

Multiple-Choice Questions

For each of the following choose the answer that *most completely* answers the question.

1. Bureaucratic control relies upon _____.
 - a. administrative rules and regulations
 - b. managerial autonomy
 - c. shared values
 - d. units acting as individual profit centers

2. The Ohio State and the University of Michigan studies were _____.
 - a. about the same time, but had different research objectives
 - b. at different times, but had similar research objectives
 - c. at different times, but had similar research findings
 - d. about the same time and had similar research objectives

3. Theory Y assumes that people inherently _____.
 - a. need satisfaction of need to belong more than anything else
 - b. avoid responsibility and need to be closely controlled
 - c. want to work and exercise self-direction
 - d. work to satisfy hygiene factors

4. Herzberg's theory of motivation was based on the question, _____.
 - a. What is satisfaction in a job?
 - b. Just who is my boss?
 - c. Will I receive justice in awarding pay?
 - d. What do people want from their jobs?

5. Managing change is an integral part of _____.
 - a. top management's job
 - b. middle-level management's job
 - c. the first-line manager's job
 - d. every manager's job

6. Lewin's theory is consistent with which view of organizational change?
 - a. continuous
 - b. contemporary
 - c. Mayo's
 - d. "calm waters"

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7. Downsizing is also known as _____.
- authorized increase in demand for employees
 - redistribution of command elements
 - the anxiety factor
 - decrement
8. _____ involves presenting applicants with a miniature model of a job and has them perform a task that is central to that job.
- An interview
 - A written test
 - A vertically integrated interview
 - A work sampling process
9. _____ training can disrupt the workplace and result in an increase in errors while learning takes place.
- Problem-solving
 - On-the-job
 - Skill-based
 - Technical
10. Self-managed teams report to a management representative, sometimes called the _____.
- mentor
 - captain
 - informal supervisor
 - coach
 - informal leader
11. Quantitative techniques have become less intimidating with the advent of _____.
- training of these techniques in college
 - computers
 - sophisticated computer software
 - managers with better mathematical skills

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12. _____ is a technique that managers use to improve resource allocation decisions.

- a. Linear programming
- b. Work scheduling
- c. Economic order quantity modeling
- d. Regression analysis

13. One outcome of the Hawthorne studies could be described by which of the following statements?

- a. Social norms or group standard are the key determinants of individual work behavior.
- b. Money is more important than the group on individual productivity.
- c. Behavior and employee sentiments are inversely related.
- d. Security is relatively unimportant.

14. According to the textbook, the _____ environment includes those constituencies that have a direct and immediate impact on managers' decisions and actions and are directly relevant to the achievement of the organization's goals.

- a. general
- b. specific
- c. secondary
- d. forward

15. For a company such as Walt Disney World in Florida, a bank would be an example of what kind of factor in their specific environment?

- a. competitor
- b. supplier
- c. special-interest group
- d. government agency

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16. Stakeholder partnerships are _____.
- proactive arrangements between an organization and a stakeholder to pursue the goals of the organization's management
 - proactive arrangements between an organization and a stakeholder to pursue the stockholders goals
 - proactive arrangements between an organization and a stakeholder to pursue the stakeholder's goals
 - proactive arrangements between an organization and a stakeholder to pursue the organization's goals
17. Which of the following types of skills are described with terms such as *abstract situations* and *visualization*?
- interpersonal
 - human
 - technical
 - conceptual
18. Based on his scientific management principles, Taylor suggested which of the following pay principles?
- monthly salary
 - monthly salary with bonus
 - seniority pay
 - incentive pay
19. One could say that Fayol was interested in studying _____ management issues, whereas Taylor was interested in studying _____ management issues.
- micro; macro
 - macro; micro
 - micro; micro
 - macro; macro
20. A successful strategy aligns well with _____.
- the environment
 - the competition's view of the company
 - the competition
 - a review of the organization's stock price