

# chapter 1

⚠ This is a preview of the draft version of the quiz

- Quiz Type** Graded Quiz
- Points** 115
- Assignment Group** Assignments
- Shuffle Answers** No
- Time Limit** No Time Limit
- Multiple Attempts** No
- View Responses** Always
- Show Correct Answers** Immediately
- One Question at a Time** No

Due	For	Available from	Until
-	Everyone	-	-

Preview

Score for this quiz: 0 out of 115 \*

Submitted Aug 28 at 8:10pm

This attempt took less than 1 minute.

Unanswered

### Question 1

0 / 1 pts

One of the resources of a manager include \_\_\_\_\_.

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organizational resources

---

financial resources

Correct Answer

financial resources

behavioral resources

administrative resources

Unanswered

### Question 2

0 / 1 pts

\_\_\_\_\_ is/are based on how effectively and efficiently managers utilize resources to achieve objectives.

Human capital

Correct Answer

Organizational performance

Financial stability

Organizational objectives



Unanswered

### Question 3

0 / 1 pts

Which organization provides a list of “General Competency Areas” to be developed as standards for accreditation of business schools?

IACBE

SHRM

ACBSP

Correct Answer

AACSB

answered

### Question 4

0 / 1 pts

Which of these is one of the four management functions?

Incorrect Answer

- planning
- decision-making
- assessing
- directing

answered

### Question 5

0 / 1 pts

The staffing of an organization is considered part of which management function?

Incorrect Answer

- organizing
- controlling
- planning
- leading

answered

### Question 6

0 / 1 pts

Management role theory was developed by \_\_\_\_\_.

- Henry Fayol
- Elton Mayo

Frederick Winslow Taylor

Incorrect Answer

Henry Mintzberg

Unanswered

### Question 7

0 / 1 pts

\_\_\_\_\_ is a management position needed in organizations that focuses on team-based structures.

Top manager

Middle manager

First-line manager

Incorrect Answer

Team leader



Unanswered

### Question 8

0 / 1 pts

Another name for a team leader is a(n) \_\_\_\_\_.

program manager

activities leader

operative supervisor

Incorrect Answer

project leader

Unanswered

### Question 9

0 / 1 pts

Classifications of management approaches are also referred to as \_\_\_\_\_.

- technical theories
- contingency theories
- schools of management thought
- behavioral frameworks

Incorrect Answer

Unanswered

### Question 10

0 / 1 pts

The five management theories include classical, management science, current integrative perspective, behavioral, and \_\_\_\_\_ theories.

- functions
- systems
- specialization
- method

Incorrect Answer

Unanswered

### Question 11

0 / 1 pts

The father of scientific management was \_\_\_\_\_.

- Frank Gilbreth
- Henri Fayol
- Frederick Winslow Taylor

Incorrect Answer

Elton Mayo

answered

### Question 12

0 / 1 pts

Scholars who focus on job and management functions in order to determine the best way to manage organizations are known as \_\_\_\_\_.

behavioral theorists

Correct Answer

classical theorists

efficiency theorists

contingency theorists



answered

### Question 13

0 / 1 pts

Who pioneered industrial psychology and is considered the First Lady of Management?

Indra Nooyi

Mary Parker Follett

Sheryl Sandberg

Correct Answer

Lillian Gilbreth

answered

### Question 14

0 / 1 pts

Classical management theory includes both scientific management and \_\_\_\_\_ theories.

behavioral

Incorrect Answer

administrative

integrative

contingency

Unanswered

### Question 15

0 / 1 pts

Chester Barnard's work on authority and power distributions in organizations highlighted the \_\_\_\_\_ that make up the informal organization.

managers

Incorrect Answer

cliques

concepts

functions

Unanswered

### Question 16

0 / 1 pts

Who is best known for integrative conflict resolution?

Henri Fayol

Incorrect Answer

Mary Parker Follett

Elton Mayo

Lillian Gilbreth

answered

### Question 17

0 / 1 pts

\_\_\_\_\_ is sometimes referred to as the Father of Modern Management.

Elton Mayo

Max Weber

Douglas McGregor

Correct Answer

Henri Fayol

answered

### Question 18

0 / 1 pts

\_\_\_\_\_ developed theory X and theory Y.

Abraham Maslow

Max Weber

Correct Answer

Douglas McGregor

Henry Gantt

answered

### Question 19

0 / 1 pts

\_\_\_\_\_ developed the hierarchy of needs theory.



Elton Mayo

Correct Answer

Abraham Maslow

Henri Fayol

Max Weber

Unanswered

### Question 20

0 / 1 pts

Faisal is excited about studying the behavioral science approach in his Principles of Management class. He feels well prepared to study this approach because he has already taken classes in \_\_\_\_\_, \_\_\_\_\_, and \_\_\_\_\_, all of which inform the behavioral science approach.

sociology; economics; management science

economics; philosophy; research

Correct Answer

economics; psychology; sociology

psychology; sociotechnical theory; economics

Unanswered

### Question 21

0 / 1 pts

\_\_\_\_\_ focuses on the use of mathematics to aid in problem solving.

Correct Answer

Management science theory

Administrative theory

Integrative theory

Systems theory

answered

### Question 22

0 / 1 pts

\_\_\_\_\_ focuses on supporting business decision-making and routine business transactions through the timely and accurate provision of data.

Operations management

Correct Answer

Information management

Information research

Operations research



answered

### Question 23

0 / 1 pts

The integrative perspective is composed of sociotechnical theory, \_\_\_\_\_, and \_\_\_\_\_.

behavioral theory; systems theory

Correct Answer

systems theory; contingency theory

behavioral theory; contingency theory

contingency theory; classical theory

answered

### Question 24

0 / 1 pts

The systems approach recognizes that an organization is an \_\_\_\_\_ system because it interacts with and is affected by the external environment.

internal

asymmetric

emergent

Incorrect Answer

open

Unanswered

### Question 25

0 / 1 pts

Which management theory focuses on determining the best management approach for a given situation?

systems theory

Incorrect Answer

contingency theory

behavioral theory

management science theory

Unanswered

### Question 26

0 / 1 pts

Which style of leadership is predominantly used by managers in today's workplace?

Incorrect Answer

participative

integrative

behavioral

innovative

answered

### Question 27

0 / 1 pts

Industriousness, integrity, and political savvy have been identified as the three most important qualities of a manager.

True

Correct Answer

False

answered

### Question 28

0 / 1 pts

The allocation of resources is a controlling function.

True

Correct Answer

False

answered

### Question 29

0 / 1 pts

Managers use their interpersonal skills when playing both informational and interpersonal management roles.

Incorrect Answer

True

False

Unanswered

### Question 30

0 / 1 pts

Top managers report to other executives or boards of directors.

Incorrect Answer

True

False

Unanswered

### Question 31

0 / 1 pts

The three types of managers are general managers, functional managers, and project managers.

Incorrect Answer

True

False

Unanswered

### Question 32

0 / 1 pts

The administrative theory of management is part of the classical theory.

Incorrect Answer

True

False

Unanswered

### Question 33

0 / 1 pts

Theory X managers assume that people do not need close supervision.

True

Incorrect Answer

False

Unanswered

### Question 34

0 / 1 pts

The *Hawthorne effect* refers to the phenomenon that studying people affects their performance.

True

False

Unanswered

### Question 35

0 / 1 pts



Sociotechnical theorists focus on integrating people and technology.

Incorrect Answer

True

False

Unanswered

### Question 36

0 / 1 pts

The contingency theory of management focuses on determining the best management approach for a given situation.

Incorrect Answer

True

False

Unanswered

### Question 37

0 / 1 pts

Evidence-based management replaces guesswork with best practices supported by research.

Incorrect Answer

True

False

Unanswered

### Question 38

0 / 1 pts

Connie is a manager at a local golf course. Though Connie sticks to her budget, some patrons have complained that the golf carts are not worth the rental price because many are not in working condition.

Connie is struggling to maintain and manage which type of resource?

human

financial

Incorrect Answer

physical

informational

Unanswered

### Question 39

0 / 1 pts

Donna owns a hair salon. Though Donna pays stylists good wages, she finds it difficult to retain talented employees. Her business remains profitable, but since her customers tend to prefer to stick with their favorite stylists, turnover has caused her to lose several valuable clients. Donna is dealing with which type of resource?

Incorrect Answer

human

financial

physical

informational

Unanswered

### Question 40

0 / 1 pts

Terrence owns a successful coffee bar. He'd like to expand his business by adding a second location across town, but has found that economic uncertainty has made most banks reluctant to provide him with the loan he would need to do so. Terrence is struggling to acquire which type of resource?



human

Incorrect Answer

financial

physical

informational

Unanswered

### Question 41

0 / 1 pts

Conrad runs the information technology department at a successful university. He knows that the university needs to replace its current learning management system, which is used for all online classes. However, it's been many years since he last researched this type of product, and he's not sure what other options exist. Conrad is dealing with which type of resource?

human

financial

physical

Incorrect Answer

informational

Unanswered

### Question 42

0 / 1 pts

Three friends, Saad, Shaheena, and Syddarth, all started at Plastic Corp., the same day. Saad was just promoted to the level of mid-manager because he was the first to master the inventory management system. Saad has been promoted due to his \_\_\_\_\_ skills.

Incorrect Answer

technical

interpersonal

decision-making

supervisory

answered

### Question 43

0 / 1 pts

Mack is the shift manager at a local manufacturing plant. Rather than use another employee, Mack went outside the plant to wait on a shipment of a part he needed for the next shift. Mack chose to go get the part himself because he couldn't spare any employees from the production line. Mack's actions can best be described as which type of function?

planning

leading

controlling

Incorrect Answer

nonmanagement

answered

### Question 44

0 / 1 pts

Xia has recently moved up to shift manager at a popular local coffee shop. When she was a barista, she enjoyed talking to the customers about different grounds of coffee and creating new drinks for her regular customers. When her replacement, Holly, started, Xia continued to perform the same tasks she had enjoyed before Holly was hired. Xia is spending time on \_\_\_\_\_.

leading

planning

controlling

Incorrect Answer

nonmanagement functions

Unanswered

### Question 45

0 / 1 pts

Valgeet was promoted to a management position 6 months ago. Since then, his employees have noticed that he has forgotten some of the basic job skills he used to perform when he was working at their level. This phenomenon, which can occur with new managers, is sometimes called \_\_\_\_\_.

management memory

administrative amnesia

Incorrect Answer

going suit

promotional decay

Unanswered

### Question 46

0 / 1 pts

During a normal day, Kristian makes a point to talk to others to stay up to date on what is occurring as well as to make sure everyone has the information they need to do their jobs. Kristian is exhibiting which two management roles?

leader, disseminator

Incorrect Answer

monitor, disseminator

monitor, liaison

- liaison, leader

answered

### Question 47

0 / 1 pts

After a particularly difficult day at work, manager Dongfang had to defuse a disagreement between two employees. According to the management role categories, Dongfang was acting as a \_\_\_\_\_.

- liaison
- negotiator
- disturbance handler
- figurehead

Correct Answer

answered

### Question 48

0 / 1 pts

When three people developed food poisoning after eating at a local diner, Donovan gave an interview to the local news to discuss the shipment of tainted cheese that had arrived at the store the previous day. Donovan is playing which type of informational role?

- negotiator
- spokesperson
- liaison
- disseminator

Correct Answer



answered

### Question 49

0 / 1 pts

Jon is a manager who is effective at organizing and leading. He is excited about leading a group of employees in developing marketing strategies for a new line of protein bars. Jon immediately starts assigning teams and asking for marketing ideas. Jon is unsuccessful in achieving the new marketing plan, though, because he did not clearly establish his objectives. Which management function could have helped Jon and his team achieve their goals?

Incorrect Answer

planning

communicating

disseminating

controlling



answered

### Question 50

0 / 1 pts

Arshdeep works at a local marketing consulting firm, where he manages and oversees an office of 10 employees, none of whom are managers. Arshdeep is a \_\_\_\_\_.

team leader

Incorrect Answer

first-line manager

middle manager

top manager

answered

### Question 51

0 / 1 pts

Dillon supervises the activities of both the benefits and training department managers and reports to one of the vice presidents. Which type of manager best represents Dillion's position?

- HR supervisor
- HR middle manager
- HR first-line manager
- HR team manager

Incorrect Answer

Unanswered

### Question 52

0 / 1 pts

Maria Elena has been hired as a manager in the accounts receivable department, where she maintains the company's financial records. Her activities as an accounting manager are often also referred to as part of which common business functional area?

- operations/production
- marketing
- personnel management
- finance/accounting

Incorrect Answer

Unanswered

### Question 53

0 / 1 pts

Hui works for a large organization that is downsizing to cut costs by laying off employees and becoming more efficient. Hui's company is using a(n) \_\_\_\_\_ approach to management.

- behavioral

management science

integrative

Incorrect Answer

classical

Unanswered

### Question 54

0 / 1 pts

Eli is a manager who focuses on his employees' strengths to determine the best way to manage them within the organization. Which approach to management best reflects Eli's style?

Incorrect Answer

behavioral theory

bureaucracy concept

systems theory

sociotechnical theory

Unanswered

### Question 55

0 / 1 pts

During Amaya's Principles of Management class, she learns about the assumptions managers make about workers. She tends to agree that there are some people who like to work, while others work because they have to earn a living. Amaya wants to learn more about this management approach so that she can implement these ideas at her own job. Which behavioral theory best reflects Amaya's approach?

Elton Mayo's human relations movement

Margaret Mead's systems approach

Henri Faylo's management functions

Incorrect Answer

Douglas McGregor's theory X and theory Y

Unanswered

### Question 56

0 / 1 pts

Victor has worked in various departments in his company. This experience has given him firsthand understanding of the importance of each job in his organization. He now understands that if the custodian doesn't do his or her job to maintain company work space, then Victor can't work efficiently in a non-cluttered space. Victor's view that he and the custodian need one another reflects which aspect of systems thinking?

Incorrect Answer

interdependence

independence

cross dependence

equality

Unanswered

### Question 57

0 / 1 pts

Ramona's company encourages all levels of employees to participate in the organization by allowing them to share knowledge and be a part of all decision-making processes. Ramona's company reflects which type of organization?

specialized organization

rapid change organization

competitive organization



Incorrect Answer

- learning organization

Unanswered

### Question 58

0 / 1 pts

Valentina will only adopt new management techniques that have been thoroughly researched and shown to be effective. She does not want to waste her time using techniques that have not been verified as effective and efficient. Valentina is relying on which concept?

- sociotechnical management

Incorrect Answer

- evidence-based management

- systems management

- knowledge management



Unanswered

### Question 59

Not yet graded / 1 pts

Describe a situation in which a student is behaving efficiently but not effectively.

Your Answer:

Sample response: Answers to this question will vary but should describe a situation in which the student is doing something correctly or in a way that maximizes output, but is not doing the right thing(s). An example might be thoroughly studying the wrong chapter for an exam or multitasking by cleaning the apartment while studying, but not doing a good job at either task.

answered

### Question 60

Not yet graded / 1 pts

Describe a situation in which a student is behaving effectively but not efficiently.

Your Answer:

Sample response: Answers to this question will vary but should describe a situation in which the student is doing the right thing but not doing it correctly or in an optimal way. An example might be doing the correct homework assignment but not following the directions for the assignment, or doing the correct homework but trying to re-read every single chapter and lecture note written about the subject before starting the assignment.

answered

### Question 61

Not yet graded / 1 pts

Describe a manager's responsibility during a routine day on the job using the concepts of efficiency and effectiveness and use of managerial resources.

Your Answer:



Sample response: A manager is responsible for achieving organizational objectives through efficient and effective utilization of resources. Efficient means doing things right so as to maximize the utilization of resources. Effective means doing the right thing in order to attain an objective; a manager's effectiveness reflects the degree to which he or she achieves objectives. The manager's resources are human, financial, physical, and informational. These resources are limited, and managers need to integrate them efficiently and effectively to be successful at implementing strategies. Student answer will vary in terms of how they describe these responsibilities but may describe situations where managers must delegate job tasks to various employees to ensure that all tasks are completed efficiently and effectively to meet the company's objectives, such as when a manager asks one employee to work the cash register at a restaurant while another employees grabs the food and drinks for employees to make the process run more smoothly and quickly. The manager is using human (e.g., delegating tasks to different employees), financial (e.g., using processes that better serve customers and bring in more money per hour), physical (e.g., allocating different work stations to employees), and informational (e.g., explaining each task and how to properly complete it) resources.

answered

## Question 62

Not yet graded / 1 pts

You have recently been promoted to the position of manager at your business. So far you have been doing nonmanagement tasks, but now you will be called on to fulfill three new managerial functions focused on helping your employees do their work. What are they and how will you accomplish them?

Your Answer:

Sample response: Answers to this question will vary but should include training employees to do their jobs, helping employees improve their performance, and solving problems to make employees' job easier and less frustrating.

answered

### Question 63

Not yet graded / 1 pts

Explain the different skills needed at each of the three management levels and discuss why these skills are needed.

Your Answer:

Sample response: Top-level managers have a greater need for decision-making skills since they are responsible for setting the "big picture" or mission of a company. Middle managers need a balance of decision-making, technical, and interpersonal skills, though the mix required differs somewhat from organization to organization. Middle managers must use more of these skills since they are working with both top managers helping to implement a company's mission and first-line managers who are responsible for implementing alternatives needed to meet a company's objectives. First-line managers have a greater need for technical skills since they are closest to the actual day-to-day operations of a company. At all three levels of management, the need for interpersonal skills remains fairly constant.

answered

### Question 64

Not yet graded / 1 pts

Consider your college or university. Discuss how various parts of your institution illustrate the interdependence of an organization's subsystems (departments) described by systems theory.

Your Answer:

Sample response: Answers to this question will vary. Students might discuss the interdependence between departments such as admissions, financial aid, the academic departments, and even on-campus housing. As an example, admissions' ability to recruit students is impacted by the students' access to financial aid and the availability of sufficient housing (of acceptable quality). The number and types of classes being offered by the various academic departments both influences the recruitment of students and is influenced by the number of students recruited.

answered

### Question 65

Not yet graded / 1 pts

Discuss the findings of the study completed by the contingency theorists Tom Burns and George Stalker. Next, explain how companies might take this approach to managing.

Your Answer:



Sample response: Tom Burns and George Stalker conducted a study to determine how the environment affects a firm's organization and management systems. They identified two different types of environments: stable (where there is little change) and innovative (great changes). The researchers also identified two types of management systems: mechanistic (similar to bureaucratic classical theory) and organic (nonbureaucratic, similar to behavioral theory). They concluded that in a stable environment, the mechanistic approach works well, whereas in an innovative environment, the organic approach works well. Student answers will vary on the second part of this question, but responses should take into consideration various companies who have either constant change in the environment such as Amazon, or relatively little change in the environment, such as a small, independent bookstore. Big organizations such as Amazon who see significant change, would fare better using an organic approach to deal with change, while a smaller company may fare better using a mechanistic approach.



Unanswered

### Question 66

0 / 1 pts

Happiness arises from a variety of things, such as choosing to be happy, not dwelling on the negatives, and gratitude. According to the text, how does gratitude lead to a happier outlook?

Correct Answer

- Gratitude helps us focus on the positives rather than the negatives.
- Gratitude gives us hope that things can always get better.
- Gratitude provides a focus on what we hope to have eventually.
- Gratitude helps us win friends and influence people.

Unanswered

### Question 67

0 / 1 pts

Which essential skills do employees need to have in order to succeed in today's workplace?

- a strong personality and an ability to speak up and express ideas
- a strong friend, family, and business network
- the ability to be resilient and not take "no" for an answer
- the ability to work in teams and make decisions

Incorrect Answer

Unanswered

### Question 68

0 / 1 pts

Which type of resource is considered most valuable to organizations?

- human
- financial
- physical
- informational

Incorrect Answer

Unanswered

### Question 69

0 / 1 pts

An organization's performance is primarily evaluated on \_\_\_\_\_.

- educational level of a manager
- a manager's amount of experience

sales numbers achieved by a manager

Correct Answer

how well a manager utilizes resources

Unanswered

### Question 70

0 / 1 pts

The three types of management skills are interpersonal, decision-making, and \_\_\_\_\_ skills.

Correct Answer

technical

time management

analytical

conceptual



Unanswered

### Question 71

0 / 1 pts

Interpersonal skills are sometimes referred to as \_\_\_\_\_ skills.

intuitive

Correct Answer

soft

hard

tangible

Unanswered

### Question 72

0 / 1 pts



Which management skill involves the ability to think critically and conceptualize situations?

- technical
- time management
- decision-making
- interpersonal

Incorrect Answer

Unanswered

### Question 73

0 / 1 pts

Why should managers be concerned with how to assign people to various tasks and jobs?

- to ensure the right people are doing the right jobs to meet a company's objectives
- to ensure the most well-liked people are in key positions within the organization
- to ensure that managers have complete control over all employees
- to ensure that equal numbers of diverse employees are in each type of position

Incorrect Answer

Unanswered

### Question 74

0 / 1 pts

Which management function is focused on detecting when corrective action is needed in order to achieve objectives?

leading

Correct Answer

controlling

planning

organizing

Unanswered

### Question 75

0 / 1 pts

Many managers are called \_\_\_\_\_ because they perform both management and employee functions.

Correct Answer

working managers

employee managers

team leaders

functional managers

Unanswered

### Question 76

0 / 1 pts

How does a manager play the role of an entrepreneur in an organization?

Correct Answer

by being innovative and initiating and implementing improvements

by allocating resources to meet an organization's objectives

by representing the organization or their department during transactions

- by taking corrective actions during disputes or crisis situations

answered

### Question 77

0 / 1 pts

Managers play the \_\_\_\_\_ role when they interact with people outside of their unit to gain information or favors.

disseminator

negotiator

figurehead

Correct Answer

liaison

answered

### Question 78

0 / 1 pts

Someone in middle management might be called \_\_\_\_\_.

department head

vice president

head nurse

crew leader

Correct Answer

answered

### Question 79

0 / 1 pts

A responsibility of top managers is \_\_\_\_\_.

- delegating management of major parts of an organization
- accepting employees' vision an organization's purpose
- executing organization's strategies
- developing an organization's objectives

Incorrect Answer

Unanswered

### Question 80

0 / 1 pts

Which title could apply to a first-line manager?

- operations manager
- vice president
- regional manager
- supervisor

Incorrect Answer

Unanswered

### Question 81

0 / 1 pts

A \_\_\_\_\_ coordinates employees and other resources across several functional departments to accomplish a specific goal or task.

- functional manager
- production manager
- project manager
- task manager

Incorrect Answer



Unanswered

### Question 82

0 / 1 pts

The need for \_\_\_\_\_ skills remains fairly constant at all three levels of management.

decision-making

organizational

interpersonal

technical

Incorrect Answer

Unanswered

### Question 83

0 / 1 pts

Raven has excellent decision-making skills. These skills will be required if Raven wishes to one day become a \_\_\_\_\_ manager, where the need for such skills is greater than it is at other levels.

functional

top-level

first-line

program

Incorrect Answer

Unanswered

### Question 84

0 / 1 pts

Middle managers should possess technical, interpersonal, and decision-making skills; however, \_\_\_\_\_.

- technical skills are usually most important
- interpersonal skills are usually most important
- decision-making skills are usually most important

Correct Answer

- the mix required varies from organization to organization

Unanswered

### Question 85

0 / 1 pts

Horacio has been promoted from first-line manager to middle manager. He has spent most of his time leading and controlling, but now as a middle manager, he can expect to spend \_\_\_\_\_ time on each of the four management functions.

- zero
- less
- more

Correct Answer

- equal

Unanswered

### Question 86

0 / 1 pts

One reason the knowledge of the history of management is important is to \_\_\_\_\_.

- avoid repeating mistakes
- impress in a job interview
- understand the practitioners

Correct Answer

- improve training ability

answered

### Question 87

0 / 1 pts

The early literature on management was not written by researchers but by management practitioners, who attempted to describe \_\_\_\_\_.

- classical management theories

Correct Answer

- basic principles of management

- current developments in the industry

- principles of management efficiency

answered

### Question 88

0 / 1 pts

The original goal of scientific management was to \_\_\_\_\_.

- ensure fair treatment of employees

- stop job specialization

Correct Answer

- maximize job performance

- scientifically interact with employees

answered

### Question 89

0 / 1 pts

Taylor's scientific management principles include \_\_\_\_\_.

resolving conflicts in an integrative way

ensuring fair treatment of employees

Incorrect Answer

planning and scheduling work

maximizing worker motivation

Unanswered

### Question 90

0 / 1 pts

Henri Fayol identified \_\_\_\_\_.

six scientific management principles

seven management analysis tools

Incorrect Answer

five management functions

four management theories

Unanswered

### Question 91

0 / 1 pts

What was Mary Parker Follett's contribution to administrative theory?

She crafted distinct operating activities for each management level.

She focused on fairness and diversity in the workplace.

She suggested that managers receive more pay for different levels of work.

Incorrect Answer



She emphasized worker participation, conflict resolution, and shared goals.

answered

### Question 92

0 / 1 pts

What was the aim of Weber's bureaucracy concept?

to develop guidelines and protocols for faster conflict resolution

Incorrect Answer

to create rules and procedures for faster and more consistent management

to clarify classical theories from behavioral theories of management

to distinguish employee operating functions from managerial activities



answered

### Question 93

0 / 1 pts

According to Elton Mayo's Hawthorne studies, treating people well and meeting their needs often resulted in \_\_\_\_\_.

greater profits

better problem solving

lower turnover

Incorrect Answer

increased performance

answered

### Question 94

0 / 1 pts

Which management practice focuses on using algorithms to help businesses better understand their customers and increase sales?

- Operations management
- Information management
- Information research

Incorrect Answer

- Operations research

answered

### Question 95

0 / 1 pts

Which management practice uses quantitative techniques to improve products and increase the efficiency of production?

- operations management
- information management
- information research
- operations research

Incorrect Answer

answered

### Question 96

0 / 1 pts

How does a systems approach contribute to our knowledge of management practices?

-

It provides a deeper look into the psyche of contemporary workers and what motivates them.

It introduces the concept of diversity in the workplace and identifies different ways of managing diverse groups.

It offers new ways of thinking about efficiency and productivity related to managing job tasks.

Incorrect Answer

It takes a holistic view of organizations and examines how all parts are interconnected.

Unanswered

### Question 97

0 / 1 pts

Which type of skill is necessary, according to systems theorists, for understanding how an organization's departments interrelate?

people

information systems

Incorrect Answer

conceptual

technical

Unanswered

### Question 98

0 / 1 pts

The goal of knowledge management is to share knowledge in order to \_\_\_\_\_.

better manage diversity

Incorrect Answer

continuously improve products and processes

ensure that goods are continuously produced

respond to domestic competition

answered

### Question 99

0 / 1 pts

What is the goal of a learning organization?

to minimize change in the organization

to identify global opportunities and be competitive in a global market

Correct Answer

to engage all employees in identifying and solving problems

to use integrating teams to reduce operating costs



answered

### Question 100

0 / 1 pts

Systematic use of the best available facts to improve management practice is known as \_\_\_\_\_ management.

knowledge-based

science-based

Correct Answer

evidence-based

technology-based

answered

### Question 101

0 / 1 pts

America's focus on individualism tends to make people unhappier in their professional lives.

Incorrect Answer

True

False

answered

### Question 102

0 / 1 pts

Being effective means doing things right so as to maximize the utilization of resources.

True

Incorrect Answer

False

answered

### Question 103

0 / 1 pts

Delivering a comprehensive budget spreadsheet when the boss requested a written report is an example of work that is efficient but not effective.

Incorrect Answer

True

False

answered

### Question 104

0 / 1 pts

Technical skills are more important for employees than for managers.

Incorrect Answer

- True
- False

Unanswered

### Question 105

0 / 1 pts

Organizing is typically the starting point in the management process.

Incorrect Answer

- True
- False

Unanswered

### Question 106

0 / 1 pts

Leading is the process of telling employees what to do.

Incorrect Answer

- True
- False

Unanswered

### Question 107

0 / 1 pts

Explaining the benefits of new procedures to employees is an example of the leading function.

Incorrect Answer

- True
- False



Unanswered

### Question 108

0 / 1 pts

An important part of controlling is monitoring and measuring progress.

Correct Answer

True

False

Unanswered

### Question 109

0 / 1 pts

Assigning various tasks to employees is an example of the controlling function.

True

Correct Answer

False

Unanswered

### Question 110

0 / 1 pts

Transitioning from employee to manager is a natural and seamless process for most new managers.

True

Correct Answer

False



answered

### Question 111

0 / 1 pts

Managers perform the management functions in a linear order, starting with planning and ending with controlling.

True

Incorrect Answer

False

answered

### Question 112

0 / 1 pts

Middle managers can be either general or functional managers.

True

Incorrect Answer

False

answered

### Question 113

0 / 1 pts

While both general managers and project managers supervise employees from several functional departments, not all general managers are project managers.

True

Incorrect Answer

False

answered

### Question 114

0 / 1 pts



The team leader is not usually a permanent management position and thus is not a level in the hierarchy of management.

Incorrect Answer

True

False

Unanswered

### Question 115

0 / 1 pts

A manager's job in a not-for-profit organization is typically very different from a manager's job in a for-profit organization.

True

Incorrect Answer

False



Quiz Score: 0 out of 115