01 - Describe the four major management functions and the type of management activities associated with each.

KEYWORDS: Bloom's: Knowledge

12. Controlling involves monitoring employee's activities and taking corrective action as necessary.

- a. True
- b. False

ANSWER: True

POINTS: 1

DIFFICULTY: Difficulty: Easy

LEARNING OBJECTIVES: MANA.01 - Describe the four major management functions and the type of management activities associated with each.

KEYWORDS: Bloom's: Knowledge

13. Leading is the use of influence to motivate employees to achieve organizational goals.

- a. True
- b. False

ANSWER: True

POINTS: 1

DIFFICULTY: Difficulty: Easy

LEARNING OBJECTIVES: MANA.01 - Describe the four major management functions and the type of management activities associated with each.

Chapter 1 - Introduction to Management

VES: associated with each.

KEYWORDS: Bloom's: Knowledge

14. When an organization is deliberately structured, it is designed to achieve some outcome, such as making a profit.

- a. True
- b. False

ANSWER: True

POINTS: 1

DIFFICULTY: Difficulty: Moderate

LEARNING OBJECTMANA.02 - Explain the difference between efficiency and effectiveness and their importance for

IVES: optimal organizational performance.

KEYWORDS: Bloom's: Comprehension

15. An organization is a social entity that is goal directed and deliberately structured.

- a. True
- b. False

ANSWER: True

POINTS: 1

DIFFICULTY: Difficulty: Easy

LEARNING OBJECTMANA.02 - Explain the difference between efficiency and effectiveness and their importance for

IVES: optimal organizational performance.

KEYWORDS: Bloom's: Knowledge

16. Efficiency refers to the degree to which the organization achieves a stated objective.

- a. True
- b. False

ANSWER: False

POINTS: 1

DIFFICULTY: Difficulty: Easy

LEARNING OBJECTMANA.02 - Explain the difference between efficiency and effectiveness and their importance for

IVES: optimal organizational performance.

KEYWORDS: Bloom's: Knowledge

17. All managers have to pay attention to costs and according to research, the best way to improve organizational effectiveness is by severe cost cutting.

- a. True
- b. False

ANSWER: False

POINTS: 1

DIFFICULTY: Difficulty: Moderate

LEARNING OBJECTMANA.02 - Explain the difference between efficiency and effectiveness and their importance for

IVES: optimal organizational performance.

KEYWORDS: Bloom's: Knowledge

Chapter 1 - Introduction to Management

18. The ultimate responsibility of managers is to achieve high performance by balancing efficiency and effectiveness.

- a. True
- b. False

ANSWER: True

POINTS: 1

DIFFICULTY: Difficulty: Easy

LEARNING OBJECTIVES MANA.02 - Explain the difference between efficiency and effectiveness and their importance for optimal organizational performance.

KEYWORDS: Bloom's: Knowledge

19. Efficiency can be calculated as the amount of resources used to produce a product or service.

- a. True
- b. False

ANSWER: True

POINTS: 1

DIFFICULTY: Difficulty: Easy

LEARNING OBJECTIVES MANA.02 - Explain the difference between efficiency and effectiveness and their importance for optimal organizational performance.

KEYWORDS: Bloom's: Knowledge

20. To perform effectively, all managers must possess conceptual, human, and technical skills, though the degree of each skill necessary at different levels of an organization may vary.

- a. True
- b. False

ANSWER: True

POINTS: 1

DIFFICULTY: Difficulty: Moderate

LEARNING OBJECTIVES MANA.03 - Describe conceptual, human and technical skills and their relevance for C20 managers.

KEYWORDS: Bloom's: Comprehension

21. Only the top managers in organizations need conceptual skills since it involves planning.

- a. True
- b. False

ANSWER: False

POINTS: 1

DIFFICULTY: Difficulty: Moderate

LEARNING OBJECTIVES MANA.03 - Describe conceptual, human and technical skills and their relevance for C20 managers.

KEYWORDS: Bloom's: Knowledge

22. A manager's ability to work with and through other people and to work effectively as a group member is called human skills.

Chapter 1 - Introduction to Management

- a. True
- b. False

ANSWER: True

POINTS: 1

DIFFICULTY: Difficulty: Easy

LEARNING OBJECTIVES MANA.03 - Describe conceptual, human and technical skills and their relevance for C20 managers.

KEYWORDS: Bloom's: Knowledge

23. Technical skills are most important at lower organizational levels while conceptual skills become more important as managers move up the organizational hierarchy.

- a. True
- b. False

ANSWER: True

POINTS: 1

DIFFICULTY: Difficulty: Moderate

LEARNING OBJECTIVES MANA.03 - Describe conceptual, human and technical skills and their relevance for C20 managers.

KEYWORDS: Bloom's: Knowledge

24. One of the biggest mistakes during turbulent times is managers' failure to comprehend and adapt to the rapid pace of change in the world around them.

- a. True
- b. False

ANSWER: True

POINTS: 1

DIFFICULTY: Difficulty: Moderate

LEARNING OBJECTIVES MANA.03 - Describe conceptual, human and technical skills and their relevance for C20 managers.

KEYWORDS: Bloom's: Knowledge

25. The ability to motivate others is considered a technical management skill.

- a. True
- b. False

ANSWER: False

POINTS: 1

DIFFICULTY: Difficulty: Moderate

LEARNING OBJECTIVES MANA.03 - Describe conceptual, human and technical skills and their relevance for C20 managers.

KEYWORDS: Bloom's: Knowledge

26. Managers use conceptual, human and technical skills to perform the four management functions of planning, organizing, leading and controlling in all organizations.

Chapter 1 - Introduction to Management

- a. True
- b. False

ANSWER: True

POINTS: 1

DIFFICULTY: Difficulty: Moderate

LEARNING OBJECTIVES: MANA.04 - Describe management types and the differences between them.

KEYWORDS: Bloom's: Knowledge

27. Middle managers are responsible for setting organizational goals, defining strategies for achieving them and making decisions that affect the entire organization.

- a. True
- b. False

ANSWER: False

POINTS: 1

DIFFICULTY: Difficulty: Moderate

LEARNING OBJECTIVES: MANA.04 - Describe management types and the differences between them.

KEYWORDS: Bloom's: Knowledge

28. Facilitating individual employee performance is an important role for top managers.

- a. True
- b. False

ANSWER: False

POINTS: 1

DIFFICULTY: Difficulty: Moderate

LEARNING OBJECTIVES: MANA.04 - Describe management types and the differences between them.

KEYWORDS: Bloom's: Knowledge

29. Peter, as a division manager, is generally concerned with the near future and is expected to establish good relationships with peers around the organization, encourage teamwork and resolve conflicts. Peter can be described as a middle manager.

- a. True
- b. False

ANSWER: True

POINTS: 1

DIFFICULTY: Difficulty: Difficult

LEARNING OBJECTIVES: MANA.04 - Describe management types and the differences between them.

KEYWORDS: Bloom's: Application

30. A human resource manager would be considered a staff manager.

- a. True
- b. False

ANSWER: True

POINTS: 1

Chapter 1 - Introduction to Management

DIFFICULTY: Difficulty: Moderate
LEARNING OBJECTIVES: MANA.04 - Describe management types and the differences between them.
KEYWORDS: Bloom's: Knowledge

31. Marie is head of the advertising department at Terrific Tortillas Inc. She can be described as a general manager.

- a. True
- b. False

ANSWER: False
POINTS: 1

DIFFICULTY: Difficulty: Difficult
LEARNING OBJECTIVES: MANA.04 - Describe management types and the differences between them.
KEYWORDS: Bloom's: Application

32. First line managers are the managers who have the responsibility for making the significant strategic policy decisions, often with staff managers assisting them in these decisions.

- a. True
- b. False

ANSWER: False
POINTS: 1

DIFFICULTY: Difficulty: Moderate
LEARNING OBJECTIVES: MANA.04 - Describe management types and the differences between them.
KEYWORDS: Bloom's: Knowledge

33. Staff managers are responsible for the manufacturing and marketing departments that make or sell the products or services.

- a. True
- b. False

ANSWER: False
POINTS: 1

DIFFICULTY: Difficulty: Moderate
LEARNING OBJECTIVES: MANA.04 - Describe management types and the differences between them.
KEYWORDS: Bloom's: Knowledge

34. According to research, managers most enjoy activities such as leading others, networking and leading innovation.

- a. True
- b. False

ANSWER: True
POINTS: 1

DIFFICULTY: Difficulty: Easy
LEARNING OBJECTIVES: MANA.05 - Define ten roles that managers typically perform in organizations.
KEYWORDS: Bloom's: Knowledge

35. Manager least enjoy activities such as controlling subordinates and managing time pressures.

Chapter 1 - Introduction to Management

- a. True
- b. False

ANSWER: True

POINTS: 1

DIFFICULTY: Difficulty: Moderate

LEARNING OBJECTIVES: MANA.05 - Define ten roles that managers typically perform in organizations.

KEYWORDS: Bloom's: Knowledge

36. The individual performer is a generalist and coordinates a broad range of activities.

- a. True
- b. False

ANSWER: False

POINTS: 1

DIFFICULTY: Difficulty: Moderate

LEARNING OBJECTIVES: MANA.05 - Define ten roles that managers typically perform in organizations.

KEYWORDS: Bloom's: Knowledge

37. Becoming a successful manager means thinking in terms of building teams and networks, becoming a motivator and organizer within a highly interdependent system of people and work.

- a. True
- b. False

ANSWER: True

POINTS: 1

DIFFICULTY: Difficulty: Easy

LEARNING OBJECTIVES: MANA.05 - Define ten roles that managers typically perform in organizations.

KEYWORDS: Bloom's: Knowledge

38. Most top executives routinely work at least 12 hours a day and spend 50 percent or more of their time travelling.

- a. True
- b. False

ANSWER: True

POINTS: 1

DIFFICULTY: Difficulty: Moderate

LEARNING OBJECTIVES: MANA.07 - Understand the personal challenges involved when taking a management appointment.

KEYWORDS: Bloom's: Application

39. A manager forwards information to other organization members in the disseminator role.

- a. True
- b. False

ANSWER: True

POINTS: 1

DIFFICULTY: Difficulty: Easy

Chapter 1 - Introduction to Management

LEARNING OBJECTIVES: MANA.05 - Define ten roles that managers typically perform in organizations.

KEYWORDS: Bloom's: Knowledge

40. In the spokesperson role, a manager forwards information to other organization members.

a. True

b. False

ANSWER: False

POINTS: 1

DIFFICULTY: Difficulty: Moderate

LEARNING OBJECTIVES: MANA.05 - Define ten roles that managers typically perform in organizations.

KEYWORDS: Bloom's: Comprehension

41. The informational roles that managers perform include monitor, disseminator and spokesperson.

a. True

b. False

ANSWER: True

POINTS: 1

DIFFICULTY: Difficulty: Easy

LEARNING OBJECTIVES: MANA.05 - Define ten roles that managers typically perform in organizations.

KEYWORDS: Bloom's: Knowledge

42. In the figurehead role, the manager performs ceremonial and symbolic duties.

a. True

b. False

ANSWER: True

POINTS: 1

DIFFICULTY: Difficulty: Moderate

LEARNING OBJECTIVES: MANA.05 - Define ten roles that managers typically perform in organizations.

KEYWORDS: Bloom's: Knowledge

43. The disturbance handler role involves the initiation of change, thinking about the future and how to get there.

a. True

b. False

ANSWER: False

POINTS: 1

DIFFICULTY: Difficulty: Moderate

LEARNING OBJECTIVES: MANA.05 - Define ten roles that managers typically perform in organizations.

KEYWORDS: Bloom's: Knowledge

44. In a monitor role, the manager transmits current information to others, both outside and inside the organization.

a. True

b. False

Chapter 1 - Introduction to Management

ANSWER: False
POINTS: 1
DIFFICULTY: Difficulty: Easy
LEARNING OBJECTIVES: MANA.05 - Define ten roles that managers typically perform in organizations.
KEYWORDS: Bloom's: Knowledge

45. Managers in small businesses tend to emphasize roles different from those of managers in large corporations.

- a. True
- b. False

ANSWER: True
POINTS: 1
DIFFICULTY: Difficulty: Easy
LEARNING OBJECTIVES: MANA.06 - Appreciate the managerial role in small businesses and not-for-profit organizations.
KEYWORDS: Bloom's: Knowledge

46. Not-for-profit organizations, such as The Red Cross and the Girl Guides, represent a major application of management talent.

- a. True
- b. False

ANSWER: True
POINTS: 1
DIFFICULTY: Difficulty: Easy
LEARNING OBJECTIVES: MANA.06 - Appreciate the managerial role in small businesses and not-for-profit organizations.
KEYWORDS: Bloom's: Knowledge

47. We might expect managers in nonprofit organizations to place more emphasis on the roles of spokesperson, leader and resource allocator.

- a. True
- b. False

ANSWER: True
POINTS: 1
DIFFICULTY: Difficulty: Easy
LEARNING OBJECTIVES: MANA.06 - Appreciate the managerial role in small businesses and not-for-profit organizations.
KEYWORDS: Bloom's: Analysis

48. The rise of virtual work has led to a decline in organizational hierarchies.

- a. True
- b. False

ANSWER: True
POINTS: 1

Chapter 1 - Introduction to Management

DIFFICULTY: Difficulty: Moderate

LEARNING OBJECTIVES: MANA.08 - Discuss the innovative competencies needed to be an effective manager in tomorrow's business environments.

KEYWORDS: Bloom's: Knowledge

49. Technological advances have resulted in employees becoming more empowered.

- a. True
- b. False

ANSWER: True

POINTS: 1

DIFFICULTY: Difficulty: Moderate

LEARNING OBJECTIVES: MANA.08 - Discuss the innovative competencies needed to be an effective manager in tomorrow's business environments.

KEYWORDS: Bloom's: Knowledge

50. Today's managers rely on "management by keeping tabs" and play the role of a controller instead of an enabler.

- a. True
- b. False

ANSWER: False

POINTS: 1

DIFFICULTY: Difficulty: Easy

LEARNING OBJECTIVES: MANA.08 - Discuss the innovative competencies needed to be an effective manager in tomorrow's business environments.

KEYWORDS: Bloom's: Knowledge

51. The nature of modern management activity is mostly to cope with _____ and far-reaching challenges.

- a. simple
- b. planned
- c. diverse
- d. organized
- e. controlled

ANSWER: c

POINTS: 1

DIFFICULTY: Difficulty: Moderate

LEARNING OBJECTIVES: MANA.01 - Describe the four major management functions and the type of management activities associated with each.

KEYWORDS: Bloom's: Comprehension

52. _____ has become the new imperative for many firms, despite the need for companies to control costs in today's economy.

- a. Technology
- b. Outsourcing
- c. Innovation

Chapter 1 - Introduction to Management

- d. Communication
- e. Delegation

ANSWER: c

POINTS: 1

DIFFICULTY: Difficulty: Moderate

LEARNING OBJECTIVES: MANA.08 - Discuss the innovative competencies needed to be an effective manager in tomorrow's business environments.

KEYWORDS: Bloom's: Comprehension

53. Without _____, no company can survive over the longer term according to informed opinion.

- a. cost-cutting
- b. outsourcing
- c. command-and-control approach
- d. total quality teamwork
- e. innovation

ANSWER: e

POINTS: 1

DIFFICULTY: Difficulty: Moderate

LEARNING OBJECTIVES: MANA.08 - Discuss the innovative competencies needed to be an effective manager in tomorrow's business environments.

KEYWORDS: Bloom's: Knowledge

54. With its "community of interest" in a pre-Facebook era, the Grateful Dead band's ability to _____ their act is a principal factor for its success over several decades.

- a. innovate
- b. communicate
- c. generate revenue
- d. compete
- e. monitor

ANSWER: a

POINTS: 1

DIFFICULTY: Difficulty: Moderate

LEARNING OBJECTIVES: MANA.08 - Discuss the innovative competencies needed to be an effective manager in tomorrow's business environments.

KEYWORDS: Bloom's: Application

55. One of the important ideas in Daft's definition of management is that:

- a. the management functions of planning, organizing, leading, and controlling still remain.
- b. the attainment of societal goals is paramount.
- c. effectiveness is more important than efficiency.
- d. management practices are too unique for adaption to Not for Profit organizations.
- e. efficiency is more important than effectiveness.

ANSWER: a

Chapter 1 - Introduction to Management

POINTS: 1

DIFFICULTY: Difficulty: Easy

LEARNING OBJECTIVES: MANA.01 - Describe the four major management functions and the type of management activities associated with each.

KEYWORDS: Bloom's: Knowledge

56. When senior managers at Gap, Inc. decided to become the number one service-quality clothing company in the world, they were engaging in the management function of _____.

- a. planning
- b. organizing
- c. leading
- d. controlling
- e. dreaming

ANSWER: a

POINTS: 1

DIFFICULTY: Difficulty: Moderate

LEARNING OBJECTIVES: MANA.01 - Describe the four major management functions and the type of management activities associated with each.

KEYWORDS: Bloom's: Knowledge

57. Which of the following is a function of strategic management

- a. Human resources
- b. Raw materials
- c. Efficiency
- d. Planning
- e. Effectiveness

ANSWER: d

POINTS: 1

DIFFICULTY: Difficulty: Easy

LEARNING OBJECTIVES: MANA.01 - Describe the four major management functions and the type of management activities associated with each.

KEYWORDS: Bloom's: Analysis

58. Selecting goals and ways to attain them refers to _____.

- a. controlling
- b. planning
- c. organizing
- d. staffing
- e. leading

ANSWER: b

POINTS: 1

DIFFICULTY: Difficulty: Easy

LEARNING OBJECTIVES: MANA.01 - Describe the four major management functions and the type of management activities

Chapter 1 - Introduction to Management

VES: associated with each.

KEYWORDS: Bloom's: Knowledge

59. Which of these can best describe organizing?

- a. Assigning responsibility for task accomplishment
- b. Using influence to motivate employees
- c. Monitoring activities and making corrections
- d. Selecting goals and ways to attain them
- e. None of these

ANSWER: a

POINTS: 1

DIFFICULTY: Difficulty: Difficult

LEARNING OBJECTIVE MANA.01 - Describe the four major management functions and the type of management activities

VES: associated with each.

KEYWORDS: Bloom's: Knowledge

60. Which of the following is not a function of management?

- a. Plan
- b. Control
- c. Organize
- d. Lead
- e. Performance

ANSWER: e

POINTS: 1

DIFFICULTY: Difficulty: Easy

LEARNING OBJECTIVE MANA.01 - Describe the four major management functions and the type of management activities

VES: associated with each.

KEYWORDS: Bloom's: Knowledge

61. How an organization accomplishes a plan is a key part of the management function of _____.

- a. planning
- b. organizing
- c. leading
- d. controlling
- e. motivating

ANSWER: d

POINTS: 1

DIFFICULTY: Difficulty: Easy

LEARNING OBJECTIVE MANA.01 - Describe the four major management functions and the type of management activities

VES: associated with each.

KEYWORDS: Bloom's: Knowledge

62. Which of these is the use of senior level management influence to motivate employees to achieve organizational

Chapter 1 - Introduction to Management

goals?

- a. Leading
- b. Controlling
- c. Organizing
- d. Planning
- e. Staffing

ANSWER: a

POINTS: 1

DIFFICULTY: Difficulty: Easy

LEARNING OBJECTIVES: MANA.01 - Describe the four major management functions and the type of management activities associated with each.

KEYWORDS: Bloom's: Application

63. Monitoring activities and making corrections are part of:

- a. organizing.
- b. planning.
- c. leading.
- d. staffing.
- e. controlling.

ANSWER: e

POINTS: 1

DIFFICULTY: Difficulty: Easy

LEARNING OBJECTIVES: MANA.01 - Describe the four major management functions and the type of management activities associated with each.

KEYWORDS: Bloom's: Analysis

64. _____ is the management function concerned with monitoring employees' activities, keeping the organization on track toward its goals, and making corrections as needed.

- a. Planning
- b. Resource allocation
- c. Controlling
- d. Organizing
- e. Efficiency

ANSWER: c

POINTS: 1

DIFFICULTY: Difficulty: Easy

LEARNING OBJECTIVES: MANA.01 - Describe the four major management functions and the type of management activities associated with each.

KEYWORDS: Bloom's: Comprehension

65. An entity that is both goal directed and deliberately structured is referred to as being:

- a. An organization.
- b. Management structured.

Chapter 1 - Introduction to Management

- c. Employee focused.
- d. Student led.
- e. Task oriented.

ANSWER: a

POINTS: 1

DIFFICULTY: Difficulty: Easy

LEARNING OBJECTMANA.02 - Explain the difference between efficiency and effectiveness and their importance for IVES: optimal organizational performance.

KEYWORDS: Bloom's: Application

66. By definition, an organization is considered _____ because it is made up of two or more people.

- a. efficient
- b. a social entity
- c. effective
- d. goal-directed
- e. deliberately structured

ANSWER: b

POINTS: 1

DIFFICULTY: Difficulty: Moderate

LEARNING OBJECTMANA.02 - Explain the difference between efficiency and effectiveness and their importance for IVES: optimal organizational performance.

KEYWORDS: Bloom's: Application

67. The degree to which an organization achieves a stated goal well refers to its:

- a. effectiveness
- b. synergy
- c. conceptual skill
- d. efficiency
- e. human skill

ANSWER: a

POINTS: 1

DIFFICULTY: Difficulty: Moderate

LEARNING OBJECTMANA.02 - Explain the difference between efficiency and effectiveness and their importance for IVES: optimal organizational performance.

KEYWORDS: Bloom's: Knowledge

68. Which of the following refers to the optimum amount of resources used to achieve an organization's goal?

- a. Effectiveness
- b. Synergy
- c. Performance
- d. Efficiency
- e. Management

Chapter 1 - Introduction to Management

ANSWER: d

POINTS: 1

DIFFICULTY: Difficulty: Easy

LEARNING OBJECTIVES MANA.02 - Explain the difference between efficiency and effectiveness and their importance for optimal organizational performance.

KEYWORDS: Bloom's: Knowledge

69. For a widget manufacturing company, worker-hours per widget is a measure of:

- a. organizational effectiveness.
- b. organizational performance.
- c. organizational efficiency.
- d. organizational structure.
- e. none of these.

ANSWER: c

POINTS: 1

DIFFICULTY: Difficulty: Moderate

LEARNING OBJECTIVES MANA.02 - Explain the difference between efficiency and effectiveness and their importance for optimal organizational performance.

KEYWORDS: Bloom's: Analysis

70. Human communication skills are important to which managerial levels

- a. Top managers
- b. Middle managers
- c. First-line managers
- d. Independent directors
- e. All of these

ANSWER: e

POINTS: 1

DIFFICULTY: Difficulty: Easy

LEARNING OBJECTIVES MANA.03 - Describe conceptual, human and technical skills and their relevance for C20 managers.

KEYWORDS: Bloom's: Knowledge

71. _____ skills is the cognitive ability to see the organization as a whole and the relationship among its parts.

- a. Human
- b. Resource allocation
- c. Conceptual
- d. Negotiation
- e. Technical

ANSWER: c

POINTS: 1

DIFFICULTY: Difficulty: Easy

Chapter 1 - Introduction to Management

LEARNING OBJECTIVES MANA.03 - Describe conceptual, human and technical skills and their relevance for C20
: managers.

KEYWORDS: Bloom's: Knowledge

72. _____ are most important at the top management level.

- a. Conceptual skills
- b. Human skills
- c. Technical skills
- d. Project skills
- e. All of these

ANSWER: a

POINTS: 1

DIFFICULTY: Difficulty: Easy

LEARNING OBJECTIVES MANA.03 - Describe conceptual, human and technical skills and their relevance for C20
: managers.

KEYWORDS: Bloom's: Knowledge

73. A manager's _____ skill is demonstrated in the way a manager relates to other people.

- a. conceptual
- b. human
- c. technical
- d. leading
- e. controlling

ANSWER: b

POINTS: 1

DIFFICULTY: Difficulty: Easy

LEARNING OBJECTIVES MANA.03 - Describe conceptual, human and technical skills and their relevance for C20
: managers.

KEYWORDS: Bloom's: Knowledge

74. Which of the following skills is the manager's ability to work with and through other people and to work effectively as a group member?

- a. Human
- b. Conceptual
- c. Technical
- d. Intellectual
- e. Planning

ANSWER: a

POINTS: 1

DIFFICULTY: Difficulty: Easy

LEARNING OBJECTIVES MANA.03 - Describe conceptual, human and technical skills and their relevance for C20
: managers.

KEYWORDS: Bloom's: Comprehension

Chapter 1 - Introduction to Management

75. Which skill includes highly specialized knowledge and analytical ability?

- a. Conceptual
- b. Human
- c. Technical
- d. Controlling
- e. Planning

ANSWER: c

POINTS: 1

DIFFICULTY: Difficulty: Easy

LEARNING OBJECTIVES MANA.03 - Describe conceptual, human and technical skills and their relevance for C20
: managers.

KEYWORDS: Bloom's: Knowledge

76. _____ is the understanding of and proficiency in the performance of specific disciplines.

- a. Human skill
- b. Conceptual skill
- c. Interpersonal skill
- d. Technical skill
- e. Leadership skill

ANSWER: d

POINTS: 1

DIFFICULTY: Difficulty: Easy

LEARNING OBJECTIVES MANA.03 - Describe conceptual, human and technical skills and their relevance for C20
: managers.

KEYWORDS: Bloom's: Analysis

77. Critical management flaws include:

- a. poor communication skills.
- b. reactionary behavior.
- c. inability to build a team.
- d. failure to adapt.
- e. all of these.

ANSWER: e

POINTS: 1

DIFFICULTY: Difficulty: Moderate

LEARNING OBJECTIVES MANA.03 - Describe conceptual, human and technical skills and their relevance for C20
: managers.

KEYWORDS: Bloom's: Knowledge

78. Which of the following managers are responsible for the entire organization

- a. Top managers
- b. Middle managers

Chapter 1 - Introduction to Management

- c. First-line managers
- d. Controlling managers
- e. Organizing managers

ANSWER:

a

POINTS:

1

DIFFICULTY:

Difficulty: Easy

LEARNING OBJECTIVES:

MANA.04 - Describe management types and the differences between them.

KEYWORDS:

Bloom's: Knowledge

79. What is the main concern of first-level managers

- a. Monitoring the external environment and determining the best strategy to be competitive
- b. Putting top management plans into action across the organization
- c. Allocating resources and coordinating teams
- d. Linking groups of people
- e. Facilitating individual performance

ANSWER:

e

POINTS:

1

DIFFICULTY:

Difficulty: Moderate

LEARNING OBJECTIVES:

MANA.04 - Describe management types and the differences between them.

KEYWORDS:

Bloom's: Knowledge

80. One of the most important responsibilities for _____ managers includes communicating a shared vision for the organization and shaping corporate culture.

- a. top
- b. middle
- c. first-line
- d. leading
- e. organizing

ANSWER:

a

POINTS:

1

DIFFICULTY:

Difficulty: Easy

LEARNING OBJECTIVES:

MANA.04 - Describe management types and the differences between them.

KEYWORDS:

Bloom's: Knowledge

81. _____ managers are responsible for departments that perform a single functional task and have employees with similar training and skills.

- a. Top
- b. Middle
- c. First-line
- d. Bottom
- e. Functional

ANSWER:

e

Chapter 1 - Introduction to Management

POINTS: 1
DIFFICULTY: Difficulty: Moderate
LEARNING OBJECTIVES: MANA.04 - Describe management types and the differences between them.
KEYWORDS: Bloom's: Knowledge

82. Which of the following best describes a project manager?
- a. He is responsible for several departments that perform different functions.
 - b. He is required to have significant human skills.
 - c. He is responsible for self-contained division and all the departments within it.
 - d. He supervises employees with similar training and skills.
 - e. All of these.

ANSWER: c
POINTS: 1
DIFFICULTY: Difficulty: Difficult
LEARNING OBJECTIVES: MANA.04 - Describe management types and the differences between them.
KEYWORDS: Bloom's: Analysis

83. External professional management responsible for a work project that involves the participation of people from various functions and levels of the organization are called ____.
- a. middle managers
 - b. project managers
 - c. interim managers
 - d. first line managers
 - e. functional managers

ANSWER: b
POINTS: 1
DIFFICULTY: Difficulty: Moderate
LEARNING OBJECTIVES: MANA.04 - Describe management types and the differences between them.
KEYWORDS: Bloom's: Comprehension

84. Which of these managers are responsible for the manufacturing and marketing departments that make or sell the product or service?
- a. Top
 - b. Line
 - c. First-line
 - d. Staff
 - e. Project

ANSWER: b
POINTS: 1
DIFFICULTY: Difficulty: Moderate
LEARNING OBJECTIVES: MANA.04 - Describe management types and the differences between them.
KEYWORDS: Bloom's: Application

Chapter 1 - Introduction to Management

85. Which of these managers are in charge of departments such as Finance and HR that support line departments?

- a. Line
- b. Project
- c. Top
- d. Operatives
- e. Staff

ANSWER: e

POINTS: 1

DIFFICULTY: Difficulty: Moderate

LEARNING OBJECTIVES: MANA.04 - Describe management types and the differences between them.

KEYWORDS: Bloom's: Application

86. _____ are responsible for departments that perform a prescribed tasks and have employees with similar skills.

- a. Top managers
- b. Middle managers
- c. General managers
- d. Functional managers
- e. First-Line managers

ANSWER: d

POINTS: 1

DIFFICULTY: Difficulty: Moderate

LEARNING OBJECTIVES: MANA.04 - Describe management types and the differences between them.

KEYWORDS: Bloom's: Knowledge

87. The individual performer is a _____; whereas, the manager has to be a(n) _____.

- a. specialist; generalist
- b. "leader"; doer
- c. generalist; specialist
- d. producer; expert
- e. communicator; operator

ANSWER: a

POINTS: 1

DIFFICULTY: Difficulty: Moderate

LEARNING OBJECTIVES: MANA.07 - Understand the personal challenges involved when taking a management appointment.

KEYWORDS: Bloom's: Knowledge

88. Individual identity includes which of the following?

- a. Generalist, coordination of diverse tasks
- b. Getting things done through others
- c. Working relatively independently
- d. building networks

Chapter 1 - Introduction to Management

- e. Works in highly interdependent manner

ANSWER: c

POINTS: 1

DIFFICULTY: Difficulty: Moderate

LEARNING OBJECTIVES MANA.07 - Understand the personal challenges involved when taking a management appointment.

KEYWORDS: Bloom's: Knowledge

89. Which of the following includes the aspect of manager identity?

- a. Specialist, performs specific tasks
- b. Gets things done through own efforts
- c. An individual actor
- d. A network builder
- e. Works relatively independently

ANSWER: d

POINTS: 1

DIFFICULTY: Difficulty: Moderate

LEARNING OBJECTIVES MANA.07 - Understand the personal challenges involved when taking a management appointment.

KEYWORDS: Bloom's: Knowledge

90. Being a successful manager means thinking in terms of all of the following, except:

- a. building teams.
- b. generating the maximum profit.
- c. becoming a motivator.
- d. becoming an organizer.
- e. establishing networks.

ANSWER: b

POINTS: 1

DIFFICULTY: Difficulty: Moderate

LEARNING OBJECTIVES MANA.07 - Understand the personal challenges involved when taking a management appointment.

KEYWORDS: Bloom's: Knowledge

91. All of the following issues would-be managers should consider EXCEPT:

- a. the increased workload.
- b. the challenge of supervising former peers.
- c. the headache of responsibility for other people.
- d. being caught in the middle.
- e. the technical aspects of management.

ANSWER: e

POINTS: 1

Chapter 1 - Introduction to Management

DIFFICULTY: Difficulty: Moderate

LEARNING OBJECTIVES MANA.07 - Understand the personal challenges involved when taking a management appointment.

KEYWORDS: Bloom's: Knowledge

92. Before becoming a manager, would-be managers should consider which of the following:

- a. time for the increased workload.
- b. challenge of supervising former peers.
- c. the responsibility of managing others.
- d. being caught in the middle.
- e. all of these.

ANSWER: e

POINTS: 1

DIFFICULTY: Difficulty: Moderate

LEARNING OBJECTIVES MANA.07 - Understand the personal challenges involved when taking a management appointment.

KEYWORDS: Bloom's: Knowledge

93. Which of the following is not one of the conceptual categories of managerial roles Mintzberg has defined?

- a. Informational
- b. Interpersonal
- c. Decisional
- d. Intrapersonal
- e. All of these are managerial roles defined by Mintzberg

ANSWER: d

POINTS: 1

DIFFICULTY: Difficulty: Moderate

LEARNING OBJECTIVES: MANA.05 - Define ten roles that managers typically perform in organizations.

KEYWORDS: Bloom's: Knowledge

94. Gail Griffith, manager of the finance division, distributes relevant information every day to all her employees enabling them to make quality decisions. Gail is performing which of the following roles?

- a. Monitor role
- b. Disseminator role
- c. Spokesperson role
- d. Disturbance handler role
- e. Figurehead role

ANSWER: b

POINTS: 1

DIFFICULTY: Difficulty: Moderate

LEARNING OBJECTIVES: MANA.05 - Define ten roles that managers typically perform in organizations.

KEYWORDS: Bloom's: Application

Chapter 1 - Introduction to Management

95. The president of Pepsi Company is the keynote speaker at a retirement dinner for a long time bottler. This is an example of which of the following roles?

- a. Liaison role
- b. Figurehead role
- c. Negotiator role
- d. Leader role
- e. Monitor role

ANSWER:

b

POINTS:

1

DIFFICULTY:

Difficulty: Difficult

LEARNING OBJECTIVES:

MANA.05 - Define ten roles that managers typically perform in organizations.

KEYWORDS:

Bloom's: Application

96. According to Mintzberg, when Amanda attends a subordinate's wedding she is performing which of these roles?

- a. Monitoring
- b. Figurehead
- c. Spokesperson
- d. Leader
- e. Liaison

ANSWER:

b

POINTS:

1

DIFFICULTY:

Difficulty: Difficult

LEARNING OBJECTIVES:

MANA.05 - Define ten roles that managers typically perform in organizations.

KEYWORDS:

Bloom's: Application

97. What is the role of the negotiator?

- a. The negotiator role involves formal negotiations and bargaining to attain outcomes for the manager's unit of responsibility.
- b. The negotiator role involves seeking current information from many sources.
- c. The negotiator role involves the initiation of change.
- d. The negotiator role involves resolving conflicts among subordinates or between the manager's department and other departments.
- e. The negotiator role pertains to the development of information sources both inside and outside the organization.

ANSWER:

a

POINTS:

1

DIFFICULTY:

Difficulty: Moderate

LEARNING OBJECTIVES:

MANA.05 - Define ten roles that managers typically perform in organizations.

KEYWORDS:

Bloom's: Comprehension

98. Which of the following is not a decisional role?

- a. Entrepreneur
- b. Negotiator

Chapter 1 - Introduction to Management

- c. Resource allocator
- d. Disturbance handler
- e. Liaison

ANSWER: e

POINTS: 1

DIFFICULTY: Difficulty: Easy

LEARNING OBJECTIVES: MANA.05 - Define ten roles that managers typically perform in organizations.

KEYWORDS: Bloom's: Analysis

99. The _____ role involves resolving conflicts among subordinates between the managers department and other departments.

- a. resource allocator
- b. entrepreneur
- c. negotiator
- d. liaison
- e. disturbance handler

ANSWER: e

POINTS: 1

DIFFICULTY: Difficulty: Moderate

LEARNING OBJECTIVES: MANA.05 - Define ten roles that managers typically perform in organizations.

KEYWORDS: Bloom's: Knowledge

100. According to Mintzberg, which of these is an interpersonal role?

- a. Monitor
- b. Negotiator
- c. Liaison
- d. Disturbance handler
- e. Spokesperson

ANSWER: c

POINTS: 1

DIFFICULTY: Difficulty: Easy

LEARNING OBJECTIVES: MANA.05 - Define ten roles that managers typically perform in organizations.

KEYWORDS: Bloom's: Comprehension

101. Maintaining information links are the activities consistent with the _____ role.

- a. leader
- b. spokesperson
- c. monitor
- d. liaison
- e. entrepreneur

ANSWER: d

POINTS: 1

Chapter 1 - Introduction to Management

DIFFICULTY: Difficulty: Moderate

LEARNING OBJECTIVES: MANA.05 - Define ten roles that managers typically perform in organizations.

KEYWORDS: Bloom's: Knowledge

102. Which of the following roles involve bargaining with others to meet the unit or departmental goals?

- a. Negotiator
- b. Resource allocator
- c. Figurehead
- d. Monitor
- e. Leader

ANSWER: a

POINTS: 1

DIFFICULTY: Difficulty: Moderate

LEARNING OBJECTIVES: MANA.05 - Define ten roles that managers typically perform in organizations.

KEYWORDS: Bloom's: Knowledge

103. If a manager finds a severe decline in employee morale and direction, they may need to spend more time in the _____ role.

- a. negotiator
- b. resource allocator
- c. figurehead
- d. monitor
- e. leadership

ANSWER: e

POINTS: 1

DIFFICULTY: Difficulty: Moderate

LEARNING OBJECTIVES: MANA.05 - Define ten roles that managers typically perform in organizations.

KEYWORDS: Bloom's: Comprehension

104. What is the role of the liaison function?

- a. The liaison role pertains to decisions about how to allocate people, time, equipment, money, and other resources to attain desired outcomes.
- b. The liaison role involves the initiation of change.
- c. The liaison role pertains to the development of information sources both inside and outside the organization.
- d. The liaison role involves handling ceremonial and symbolic activities for the department or organization.
- e. The liaison role involves formal negotiations and bargaining to attain outcomes for the manager's unit of responsibility.

ANSWER: c

POINTS: 1

DIFFICULTY: Difficulty: Moderate

LEARNING OBJECTIVES: MANA.05 - Define ten roles that managers typically perform in organizations.

KEYWORDS: Bloom's: Comprehension

Chapter 1 - Introduction to Management

105. If a manager finds several new competitors on the horizon, they may need to spend more time in which role?

- a. Negotiator
- b. Resource allocator
- c. Figurehead
- d. Monitor
- e. Leader

ANSWER: d

POINTS: 1

DIFFICULTY: Difficulty: Moderate

LEARNING OBJECTIVES: MANA.05 - Define ten roles that managers typically perform in organizations.

KEYWORDS: Bloom's: Comprehension

106. Since not-for-profit organizations do not have a conventional _____, managers may struggle with the question of what constitutes results and effectiveness.

- a. hierarchy
- b. bottom line emphasis
- c. information system
- d. decision-making process
- e. structure

ANSWER: b

POINTS: 1

DIFFICULTY: Difficulty: Moderate

LEARNING OBJECTIVES: MANA.06 - Appreciate the managerial role in small businesses and not-for-profit organizations.

KEYWORDS: Bloom's: Knowledge

107. A manager in a for-profit business focuses primarily on _____, while a manager of a non-profit focuses on _____.

- a. the bottom-line; employee morale
- b. the bottom-line; social impact
- c. profitability; customer satisfaction
- d. market share; the bottom-line
- e. customer satisfaction; organization reputation

ANSWER: b

POINTS: 1

DIFFICULTY: Difficulty: Moderate

LEARNING OBJECTIVES: MANA.06 - Appreciate the managerial role in small businesses and not-for-profit organizations.

KEYWORDS: Bloom's: Knowledge

108. Which of the following is a characteristic of a traditional management approach?

- a. Managers play the role of an enabler.
- b. Managers supervise team members' tasks.
- c. Managers constantly mobilize for change.

Chapter 1 - Introduction to Management

- d. Managers lead and empower teams.
- e. Managers encourage conversation and collaboration.

ANSWER: b

POINTS: 1

DIFFICULTY: Difficulty: Moderate

LEARNING OBJECTIVES: MANA.08 - Discuss the innovative competencies needed to be an effective manager in tomorrow's business environments.

KEYWORDS: Bloom's: Comprehension

109. In his job, Barry needs to:

- a. plan.
- b. organize.
- c. lead.
- d. control.
- e. all of these.

ANSWER: e

POINTS: 1

DIFFICULTY: Difficulty: Moderate

LEARNING OBJECTIVES: MANA.01 - Describe the four major management functions and the type of management activities associated with each.

KEYWORDS: Bloom's: Application

110. The managerial skill that is least important at Barry's middle-level management position is:

- a. conceptual.
- b. human.
- c. technical.
- d. all of these skills are vital.
- e. none of these skills are important.

ANSWER: c

POINTS: 1

DIFFICULTY: Difficulty: Moderate

LEARNING OBJECTIVES: MANA.03 - Describe conceptual, human and technical skills and their relevance for C20 managers.

KEYWORDS: Bloom's: Application

111. By maintaining information links, Barry Miller was exhibiting the interpersonal role of:

- a. figurehead.
- b. leader.
- c. liaison.
- d. monitor.
- e. spokesperson.

ANSWER: c

POINTS: 1

DIFFICULTY: Difficulty: Moderate

LEARNING OBJECTIVES: MANA.05 - Define ten roles that managers typically perform in organizations.

Chapter 1 - Introduction to Management

KEYWORDS: Bloom's: Application

112. With setting priorities and setting schedules, Barry was participating in the decisional role of:

- a. entrepreneur.
- b. disturbance handler.
- c. disseminator.
- d. resource allocator.
- e. monitor.

ANSWER: d

POINTS: 1

DIFFICULTY: Difficulty: Moderate

LEARNING OBJECTIVES: MANA.05 - Define ten roles that managers typically perform in organizations.

KEYWORDS: Bloom's: Application

113. The nature of management is to cope with _____ and far-reaching challenges.

ANSWER: diverse

POINTS: 1

DIFFICULTY: Difficulty: Moderate

LEARNING OBJECTIVES: MANA.01 - Describe the four major management functions and the type of management activities associated with each.

KEYWORDS: Bloom's: Knowledge

114. _____ is the attainment of organizational goals in an effective and efficient manner through planning, organizing, leading and controlling organizational resources.

ANSWER: Management

POINTS: 1

DIFFICULTY: Difficulty: Easy

LEARNING OBJECTIVES: MANA.01 - Describe the four major management functions and the type of management activities associated with each.

KEYWORDS: Bloom's: Knowledge

115. _____ is concerned with defining goals for future organizational performance.

ANSWER: Planning

POINTS: 1

DIFFICULTY: Difficulty: Easy

LEARNING OBJECTIVES: MANA.01 - Describe the four major management functions and the type of management activities associated with each.

KEYWORDS: Bloom's: Knowledge

116. _____ involves assigning tasks, grouping tasks into departments, delegating authority and allocating resources across the organization.

ANSWER: Organizing

POINTS: 1

DIFFICULTY: Difficulty: Moderate

Chapter 1 - Introduction to Management

LEARNING OBJECTIVES: MANA.01 - Describe the four major management functions and the type of management activities associated with each.

KEYWORDS: Bloom's: Knowledge

117. The management function that involves the use of influence to motivate employees to achieve the organization's goals is referred to as ____.

ANSWER: leading

POINTS: 1

DIFFICULTY: Difficulty: Moderate

LEARNING OBJECTIVES: MANA.01 - Describe the four major management functions and the type of management activities associated with each.

KEYWORDS: Bloom's: Knowledge

118. ____ is the management function concerned with monitoring employees' activities, keeping the organization on track toward its goals and making corrections as needed.

ANSWER: Controlling

POINTS: 1

DIFFICULTY: Difficulty: Moderate

LEARNING OBJECTIVES: MANA.01 - Describe the four major management functions and the type of management activities associated with each.

KEYWORDS: Bloom's: Knowledge

119. A social entity that is goal directed and deliberately structured is called a(n) ____.

ANSWER: organization

POINTS: 1

DIFFICULTY: Difficulty: Moderate

LEARNING OBJECTIVES: MANA.02 - Explain the difference between efficiency and effectiveness and their importance for optimal organizational performance.

KEYWORDS: Bloom's: Knowledge

120. The degree to which the organization achieves a stated goal is called ____.

ANSWER: effectiveness

POINTS: 1

DIFFICULTY: Difficulty: Moderate

LEARNING OBJECTIVES: MANA.02 - Explain the difference between efficiency and effectiveness and their importance for optimal organizational performance.

KEYWORDS: Bloom's: Knowledge

121. Organizational ____ refers to the amount of resources used to achieve an organizational goal.

ANSWER: efficiency

POINTS: 1

DIFFICULTY: Difficulty: Moderate

LEARNING OBJECTIVES: MANA.02 - Explain the difference between efficiency and effectiveness and their importance for optimal organizational performance.

Chapter 1 - Introduction to Management

KEYWORDS: Bloom's: Knowledge

122. _____ skills refers to the cognitive ability to see the organization as a whole and the relationship among its parts.

ANSWER: Conceptual

POINTS: 1

DIFFICULTY: Difficulty: Moderate

LEARNING OBJECTIVES MANA.03 - Describe conceptual, human and technical skills and their relevance for C20
:

KEYWORDS: Bloom's: Knowledge

123. Conceptual skills are especially important for _____ managers.

ANSWER: top

POINTS: 1

DIFFICULTY: Difficulty: Moderate

LEARNING OBJECTIVES MANA.03 - Describe conceptual, human and technical skills and their relevance for C20
:

KEYWORDS: Bloom's: Knowledge

124. _____ skills refers to the manager's ability to work with and through other people and to work effectively as a group member.

ANSWER: Human

POINTS: 1

DIFFICULTY: Difficulty: Moderate

LEARNING OBJECTIVES MANA.03 - Describe conceptual, human and technical skills and their relevance for C20
:

KEYWORDS: Bloom's: Knowledge

125. _____ skills refers to the understanding and proficiency in the performance of specific tasks.

ANSWER: Technical

POINTS: 1

DIFFICULTY: Difficulty: Moderate

LEARNING OBJECTIVES MANA.03 - Describe conceptual, human and technical skills and their relevance for C20
:

KEYWORDS: Bloom's: Knowledge

126. Department heads and division managers are examples of _____ managers.

ANSWER: middle

POINTS: 1

DIFFICULTY: Difficulty: Moderate

LEARNING OBJECTIVES: MANA.04 - Describe management types and the differences between them.

KEYWORDS: Bloom's: Knowledge

127. _____ managers are directly responsible for the production of goods and services.

ANSWER: First-line

Chapter 1 - Introduction to Management

POINTS: 1
DIFFICULTY: Difficulty: Moderate
LEARNING OBJECTIVES: MANA.04 - Describe management types and the differences between them.
KEYWORDS: Bloom's: Knowledge

128. A(n) _____ is responsible for a temporary work project that involves the participation of people from various functions and levels of the organization, and perhaps from outside the company as well.

ANSWER: project manager
POINTS: 1
DIFFICULTY: Difficulty: Moderate
LEARNING OBJECTIVES: MANA.04 - Describe management types and the differences between them.
KEYWORDS: Bloom's: Knowledge

129. _____ are responsible for departments that perform a single functional task and have employees with similar training and skills.

ANSWER: Functional managers
POINTS: 1
DIFFICULTY: Difficulty: Moderate
LEARNING OBJECTIVES: MANA.04 - Describe management types and the differences between them.
KEYWORDS: Bloom's: Knowledge

130. _____ are responsible for several departments that perform different functions.

ANSWER: General managers
POINTS: 1
DIFFICULTY: Difficulty: Moderate
LEARNING OBJECTIVES: MANA.04 - Describe management types and the differences between them.
KEYWORDS: Bloom's: Knowledge

131. The individual performer is a(n) _____; whereas, the manager has to be a(n) _____.

ANSWER: specialist; generalist
POINTS: 1
DIFFICULTY: Difficulty: Moderate
LEARNING OBJECTIVES: MANA.07 - Understand the personal challenges involved when taking a management appointment.
KEYWORDS: Bloom's: Knowledge

132. In the _____ role, managers seek and receive information, scan periodicals and reports, and maintain personal contacts.

ANSWER: monitor
POINTS: 1
DIFFICULTY: Difficulty: Moderate
LEARNING OBJECTIVES: MANA.05 - Define ten roles that managers typically perform in organizations.
KEYWORDS: Bloom's: Knowledge

Chapter 1 - Introduction to Management

133. In the _____ role, managers initiate improvement projects, identify new ideas, and delegate idea responsibility to others.

ANSWER: entrepreneur

POINTS: 1

DIFFICULTY: Difficulty: Moderate

LEARNING OBJECTIVES: MANA.05 - Define ten roles that managers typically perform in organizations.

KEYWORDS: Bloom's: Knowledge

134. A(n) _____ would be responsible for performing ceremonial and symbolic duties such as greeting visitors and signing legal documents.

ANSWER: figurehead

POINTS: 1

DIFFICULTY: Difficulty: Moderate

LEARNING OBJECTIVES: MANA.05 - Define ten roles that managers typically perform in organizations.

KEYWORDS: Bloom's: Knowledge

135. The _____ role involves deciding who gets what resources.

ANSWER: resource allocator

POINTS: 1

DIFFICULTY: Difficulty: Moderate

LEARNING OBJECTIVES: MANA.05 - Define ten roles that managers typically perform in organizations.

KEYWORDS: Bloom's: Knowledge

136. If a manager finds several new competitors on the horizon, he or she may need to spend more time in the _____ role.

ANSWER: monitor

POINTS: 1

DIFFICULTY: Difficulty: Moderate

LEARNING OBJECTIVES: MANA.05 - Define ten roles that managers typically perform in organizations.

KEYWORDS: Bloom's: Knowledge

137. One of the roles that a small business owner may emphasize over their counterpart in a large organization is that of a _____.

ANSWER: spokesperson

POINTS: 1

DIFFICULTY: Difficulty: Moderate

LEARNING OBJECTIVES: MANA.06 - Appreciate the managerial role in small businesses and not-for-profit organizations.

KEYWORDS: Bloom's: Knowledge

138. Identify the four functions of management.

ANSWER: Planning, organizing, leading and controlling.

POINTS: 1

DIFFICULTY: Difficulty: Easy

Chapter 1 - Introduction to Management

LEARNING OBJECTIVES: MANA.01 - Describe the four major management functions and the type of management activities associated with each.

KEYWORDS: Bloom's: Knowledge

139. List the three management skills necessary to perform effectively in organizations.

ANSWER: Conceptual, human, and technical skills.

POINTS: 1

DIFFICULTY: Difficulty: Easy

LEARNING OBJECTIVES: MANA.03 - Describe conceptual, human and technical skills and their relevance for C20 managers.

KEYWORDS: Bloom's: Knowledge

140. List five of Mintzberg's ten managerial roles.

ANSWER: Any five of the following -- monitor, spokesperson, disseminator, figurehead, leader, liaison, entrepreneur, disturbance handler, resource allocator and negotiator.

POINTS: 1

DIFFICULTY: Difficulty: Moderate

LEARNING OBJECTIVES: MANA.05 - Define ten roles that managers typically perform in organizations.

CTIVES:

KEYWORDS: Bloom's: Knowledge

141. Define management and describe two important ideas expressed in the definition.

ANSWER: Management is defined as the attainment of organizational goals in an effective and efficient manner through the planning, organizing, leading, and control of organizational resources. The two important ideas expressed include the four functions of management and the attainment of organizational goals in an effective and efficient manner.

POINTS: 1

DIFFICULTY: Difficulty: Moderate

LEARNING OBJECTIVES: MANA.01 - Describe the four major management functions and the type of management activities

CTIVES: associated with each.

KEYWORDS: Bloom's: Comprehension

142. Describe the four management functions.

ANSWER: Planning means defining goals for future organizational performance and deciding on the task and use of resources needed to attain them. Organizing involves assigning tasks, group tasks into departments, delegating authority, and allocating resources across the organization. Leading is the use of influence to motivate employees to attain organizational goals. Controlling means monitoring employees' activities, determining whether the organization is on track toward goals, and making corrections as necessary.

POINTS: 1

DIFFICULTY: Difficulty: Moderate

LEARNING OBJECTIVES: MANA.01 - Describe the four major management functions and the type of management activities

CTIVES: associated with each.

KEYWORDS: Bloom's: Comprehension

143. Describe the skills necessary for performing a manager's job. Provide examples of each.

Chapter 1 - Introduction to Management

ANSWER: The skills are conceptual, human, and technical. Please refer to exhibit 1-3 in the text.

POINTS: 1

DIFFICULTY: Difficulty: Easy

LEARNING OBJECTIVES MANA.03 - Describe conceptual, human and technical skills and their relevance for C20 managers.

KEYWORDS: Bloom's: Analysis

144. Why are conceptual skills most important for top managers?

ANSWER: Top managers are often the keys to holding the whole company together. In order to accomplish this, top managers must be able to see the "big picture," i.e., perceive the critical situational issues as well as the relationships between all organizational parts.

POINTS: 1

DIFFICULTY: Difficulty: Easy

LEARNING OBJECTIVES MANA.03 - Describe conceptual, human and technical skills and their relevance for C20 managers.

KEYWORDS: Bloom's: Analysis

145. Briefly discuss the relationship between management skills and management level.

ANSWER: The answer should contain both of the following points: (a) conceptual and human skills become more important as a manager moves up through the organization; and (b) technical skills become less important as a manager moves up through the organization.

POINTS: 1

DIFFICULTY: Difficulty: Moderate

LEARNING OBJECTIVES MANA.03 - Describe conceptual, human and technical skills and their relevance for C20 managers.

KEYWORDS: Bloom's: Comprehension

146. What are technical skills? At what level are they most important and why?

ANSWER: Technical skill is the understanding of and the proficiency in the performance of specific tasks. Technical skills also include specialized knowledge, analytical ability, and the competent use of tools and techniques to solve problems in that specific discipline. Many managers get promoted to the first management job by having excellent technical skills.

POINTS: 1

DIFFICULTY: Difficulty: Moderate

LEARNING OBJECTIVES MANA.03 - Describe conceptual, human and technical skills and their relevance for C20 managers.

KEYWORDS: Bloom's: Comprehension

147. Describe the three categories of managerial roles and explain how they differ.

ANSWER: The three categories of managerial roles are informational, interpersonal and decisional. Informational roles describe the activities used to maintain and develop an information network. Interpersonal roles pertain to relationships with others and are related to human skills. Decisional skills relate to those events about which the manager must make a choice and take action. Actual roles that are under each category may be included.

POINTS: 1

Chapter 1 - Introduction to Management

DIFFICULTY: Difficulty: Moderate

LEARNING OBJECTIVES: 05 - Define ten roles that managers typically perform in organizations.

KEYWORDS:

KEYWORDS: Bloom's: Comprehension

148. How do small business managers emphasize different management roles in comparison to larger business managers?

ANSWER: Manager of small businesses often see their most important role as that of spokesperson. The entrepreneur role is also more important. Small-business managers tend to rate the leader and information processing roles lower than managers in larger organizations.

POINTS: 1

DIFFICULTY: Difficulty: Difficult

LEARNING OBJECTIVES: 06 - Appreciate the managerial role in small businesses and not-for-profit organizations.

KEYWORDS:

KEYWORDS: Bloom's: Comprehension

149. Identify and explain the change that has affected organizations and management the most.

ANSWER: Technology has affected organizations and management because of the explosion of its usages. The use of computers and the Internet, as well as wireless technology and digital networking has grown to astonishing numbers, and organizations and management must keep up with the growth in order to keep a profitable business.

POINTS: 1

DIFFICULTY: Difficulty: Moderate

LEARNING OBJECTIVES: 08 - Discuss the innovative competencies needed to be an effective manager in tomorrow's

KEYWORDS: business environments.

KEYWORDS: Bloom's: Comprehension