

Preview



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	-	-
		<u>Preview</u>	

Score for this quiz: 0 out of 115 *

Submitted Aug 28 at 8:10pm

This attempt took less than 1 minute.

nanswered	Question 1	0 / 1 pts
	One of the resources of a manager include	
	O organizational resources	
rrect Answe	financial resources	

0	behavioral resources
0	administrative resources

nanswered	Question 2	0 / 1 pts
rrect Answe	is/are based on how effectively and efficiently mana utilize resources to achieve objectives.	gers
	O Human capital	
	Organizational performance	
	Financial stability	
	Organizational objectives	

Which organization provides a list of "General Competency Areas" to be developed as standards for accreditation of business schools? IACBE SHRM ACBSP AACSB

nanswered	Question 4	0 / 1 pts
	Which of these is one of the four management functions?	
rrect Answer	• planning	
	O decision-making	
	assessing	
	Odirecting	

nanswered	Question 5	0 / 1 pts
	The staffing of an organization is considered part of which management function?	
rrect Answer	organizing	
	controlling	
	Oplanning	
	Oleading	

nanswered	Question 6	0 / 1 pts
	Management role theory was developed by	
	O Henry Fayol	
	O Elton Mayo	

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	Frederick Winslow Taylor
rrect Answer	O Henry Mintzberg

nanswered	Question 7	0 / 1 pts
	is a management position needed in organizations focuses on team-based structures.	that
	O Top manager	
	Middle manager	
	O First-line manager	
rrect Answer	Team leader	

nanswered	Question 8	0 / 1 pts
	Another name for a team leader is a(n)	
	program manager	
	activities leader	
	O operative supervisor	
rrect Answer	o project leader	

nanswered Question 9 0 / 1 pts

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-	Classifications of management approaches are also re	eferred to as
-	technical theories	
	 contingency theories 	
ect Answer	 schools of management thought 	
	O behavioral frameworks	
nswered	Question 10	0 / 1 pts
-	The five management theories include classical, mana	agement
	science, current integrative perspective, behavioral, antheories.	
	science, current integrative perspective, behavioral, a	
1	science, current integrative perspective, behavioral, and theories. Ofunctions	
	science, current integrative perspective, behavioral, and theories. Ofunctions Osystems	
ect Answer	science, current integrative perspective, behavioral, and theories. functions systems specialization	
ect Answer	science, current integrative perspective, behavioral, and theories. functions	nd
ect Answer	science, current integrative perspective, behavioral, and theories. I functions Systems specialization method Question 11	nd

rrect Answer

O Frederick Winslow Taylor

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O Elton Mayo

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

behavioral theorists

classical theorists

contingency theorists

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

Indra Nooyi

Mary Parker Follett

Sheryl Sandberg

Lillian Gilbreth

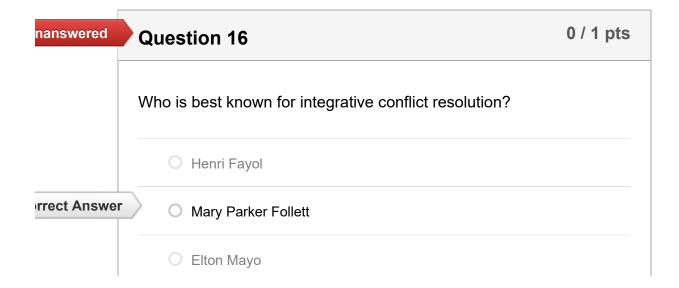
Question 14 0 / 1 pts

nanswered

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	Classical management theory includes both scientific management and theories.
	O behavioral
rrect Answer	O administrative
	O integrative
	Ocontingency

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nanswered	Ques	tion 15	0 / 1 pts
		er Barnard's work on authority and power distributions rations highlighted the that make up the information.	
	0	managers	
rrect Answer		cliques	
	0	concepts	
	0	functions	



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O Lillian	Gilbreth		

nanswered	Question 17	0 / 1 pts
	is sometimes referred to as the Father of Modern Management.	
	○ Elton Mayo	
	O Max Weber	
	O Douglas McGregor	
rrect Answei	O Henri Fayol	

nanswered	Question 18	0 / 1 pts
	developed theory X and theory Y.	
	O Abraham Maslow	
	O Max Weber	
rrect Answer	O Douglas McGregor	
	O Henry Gantt	

Question 19 ____ developed the hierarchy of needs theory.

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	O Elton Mayo
rrect Answer	O Abraham Maslow
_	O Henri Fayol
	O Max Weber

nanswered	Question 20	0 / 1 pts
	Faisal is excited about studying the behavioral science apprhis Principles of Management class. He feels well prepared this approach because he has already taken classes in, and, all of which inform the behavioral scientification.	to study ,
	o sociology; economics; management science	
	o economics; philosophy; research	
rrect Answe	economics; psychology; sociology	
	O psychology; sociotechnical theory; economics	

_____ focuses on the use of mathematics to aid in problem solving. Orrect Answer Management science theory Administrative theory Integrative theory

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Systems theory		

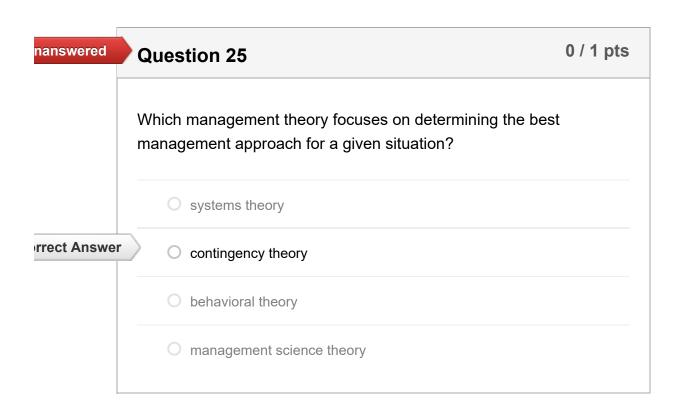
nanswered	Question 22	0 / 1 pts
	focuses on supporting business decision-making an business transactions through the timely and accurate provis data.	
	Operations management	
rrect Answe	nformation management	
	O Information research	
	Operations research	

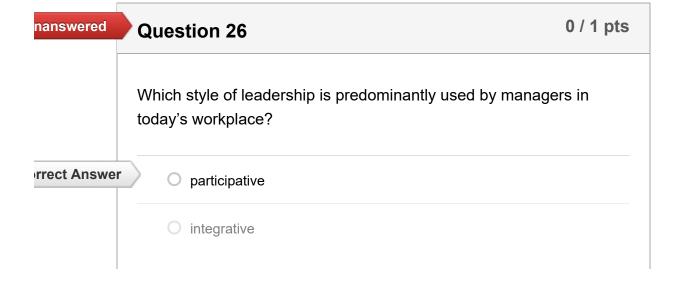
nanswered	Question 23	/ 1 pts
	The integrative perspective is composed of sociotechnical theo, and	ry,
	behavioral theory; systems theory	
rrect Answei	systems theory; contingency theory	
	O behavioral theory; contingency theory	
	ocontingency theory; classical theory	

nanswered Question 24 0 / 1 pts

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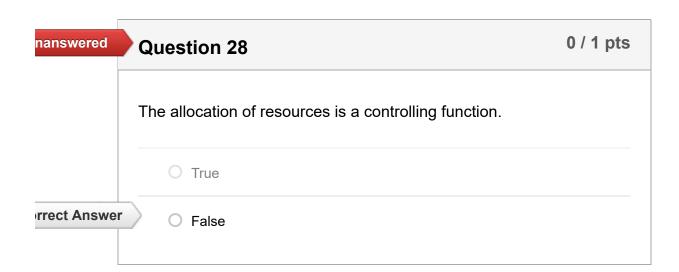
sy	e systems approach recognizes that an organization is anstem because it interacts with and is affected by the external vironment.
	O internal
	O asymmetric
	emergent
rrect Answer	O open





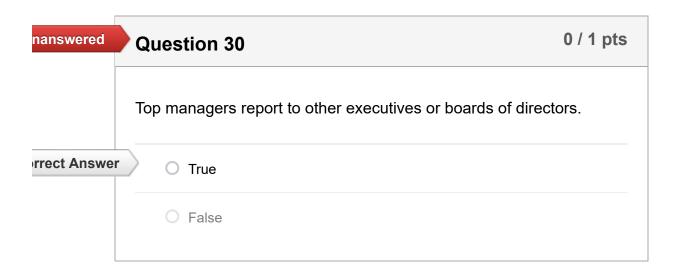
behavioral		
O innovative		

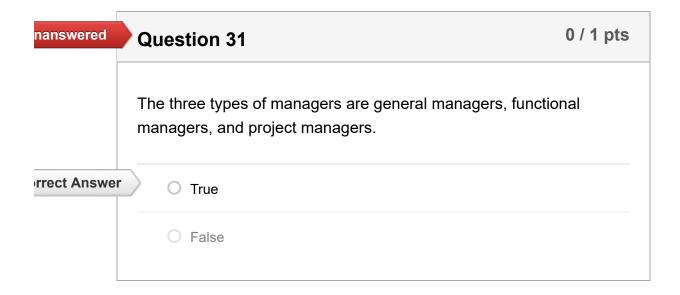
nanswered	Question 27	0 / 1 pts
	Industriousness, integrity, and political savvy have been ide the three most important qualities of a manager.	ntified as
	O True	
rrect Answe	r O False	



Question 29 0 / 1 pts

	Managers use their interpersonal skills when playing both informational and interpersonal management roles.
rrect Answer	O True
	O False





Question 32 O / 1 pts The administrative theory of management is part of the classical theory.



rect Answer	O True	
	O False	
L		
answered	Question 33	0 / 1 pts
	Theory X managers assume that people do not need close supervision.	
	O True	
rect Answer	O False	
answered	Question 34	0 / 1 pts
	The <i>Hawthorne effect</i> refers to the phenomenon that studying affects their performance.	ng people
ect Answer	O True	
	O False	
answered	Question 35	0 / 1 pts

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	Sociotechnical theorists focus on integrating people an	nd technology.
rrect Answe	r O True	
	O False	
nanswered	Question 36	0 / 1 pts
	The contingency theory of management focuses on de best management approach for a given situation.	etermining the
rrect Answe	r O True	
	O False	
nanswered	Question 37	0 / 1 pts
	Evidence-based management replaces guesswork with practices supported by research.	h best
rrect Answe	r O True	
	O False	
nanswered	Question 38	0 / 1 pts
	Connie is a manager at a local golf course. Though Co her budget, some patrons have complained that the go worth the rental price because many are not in working	olf carts are not

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	Connie is struggling to maintain and manage which type of resource?
	Ohuman
	O financial
rrect Answer	O physical
	O informational

nanswered 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?

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		Ohuman
rrect Answer		O financial
	O physical	
		O informational

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 | physical |

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

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O interpersonal	
O decision-making	
O supervisory	

nanswered 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?

- Oplanning
- Oleading
- controlling

rrect Answer

nonmanagement

nanswered 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

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	Oplanning
	Ocontrolling
rrect Answer	o nonmanagement functions

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 | | promotional decay |

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O liaison, leader			

nanswered	Question 47) / 1 pts
	After a particularly difficult day at work, manager Dongfang had defuse a disagreement between two employees. According to management role categories, Dongfang was acting as a	
	O liaison	
	O negotiator	
rrect Answe	disturbance handler	
	Ofigurehead	

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? Irrect Answer Spokesperson disseminator

nanswered

Question 49

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?

rrect Answer	Oplanning
	communicating
	Odisseminating
	Ocontrolling

nanswered	Que	estion 50	0 / 1 pts
	man	adeep works at a local marketing consulting firm, where ages and oversees an office of 10 employees, none of agers. Arshdeep is a	
		O team leader	
rrect Answei	r	O first-line manager	
		O middle manager	
		O top manager	

nanswered Question 51 0 / 1 pts

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rrect Answer	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?	
	O HR supervisor	
	r O HR middle manager	
	O HR first-line manager	
	O HR team manager	

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

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. Obehavioral

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	O management science
	O integrative
rrect Answer	O classical

nanswered 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

	O Henri Faylo's management functions
rrect Answer	O Douglas McGregor's theory X and theory Y

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? | Interdependence | Independence | Independence

nanswered 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

equality

- rapid change organization
- competitive organization

nanswered 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

rrect Answer

- evidence-based management
- systems management
- knowledge management

nanswered

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.

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.

nanswered

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.

nanswered 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.

nanswered

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.

nanswered

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.

nanswered

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:

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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.

nanswered 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?

rrect Answer

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Gratitude helps us focus on the positives rather than the negatives.

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

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nanswered	Question 67	0 / 1 pts
	Which essential skills do employees need to have in order t succeed in today's workplace?	o
	a strong personality and an ability to speak up and express	ideas
	a strong friend, family, and business network	
	O the ability to be resilient and not take "no" for an answer	
rrect Answe	the ability to work in teams and make decisions	

nanswered	Question 68 0 / 1 pts
	Which type of resource is considered most valuable to organizations?
rrect Answer	human
	O financial
	Ophysical
	O informational

nanswered	Question 69	0 / 1 pts
	An organization's performance is primarily evaluated on	·
	educational level of a manager	
	a manager's amount of experience	

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	sales numbers achieved by a manager	
rrect Answer	O how well a manager utilizes resources	

nanswered	Question 70	/ 1 pts
	The three types of management skills are interpersonal, decision making, and skills.	ion-
rrect Answer	O technical	
	time management	
	analytical	
	O conceptual	

nanswered	Question 71	0 / 1 pts
	Interpersonal skills are sometimes referred to as sk	ills.
	O intuitive	
rrect Answer	O soft	
	O hard	
	O tangible	

nanswered Question 72 0 / 1 pts

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	Which management skill involves the ability to think critically and conceptualize situations?
	O technical
	time management
rrect Answer	O decision-making
	O interpersonal

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

nanswered Question 74 0 / 1 pts

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

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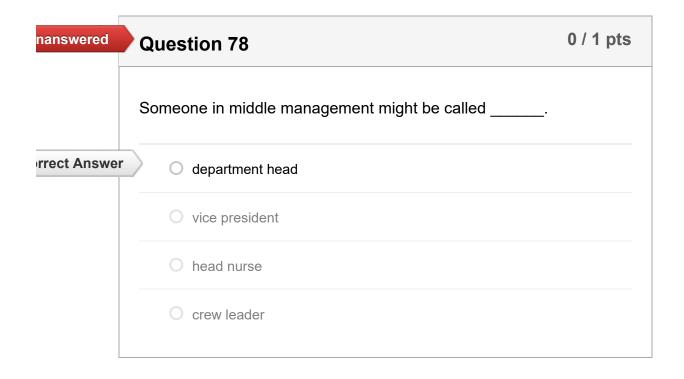
	O leading	
ect Answer	O controlling	
	Oplanning	
	O organizing	
nswered	Question 75	0 / 1 pts
	Many managers are called because they perform because the performance they perform because the performance they perform because the performance the perform	both
ect Answer	O working managers	
	employee managers	
	O team leaders	
	O functional managers	
		0/4 242
nswered	Question 76	0 / 1 pts
nswered	Question 76 How does a manager play the role of an entrepreneur in ar organization?	
	How does a manager play the role of an entrepreneur in ar	n
ect Answer	How does a manager play the role of an entrepreneur in ar organization?	ents

by representing the organization or their department during

transactions

0	by taking	corrective	actions	during	disputes	or	crisis	situations	3

nanswered	Question 77	0 / 1 pts				
	Managers play the role when they interact with people outside of their unit to gain information or favors.					
	Odisseminator					
	O negotiator					
	O figurehead					
rrect Answer	O liaison					



A responsibility of top managers is _____.

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

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nanswered	Question 80	0 / 1 pts
	Which title could apply to a first-line manager?	
	O operations manager	
	vice president	
	O regional manager	
rrect Answer	O supervisor	

swered	Question 82	ots
	The need for skills remains fairly constant at all three level of management.	S
	O decision-making	
	O organizational	
t Answe	o interpersonal	
	O technical	
swered	Question 83	ots
	Daven has availlent de sision realise a sign Till 199	
	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.	
t Answe	required if Raven wishes to one day become a manager, where the need for such skills is greater than it is at other levels. O functional	
t Answe	required if Raven wishes to one day become a manager, where the need for such skills is greater than it is at other levels. O functional	
t Answe	required if Raven wishes to one day become a manager, where the need for such skills is greater than it is at other levels. O functional O top-level	
t Answe	required if Raven wishes to one day become a manager, where the need for such skills is greater than it is at other levels. of the functional of the first-line of the	ots

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	technical skills are usually most important	
	interpersonal skills are usually most important	
	O decision-making skills are usually most important	
ect Answer	the mix required varies from organization to organiz	zation
inswered	Question 85	0 / 1 pts
	Horacio has been promoted from first-line manager to manager. He has spent most of his time leading and now as a middle manager, he can expect to spend _ each of the four management functions.	controlling, but
	O zero	
	O less	
	O more	
ect Answer	O equal	
nswered	Question 86	0 / 1 pts
	One reason the knowledge of the history of manager is to	ment is important
rect Answer	avoid repeating mistakes	
	impress in a job interview	
	 understand the practitioners 	

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improve training ability		

nanswered	Question 87	0 / 1 pts
	The early literature on management was not written by rese but by management practitioners, who attempted to describ	
	O classical management theories	
rrect Answer	basic principles of management	
	 current developments in the industry 	
	O principles of management efficiency	

nanswered	Question 88	0 / 1 pts
-	The original goal of scientific management was to	
	 ensure fair treatment of employees 	
	 stop job specialization 	
rrect Answei	o maximize job performance	
	o scientifically interact with employees	

Taylor's scientific management principles include _____.

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	resolving conflicts in an integrative way
	 ensuring fair treatment of employees
rrect Answer	O planning and scheduling work
	maximizing worker motivation
rrect Answer	O planning and scheduling work

nanswered	Question 90	0 / 1 pts
	Henri Fayol identified	
	six scientific management principles	
	O seven management analysis tools	
rrect Answe	five management functions	
	O four management theories	

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.

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

nanswered	Question 92	0 / 1 pts
	What was the aim of Weber's bureaucracy concept?	
	to develop guidelines and protocols for faster conflict resoluti	on
rrect Answer	to create rules and procedures for faster and more consistent management	
	o to clarify classical theories from behavioral theories of managem	ent
	O to distinguish employee operating functions from managerial acti	vities

According to Elton Mayo's Hawthorne studies, treating people well and meeting their needs often resulted in _____. greater profits better problem solving lower turnover increased performance

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

Which management practice uses quantitative techniques to improve products and increase the efficiency of production? rrect Answer operations management information management operations research

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

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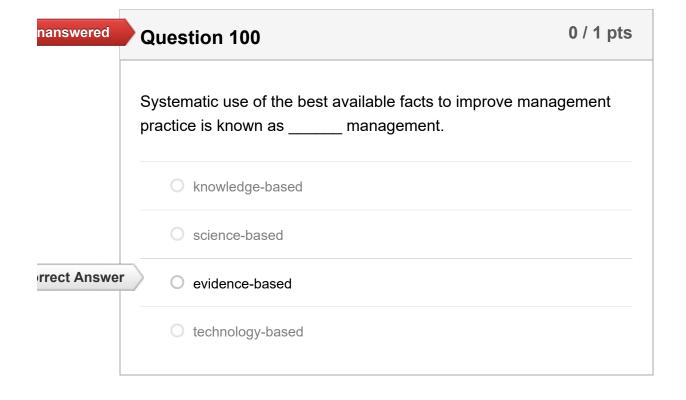
	It provides a deeper look into the psyche of contemporary workers and what motivates them.
	It introduces the concept of diversity in the workplace and identifies different ways of managing diverse groups.
	It offers new ways of thinking about efficiency and productivity related to managing job tasks.
rrect Answer	It takes a holistic view of organizations and examines how all parts are interconnected.

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

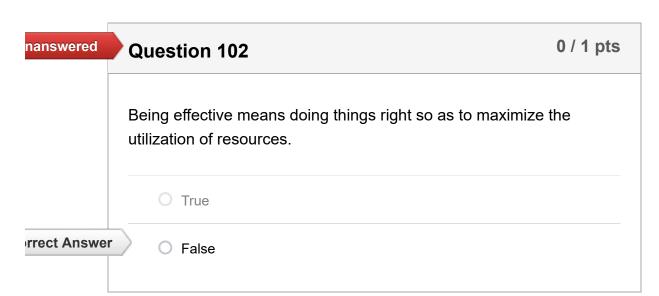
The goal of knowledge management is to share knowledge in order to _____. | Description of the better manage diversity | Description of the continuously improve products and processes | Description of the continuously improve products and processes | Description of the continuously improve products and processes | Description of the continuously improve products and processes | Description of the continuously improve products and processes | Description of the continuously improve products and processes | Description of the continuously improve products and processes | Description of the continuously improve products and processes | Description of the continuously improve products and processes | Description of the continuously improve products and processes | Description of the continuously improve products and processes | Description of the continuously improve products and processes | Description of the continuously improve products and processes | Description of the continuously improve products and processes | Description of the continuously improve products and processes | Description of the continuously improve products and processes | Description of the continuously improve products and processes | Description of the continuously improve products and processes | Description of the continuously improve products and processes | Description of the continuously improve products and processes | Description of the continuously improve products and processes | Description of the continuously improve products and processes | Description of the continuously improve products and processes | Description of the continuously improve products | Description of the continuously | Description of the continuously improve products | Description of the continuously improve products | Description of the continuously improve products | Description of the continuously improv

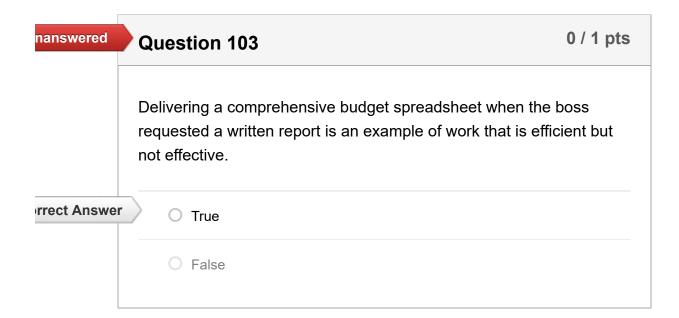
ensure that goods are continuously produced
O respond to domestic competition

nanswered	Question 99 0 / 1 pts	•
	What is the goal of a learning organization?	
	o to minimize change in the organization	
	to identify global opportunities and be competitive in a global market	
rrect Answe	to engage all employees in identifying and solving problems	
	to use integrating teams to reduce operating costs	



nanswered	Question 101	0 / 1 pts
	America's focus on individualism tends to make people unha their professional lives.	ppier in
rrect Answei	O True	
	O False	



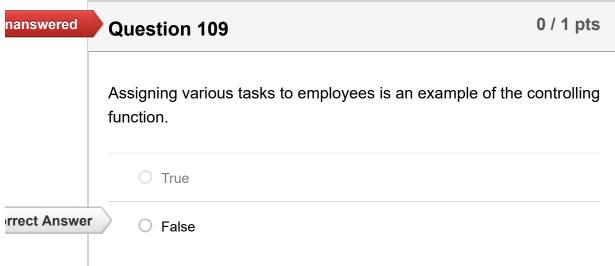


Question 104 0 / 1 pts

nanswered

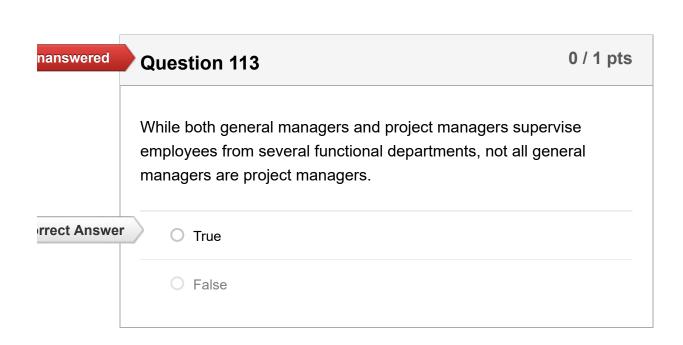
	Technical skills are more important for employees than for	managers.
rrect Answer	O True	
	O False	
		0 / 4 mto
nanswered	Question 105	0 / 1 pts
	Organizing is typically the starting point in the managemen	nt process.
	O True	
rrect Answer	O False	
nanswered	Question 106	0 / 1 pts
	Leading is the process of telling employees what to do.	
	O True	
rrect Answer	O False	
nanswered	Question 107	0 / 1 pts
	Explaining the benefits of new procedures to employees is example of the leading function.	s an
rrect Answer	O True	
	O False	

nanswered	Question 108	0 / 1 pts
	An important part of controlling is monitoring and measuring progress.	g
rrect Answei	O True	
	O False	
L		



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

answered	Question 111	0 / 1 pts
	Managers perform the management functions in a linear o starting with planning and ending with controlling.	rder,
	O True	
rect Answe	r O False	
answered	Question 112	0 / 1 pts
	Middle managers can be either general or functional mana	igers.
ect Answe	r O True	



False

nanswered 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.
rrect Answei	True
	O False

nanswered	Question 115	0 / 1 pts
	A manager's job in a not-for-profit organization is typically volume different from a manager's job in a for-profit organization.	'ery
	O True	
rrect Answer	O False	

Quiz Score: 0 out of 115