MGMT 11th edition Williams Test Bank

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TRUE/FALSE

1 : For most of humankinds history, people have commuted to and from their place of work.
A : true
B : false

Correct Answer : B

2 : A major change that took place during the Industrial Revolution was that highly skilled artisans took over the jobs of low-skilled laborers.
A : true
B : false

Correct Answer : B

3 : Frank and Lillian Gilbreth used motion-picture films to analyze jobs.
A : true
B : false

Correct Answer : A

4 : Motion study involved timing how long it took good workers to complete each part of their jobs.
A : true
B : false

Correct Answer : B

5 : A Gantt chart indicates informal communication paths.
A : true
B : false

Correct Answer : B

6 : A Gantt chart shows tasks on the x-axis and time in various units on y-axis.
A : true
B : false

Correct Answer : B

7 : Gantt charts were revolutionary in the era of seat-of-the-pants management because of the detailed planning information they provided.
A : true
B : false

Correct Answer : A

8 : In his work with companies, Henry Gantt found that workers achieved their best performance levels if they were trained first.
A : true
B : false

Correct Answer : A

9 : The Hawthorne Studies demonstrated that financial incentives were the most important motivator for workers.
A : true
B : false

Correct Answer : B

10 : In general, operations management uses a qualitative approach to find ways to increase productivity, improve quality, and manage or reduce costly inventories.
A : true
B : false

Correct Answer : B

11 : Contingency is the amount and number of raw materials, parts, and finished products that a company has in its possession.
A : true
B : false

Correct Answer : B

12 : One of the most commonly used operations management tools is cognitive mapping, which is used to better understand the psychology of the workers in an organization.
A : true
B : false

Correct Answer : B

13 : For most of recorded history, information has been costly, difficult to obtain, and slow to spread.
A : true
B : false

Correct Answer : A

14 : One of the first technologies to truly revolutionize the business use of information was a stone tablet.
A : true
B : false

Correct Answer : B

15 : Chester Barnard invented the printing press.
A : true
B : false

Correct Answer : B

16 : Businesses have always looked for information technologies that would speed access to timely information.
A : true

B : false

Correct Answer : A

17 : A systems approach to management encourages managers to view each division as a separate, vital entity.
A : true
B : false

Correct Answer : B

18 : Nearly all organizations should be viewed as open systems that interact with their environments and depend on them for survival.
A : true
B : false

Correct Answer : A

19 : The contingency approach to management clearly states that all management ideas or practices are universal.
A : true
B : false

Correct Answer : B

20 : One of the practical implications of the contingency approach to management is that management is much harder than it looks.
A : true
B : false

Correct Answer : A

MULTIPLE CHOICE

21 : _____ were the first to recognize the need for submitting written requests.
A : Sumerians
B : Egyptians
C : Persians
D : Venetians

Correct Answer : B

22 : _____ was the first to use witnesses in legal cases.
A : Hammurabi
B : al-Farabi
C : Cyrus
D : Cato

Correct Answer : A

23 : Which of the following was al-Farabis contribution to management thought and practice?

A : Job descriptions
B : Leadership traits
C : Organizational structures
D : Human relations

Correct Answer : B

24 : The first individual to list managerial traits was _____.
A : al-Farabi
B : Ghazali
C : Sun Tzu
D : Barbarigo

Correct Answer : B

25 : Which of the following is true of jobs and organizations during the Industrial Revolution?
A : Jobs were performed in fields, homes, or small shops.
B : Managers realized the importance of customer relations.
C : Unskilled laborers running machines began to replace high-paid, skilled artisans.
D : Cottage laborers worked with each other out of small homes that were often built in a semicircle and did not need management.

Correct Answer : C

26 : Which of the following best defines scientific management?
A : It is the thorough studying and testing of different work methods to identify the best, most efficient way to complete a job.
B : It is the set of moral principles or values that defines right and wrong for a person or a group.
C : It is the behavior that conforms to a societys accepted principles of right and wrong.
D : It is maintaining planning flexibility by making small, simultaneous investments in many alternative plans.

Correct Answer : A

27 : When workers deliberately slow their pace or restrict their work output, it is known as _____.
A : soldiering
B : policing
C : whistle-blowing
D : accommodation

Correct Answer : A

28 : The workers of Tight Footing, a tile manufacturing plant, wanted a raise. However, the management did not want to give the workers a raise. The workers started taking longer breaks and did little to no work for the next two weeks. In the context of scientific management, this behavior of the workers is known as _____.
A : soldiering
B : policing
C : whistle-blowing
D : accommodation

Correct Answer : A

29 : Trey Tires is going to merge with Big Spokes, and the merger will result in layoffs. As a result, the workers are not happy. They start doing less work and waste their time by taking frequent breaks. In the context of scientific management, this behavior of the workers is known as _____.
A : soldiering
B : policing
C : whistle-blowing
D : accommodation

Correct Answer : A

30 : Jane and her team members started working overtime but worked slower and deliberately introduced errors in the work they were given. In the context of scientific management, this behavior of the workers is known as _____.
A : soldiering
B : policing
C : whistle-blowing
D : accommodation

Correct Answer : A

31 : The employees of Wingim Corp. were unhappy with the new policies that were introduced by the management, so they decided to rebel against the company. The employees started coming late and left before completing their shifts. In the context of scientific management, this behavior of the employees is known as _____.
A : soldiering
B : policing
C : whistle-blowing
D : accommodation

Correct Answer : A

32 : The management of Won League Lotteries was planning to shut down one of its offices. This shutdown was going to result in layoffs, and the employees were not happy. The employees stopped picking up client calls and started leaving work before completing their eight-hour shifts. In the context of scientific management, this behavior of the employees is known as _____.
A : soldiering
B : policing
C : whistle-blowing
D : accommodation

Correct Answer : A

33 : Clark wanted his workers to work for twelve hours every day instead of the eight hours they were supposed to. The workers were not pleased with this and started to work for only six hours a day. In the context of scientific management, this behavior of the workers is known as _____.
A : soldiering
B : policing
C : whistle-blowing
D : accommodation

Correct Answer : A

34 : A(n) _____ is a group member whose work pace is significantly faster than the normal pace in his or her group.
A : rate buster
B : soldier
C : bureaucrat
D : opinion leader

Correct Answer : A

35 : Jane always finishes the work assigned to her before her team members. Her performance never dropped even when she was working on different projects with different teams. In the context of scientific management, Jane can be considered a(n) _____.
A : rate buster
B : soldier
C : bureaucrat
D : opinion leader

Correct Answer : A

36 : Temp Trove rewards the employee who completes his or her projects before the due date by giving ten percent of his or her basic pay as incentives. In this scenario, Temp Trove is rewarding the employee who is considered a(n) _____.
A : rate buster
B : soldier
C : bureaucrat
D : opinion leader

Correct Answer : A

37 : Lenny finishes his work 30 percent faster than his coworkers. In the context of scientific management, Lenny is a(n) _____.
A : rate buster
B : soldier
C : bureaucrat
D : opinion leader

Correct Answer : A

38 : Bill manages to complete every project he is involved in before its deadline. In the context of scientific management, Bill can be considered a(n) _____.
A : rate buster
B : soldier
C : bureaucrat
D : opinion leader

Correct Answer : A

39 : Hodge finishes his work before its scheduled end date so that he can help his colleagues who are lagging behind. In the context of scientific management, Hodge is a(n) _____.
A : rate buster
B : soldier

C : bureaucrat
D : opinion leader

Correct Answer : A

40 : Winston was promoted thrice in the very first year of his service. His managers stated that he was the fastest worker they have ever managed and that the quality of his work was second to none. In the context of scientific management, Winston is a(n) _____.
A : rate buster
B : soldier
C : bureaucrat
D : opinion leader

Correct Answer : A

41 : In the context of scientific management, who among the following is a rate buster?
A : Jasmine, who completes her work before its due date
B : Samantha, who is always the first one to reach her workplace
C : Jamie, who is the most sociable member in his team
D : Peter, who is the most experienced member of his team

Correct Answer : A

42 : In the context of Frederick W. Taylors four principles of scientific management, which of the following is a difference between the first principle and the third principle?
A : In the first principle, managers are instructed to cooperate with employees to ensure the implementation of scientific principles, whereas in the third principle, managers are required to divide work and responsibility equally between management and workers.
B : The first principle is to develop a science for each element of work, whereas the third principle instructs managers to cooperate with employees to ensure that scientific principles are actually implemented.
C : In the first principle, managers are required to scientifically select, train, teach, and develop workers to help them reach their full potential, whereas in the third principle, managers are required to determine the best way to do work.
D : The first principle is to divide work and responsibility equally between management and workers, whereas the third principle guides managers to scientifically select, train, teach, and develop workers to help them reach their full potential.

Correct Answer : B

43 : Which of the following is a similarity between Frederick W. Taylor and Lillian Gilbreth?
A : They both used film cameras to analyze jobs.
B : They both developed time study.
C : They both proposed giving workers longer work hours and fewer breaks.
D : They both strove to simplify work.

Correct Answer : D

44 : One of the objectives of the motion study conducted by Frank and Lillian Gilbreth was to:
A : extend the duration of time required to complete a task.
B : increase the number of motions required to complete a task.
C : foster soldiering among workers.
D : improve the productivity of workers.

Correct Answer : D

45 : _____ invented the microchronometer.
A : Chester Barnard
B : Frank Gilbreth
C : Elton Mayo
D : Max Weber

Correct Answer : B

46 : Which of the following statements is true of bureaucracy?
A : It is based on the belief that management can be taught to others.
B : It allows political connections to determine an individuals power base within organizations.
C : It allows people to lead by virtue of their rational-legal authority.
D : It relies on scheduled, periodic corrective actions to operate efficiently.

Correct Answer : C

47 : Which of the following is true of bureaucratic organizations?
A : Tasks, responsibilities, and authority are not divided clearly.
B : Promotion within a company is based on who one knows.
C : The owners of an organization manage or supervise the organization.
D : Employees are hired on the basis of their technical training.

Correct Answer : D

48 : According to the elements of bureaucratic organizations, which of the following should be a criterion for promoting employees?
A : Relationship with the managers
B : Physical appearance
C : Experience or achievement
D : Political influence

Correct Answer : C

49 : In _____, managers are supposed to influence employee behavior by fairly rewarding or punishing employees for compliance or noncompliance with organizational policies, rules, and procedures.
A : bureaucracies
B : anarchies
C : monarchies
D : aristocracies

Correct Answer : A

50 : Unlike a monarchy, the aim of bureaucracy is to:
A : protect the authority of royal leaders.
B : assign positions to leaders by virtue of birthright.
C : achieve an organizations goals in the most efficient way possible.
D : promote individuals based on their personal or family connections.

Correct Answer : C

51 : Unlike patriarchal organizations, bureaucratic organizations:
A : do not have a grievance redressal system for employees.
B : promote employees based on who they know.
C : hire people based on their technical training or education.
D : do not have a chain of command.

Correct Answer : C

52 : Unlike monarchical organizations, bureaucratic organizations:
A : promote employees based on their experience or achievements.
B : prefer company owners over professional managers for supervision.
C : vest authority in people rather than in task-defined positions.
D : hire people because of their family or political connections.

Correct Answer : A

53 : Which of the following is true of the chain of command in Max Webers bureaucracy?
A : People in lower positions are protected by a grievance procedure.
B : Organizational owners have the right to hire and fire employees.
C : Organizational owners decide on who should be promoted.
D : Tasks and responsibilities are clearly defined and divided.

Correct Answer : A

54 : According to bureaucratic management, _____ should supervise an organization to reduce favoritism.
A : creditors
B : business partners
C : professional managers
D : shareholders

Correct Answer : C

55 : When viewed in historical context, Max Webers ideas about bureaucracy show that:
A : arbitrary decision making supplanted logical rules and procedures in organizations.
B : personal gain scored over efficiency in organizations.
C : fairness supplanted favoritism in organizations.
D : political connections were given preference over merit for promotions in organizations.

Correct Answer : C

56 : Which of the following is a bureaucratic organization?
A : UJeans, which hires people based on their qualifications and skills
B : Chilled Diner, which promotes employees based on their social connections
C : Jonis Jumpers, where the owner manages and supervises the company
D : PaintedOn Inc., where organizational rules and procedures are changed every day

Correct Answer : A

57 : Reginald is part of the sales team of his company. His team members listen to his instructions and look up to him because he has been with the company for five years and has been consistent in meeting his sales targets every month. Which of the following does Reginald

lead by to control his teammates?
A : Synergy
B : Coercion
C : Bureaucracy
D : Monarchy

Correct Answer : C

58 : Ron is the head of the finance department of his company. He has worked with many companies and has handled numerous accounts. His team members never question his decisions and approach him when they need guidance. Which of the following does Ron lead by to control his teammates?
A : Synergy
B : Coercion
C : Bureaucracy
D : Monarchy

Correct Answer : C

59 : Betty worked in the accounts department of her company for four years. Her company started a risk management team and asked Betty to join the team. Everyone in the team, apart from Betty, was either new to the company or fairly inexperienced. When her team members learned more about Bettys qualification and the number of years she has been with the company, they automatically started following her lead and did as she asked them to. Which of the following does Betty lead by to control his teammates?
A : Bureaucracy
B : Coercion
C : Synergy
D : Patriarchy

Correct Answer : A

60 : Jameson and Harrison were both eligible for promotion. However, Patrick, their manager, decided to promote Harrison because he had been with the company for six years and was a more consistent performer than Jameson. Which of the following did Patrick lead by to promote Harrison?
A : Bureaucracy
B : Coercion
C : Synergy
D : Patriarchy

Correct Answer : A

61 : Peter and Mary applied for a job at Ben&Jens Restaurant. Peter was friends with the owner of the restaurant, but Mary was better qualified and had experience working at another restaurant. The recruiting manager decided to hire Mary even though Peter was referred by the owner. Which of the following did the recruiting manager lead by to hire Mary?
A : Bureaucracy
B : Coercion
C : synergy
D : patriarchy

Correct Answer : A

62 : Which of the following organizations is a bureaucratic organization?
A : Trollies Inc., where employees do not have a reporting manager
B : Crokers, where the owner decides whom to hire and dismiss
C : Senergy, where each employee reports to an employee at a higher position
D : Terkies Turkeys, where tasks and responsibilities are not clearly defined

Correct Answer : C

63 : Prince&Princess Clothing has clear-cut rules for its employees. The roles of each employee are clearly defined, and every employee has someone he or she reports to. Based on the given information, Prince&Princess Clothing is a _____.
A : bureaucratic organization
B : flat organization
C : monarchy
D : patriarchy

Correct Answer : A

64 : Chandler is the owner of a book manufacturing company. He does not take part in the management of his company and has hired several managers to manage the various departments of the company. Based on the given information, Chandlers book manufacturing company is a _____.
A : bureaucratic organization
B : flat organization
C : monarchy
D : patriarchy

Correct Answer : A

65 : Jasons manager was making him work overtime and refusing to pay him for the extra hours he was putting in. Jason approached the director of the company and explained his situation to him. The director took appropriate action against Jasons manager, reduced Jasons work hours, and paid him for the extra time he had earlier put in. Based on the given information, Jasons company is most likely a _____.
A : bureaucratic organization
B : flat organization
C : monarchy
D : patriarchy

Correct Answer : A

66 : Samson is an engineer at Ket Technologies. Samson sends daily reports about his work to Bryce, his team leader. Bryce reports the performance of the team to Jasmine, the area manager. Jasmine reports the performance of every team leader to Macy, the technical lead of the company. In this scenario, the form of management followed by Ket Technologies is _____.
A : bureaucratic
B : flat
C : favoritism
D : patriarchy

Correct Answer : A

67 : Kevin owns a restaurant. He does not hire or dismiss his employees and has a dedicated team that handles the hiring of chefs and other workers. Tasks and responsibilities of every employee are well defined and documented. Based on the given information, Kevins restaurant is a _____.
A : bureaucratic organization
B : flat organization
C : low-key organization
D : patriarchy organization

Correct Answer : A

68 : _____ developed the 14 principles of management.
A : Henri Fayol
B : Max Weber
C : Frank Gilbreth
D : Elton Mayo

Correct Answer : A

69 : Identify a true statement about Henry Fayol.
A : He believed that management can and should be taught to others.
B : He developed time study to what could be considered a fair days work.
C : He proposed the idea of bureaucratic organizations.
D : He invented the microchronometer.

Correct Answer : A

70 : According to Henri Fayols principles of management, _____ advocates that each employee should report to and receive orders from just one boss to avoid confusion and conflict.
A : unity of direction
B : centralization
C : remuneration
D : unity of command

Correct Answer : D

71 : According to Henri Fayols principles of management, which of the following is true of unity of direction?
A : All employees should report to and receive orders from just one boss.
B : Employees must put the organizations interests and goals before their own.
C : There should be no overlapping responsibilities for the employees.
D : One person and one plan should be used in deciding the activities to be carried out.

Correct Answer : D

72 : According to Henri Fayols principles of management, _____ advocates that compensation should be fair and satisfactory to both the employees and the organization.
A : initiative
B : centralization
C : equity
D : remuneration

Correct Answer : D

73 : According to Henri Fayols fourteen principles of management, order can be achieved in an organization by:
A : promoting individuals based on their political connections.
B : resolving conflicts through the process of compromise.
C : having a place for everyone and having everyone in his or her place.
D : completely centralizing the process of decision making.

Correct Answer : C

74 : Mary Parker Follett believed that the best way to deal with conflict was _____.
A : integration
B : domination
C : coercion
D : compromise

Correct Answer : A

75 : _____ is an approach to dealing with conflict in which one party satisfies its desires and objectives at the expense of the other partys desires and objectives.
A : Resolution
B : Integration
C : Domination
D : Negotiation

Correct Answer : C

76 : Two companies operating from the same building have a conflict over the parking facilities available to their employees. They fail to come to a conclusion beneficial to both the companies. Eventually, the company with fewer number of employees loses the conflict, and it is forced to stop using the parking facilities. In the given scenario, which of the following methods did the company use to resolve the conflict?
A : Integration
B : Domination
C : Accommodation
D : Mediation

Correct Answer : B

77 : Two companies that operate from the same building have a conflict over the buildings basement parking facilities. They fail to resolve the conflict, and the company that pays more rent gets the benefit of basement parking. The other company is forced to ask its employees to park their vehicles outside the building. This scenario best exemplifies _____.
A : integration
B : domination
C : accommodation
D : mediation

Correct Answer : B

78 : The management of Krane Software makes all its employees work overtime when they do not meet the desired levels of productivity. The management does not pay the employees for the overtime and dismisses anyone who asks for a raise. Which of the following concepts does

the scenario exemplify?
A : Integration
B : Domination
C : Accommodation
D : Mediation

Correct Answer : B

79 : The management of Telsey Corp. gives additional funds to only the team that performed the best in the last quarter. Funds are not given to other teams even when they need them. Which of the following concepts does this scenario exemplify?
A : Integration
B : Domination
C : Accommodation
D : Mediation

Correct Answer : B

80 : Two companies that operate from the same building have a conflict over the space available for their employees to have lunch during lunch hours in the buildings cafeteria. They fail to resolve the conflict, and the company that pays more rent gets the benefit of using the cafeteria during lunch hours. The other company is forced to ask its employees to use the cafeteria outside of lunch hours. This scenario best exemplifies _____.
A : integration
B : domination
C : accommodation
D : mediation

Correct Answer : B

81 : The management at Yellow Wheels believes that employees are easily replaceable and that they should be replaced when they no longer add value to the company. When a group of employees approached the management and asked for a raise, they got laid off and the company hired new employees to replace them. In this scenario, the approach used by Yellow Wheels is known as _____.
A : mediation
B : domination
C : integration
D : collaboration

Correct Answer : B

82 : Two managers in a company have a conflict over the resources required to complete their new projects. Both the managers want all the top-performing employees of the firm to work in their projects. Eventually, they arrive at a decision where they equally share the number of top-performing employees. In the given scenario, which of the following methods did the managers use to resolve the conflict?
A : Domination
B : Coercion
C : Compromise
D : Mediation

Correct Answer : C

83 : Two teams in a company have a conflict over which team will work on a lucrative project. Both teams want to work on the project. Eventually, they decide to work together on the project and share the credit for its completion. In the given scenario, which of the following methods did the teams use to resolve the conflict?
A : Domination
B : Coercion
C : Compromise
D : Mediation

Correct Answer : C

84 : The workers at a furniture manufacturing plant demanded a 30 percent raise and two additional days off every month. The workers went on strike when the management refused to meet their demands. After two days, the management decided to give the workers a 15 percent raise and one additional day off every month and the workers ended their strike. Which of the following concepts does this scenario illustrate?
A : Domination
B : Compromise
C : Despotism
D : Repression

Correct Answer : B

85 : The sales department of Trade Fort was short of employees, and the marketing department was short of funds for one of its new projects. Both teams came to an agreement in which the sales department lent funds to the marketing team and some members of the marketing team helped the sales team with its project. Both teams managed to get close to their requirements but not meet them entirely. Which of the following concepts does this scenario illustrate?
A : Domination
B : Compromise
C : Despotism
D : Repression

Correct Answer : B

86 : The marketing team of Kyns Technologies needed more funds to carry out market research for one of its new products. The research and development team also needed funds to improve the companys existing products. The teams decided to split the companys funds so that both teams could use them, but not optimally. Which of the following concepts does this scenario illustrate?
A : Domination
B : Compromise
C : Despotism
D : Repression

Correct Answer : B

87 : According to Mary Parker Follett, in the context of constructive conflict and coordination, _____ involves invention.
A : domination
B : integration
C : coercion

D : compromise

Correct Answer : B

88 : Raonic Inc. and Svet Corp. were combined to form a new organization, thereby eliminating domination of one over the other. This resulted in the newly formed organization securing a better place in the market. Which of the following concepts does this scenario illustrate?
A : Domination
B : Compromise
C : Despotism
D : Integration

Correct Answer : D

89 : Third Major Corp. lost a lot of its employees when its competitor offered them more pay. Two of Third Majors teams were short of employees, and the company decided to combine the teams to form a new team. The new team managed to complete the companys projects and helped the company in securing a good position in the market. This scenario exemplifies _____.
A : domination
B : compromise
C : despotism
D : integration

Correct Answer : D

90 : Unlike domination, integrative conflict resolution tries to resolve conflicts by:
A : making one party wait for the other party to complete their goals.
B : making both parties work together to find an alternative that meets the needs of both.
C : making both parties reach a compromise, where each side gives up some of what it wants.
D : allowing one party to influence the other, where one side wins and the other side loses.

Correct Answer : B

91 : Which of the following statements is true of Mary Parker Follett?
A : She believed that giving orders involves discussing instructions and dealing with resentment.
B : She emphasized that the best way to deal with conflict is domination.
C : She cast power as over rather than with others.
D : She believed that authority flows from position rather than from job knowledge and experience.

Correct Answer : A

92 : The Hawthorne Studies showed how _____ can influence work.
A : organizational codes of ethics
B : workers feelings
C : work quotas
D : merit-based promotions

Correct Answer : B

93 : The Hawthorne Studies showed that _____.
A : the workplace is much simpler than previously thought
B : financial incentives are the most important motivators of work

C : workers feelings and attitude do not affect their work
D : work performance is affected by group dynamics

Correct Answer : D

94 : Which of the following management theorists provided managers with a better understanding of the effect that group social interactions and employee satisfaction have on individual and group performance?
A : Henri Fayol
B : Max Weber
C : Elton Mayo
D : Chester Barnard

Correct Answer : C

95 : _____ proposed a comprehensive theory of cooperation in formal organizations.
A : Max Weber
B : Mary Parker Follett
C : Elton Mayo
D : Chester Barnard

Correct Answer : D

96 : According to Chester Barnard, in the context of cooperation and acceptance of authority, which of the following statements is true of a zone of indifference?
A : In this zone, managerial directives are not understood.
B : In this zone, managerial directives are inconsistent with the organizations purpose.
C : In this zone, managerial authority is automatically accepted.
D : In this zone, managerial authority is challenged.

Correct Answer : C

97 : According to Chester Bernard, people will be indifferent to managerial directives or orders if they:
A : come from a peer rather than a senior.
B : are consistent with the purpose of an organization.
C : are incompatible with the peoples personal interests.
D : cannot be carried out by those people.

Correct Answer : B

98 : Referring to the fiction of superior authority, _____ believed that workers ultimately grant managers their authority.
A : Chester Barnard
B : Max Weber
C : Charles Clinton Spaulding
D : Elton Mayo

Correct Answer : A

99 : _____ is the amount and number of raw materials, parts, and finished products that a company has in its possession.
A : Throughput

B : Cabotage
C : Contingency
D : Inventory

Correct Answer : D

100 : Jeks WoodWorks is a furniture company. It stores its hardwood lumber, plywood, particleboard, softwood lumber, and other materials used in manufacturing furniture in a warehouse. In the context of operations management, Jeks WoodWorks uses the warehouse to store its _____.
A : throughput
B : information systems
C : contingency systems
D : inventory

Correct Answer : D

101 : Polyton Fabrics uses a variety of raw materials such as cotton, polyester, and clothing dye while manufacturing clothes. In the context of operations management, the raw materials used by Polyton Fabrics are its _____.
A : throughput
B : information systems
C : contingency systems
D : inventory

Correct Answer : D

102 : Shroden is a consumer goods manufacturer. It manufactures cookies, batteries, toothpaste, and soap. In the context of operations management, the goods manufactured by Shroden are its _____.
A : throughput
B : information systems
C : contingency systems
D : inventory

Correct Answer : D

103 : Krisp Bite, a breakfast cereal manufacturer, has a storage facility to store sugar, corn, wheat, oats, rice, and barley before they are processed into cereal. In the context of operations management, Krisp Bite uses the storage facility to store its _____.
A : throughput
B : information systems
C : contingency systems
D : inventory

Correct Answer : D

104 : Shane Motors keeps its automobile parts in a storage facility near its assembly and manufacturing plant. In the context of operations management, Shane Motors uses the storage facility to hold its _____.
A : throughput
B : information systems
C : contingency systems

D : inventory

Correct Answer : D

105 : The _____ is derived from theoretical models in biology and social psychology developed in the 1950s and 1960s.
A : information approach to management
B : systems approach to management
C : contingency approach to management
D : operations approach to management

Correct Answer : B

106 : In the context of organizational systems, _____ are smaller systems that operate within the context of a larger system.
A : multi-agent systems
B : meta-systems
C : subsystems
D : transcendental systems

Correct Answer : C

107 : Laveall has created seven global product divisionsfragrances, baby care, batteries, oral care, mens grooming, convenience foods, and detergentsand three marketing divisionsone for North America, one for Asia, and one for Europe. In the context of the systems approach to management, these ten divisions are examples of _____.
A : suprasystems
B : nonfunctional systems
C : subsystems
D : closed systems

Correct Answer : C

108 : In a company that produces containers, the employees were divided into two teams to foster competition in order to increase production. Each team produced 100 containers per day. When the managers of the company integrated the two teams into one, they found that the number of containers produced per day was 300. This was due to the increased division of labor and coordination among the employees. This approach is an example of _____.
A : dominance
B : synergy
C : anarchy
D : compromise

Correct Answer : B

109 : Fresnas Inc. is a company that manufactures bottles. Initially, the employees were divided into two teams to make it easier for the company to manage them. Each team produced 200 bottles per day. When the managers of the company integrated the two teams into one, the number of bottles produced per day was 500. This was due to the better coordination among the employees. This approach is an example of _____.
A : dominance
B : synergy
C : anarchy

D : compromise

Correct Answer : B

110 : Jeffs Pizzeria can handle 30 orders during the day. It wanted to increase this number, so it started making its delivery boys do minor chores in the kitchen when they were not out for delivery and made some of the chefs pick up customers calls. This doubled the number of orders Jeffs Pizzeria could handle. This approach is an example of _____.
A : dominance
B : synergy
C : anarchy
D : compromise

Correct Answer : B

111 : Ortein, a shoe manufacturing company, wanted to cut costs and hence laid off half its employees from two of its departments. It then made the departments share free resources with each other. This sharing of resources led to the company improving the overall productivity of the two departments, and it also helped in reducing costs. This approach is an example of _____.
A : dominance
B : synergy
C : anarchy
D : compromise

Correct Answer : B

112 : A software company had to lay off many of its employees across the world in order to cut overhead costs. After the layoffs, the available resources among all the departments of the organization were globally shared. This led to the company improving its overall productivity. This approach is an example of _____.
A : dominance
B : synergy
C : anarchy
D : compromise

Correct Answer : B

113 : The marketing team of Kreshmart was not happy with the employees that the recruitment team was hiring. The higher management of the company decided to let a few members from the marketing team sit in for the interviews and give their input on the applicants. This reduced the workload of the recruitment team and allowed the marketing team to pick better members. This approach is an example of _____.
A : dominance
B : synergy
C : anarchy
D : compromise

Correct Answer : B

114 : In the context of systems management, unlike open systems, closed systems:
A : interact with and depend on their environments for survival.
B : use synergy to communicate with their external environments.

C : can function without interacting with their environments.
D : can function as a whole without their elements being interrelated.

Correct Answer : C

115 : Which of the following statements is true of a systems view of organizations?
A : It encourages managers to focus on managing the daily production of goods and services rather than on better communication and cooperation within their organization.
B : The systems approach makes managers acutely aware that good internal management of an organization is more than enough to ensure survival.
C : The systems approach encourages managers to view one part of an organization as separate from the other parts.
D : It forces managers to view their organizations as part of and subject to the competitive, economic, social, technological, and legal/regulatory forces in their environments.

Correct Answer : D

116 : Unlike operations management, a systems view of organizations:
A : forces managers to view their organizations as independent of the competitive, economic, social, technological, and legal/regulatory forces in their environments.
B : makes managers acutely aware that good internal management of the organization is more than enough to ensure survival.
C : forces managers to be aware of how the environment affects specific parts of their organizations.
D : makes managers involve themselves in the management of the daily production of goods and services.

Correct Answer : C

117 : Which of the following is true of a systems view of organizations?
A : It helps managers understand the effect of group social interactions on individual performance.
B : It helps managers understand that good internal management of an organization is enough to ensure survival.
C : It encourages managers to focus on better communication and cooperation within an organization.
D : It forces managers to view their organization as separate, unrelated parts.

Correct Answer : C

118 : According to the _____, the most effective management theory or idea depends on the kinds of problems or situations that managers are facing at a particular time and place.
A : scientific management approach
B : systems approach to management
C : administrative management approach
D : contingency approach to management

Correct Answer : D

119 : Which of the following is a practical implication of the contingency approach to management?
A : Managers can develop quantitative approaches to solve organizational problems.
B : Managers need to spend more time analyzing problems before taking action to fix them.

C : Managers need to group all problems in the same category.
D : Managers can develop a universal management theory to solve all problems.

Correct Answer : B

120 : An implication of the contingency approach to management is that:
A : managers need to spend less time analyzing problems, situations, and employees before taking action to fix them.
B : a companys problems can be quickly and easily solved if its management takes a few simple steps.
C : most management ideas and practices are universal.
D : managers need to look for key possibilities that differentiate todays situation or problems from yesterdays situation or problems.

Correct Answer : D