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SKU: 9781337622882-TEST-BANK

1. Making job assignments is a part of the planning carried out by supervisors.

a. True

b. False

ANSWER: True
POINTS: 1
DIFFICULTY: Easy
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: SPMT.MOSL.15.02.01
NATIONAL STANDARDS: United States - BUSPROG: Analytic
KEYWORDS: Bloom's: Knowledge
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2. Planning involves the use of administrative skills only.

a. True

b. False

ANSWER: False
POINTS: 1
DIFFICULTY: Easy
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: SPMT.MOSL.15.02.02
NATIONAL STANDARDS: United States - BUSPROG: Analytic
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3. As a supervisor, Mark is developing the first step in the planning process for his department. Mark is probably working on the objectives he wants to achieve within his group.

a. True

b. False

ANSWER: True
POINTS: 1
DIFFICULTY: Moderate
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: SPMT.MOSL.15.02.02
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4. Planning means deciding what will be done in the future; planning essentially means looking forward.

a. True

b. False

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ANSWER: True
POINTS: 1
DIFFICULTY: Moderate
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: SPMT.MOSL.15.02.02
NATIONAL STANDARDS: United States - BUSPROG: Analytic
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5. Planning always involves assessing present conditions and making only short term goals.
   a. True
   b. False
ANSWER: False
POINTS: 1
DIFFICULTY: Moderate
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: SPMT.MOSL.15.02.02
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6. Of the managerial functions, planning is most closely related to organizing.
   a. True
   b. False
ANSWER: False
POINTS: 1
DIFFICULTY: Moderate
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: SPMT.MOSL.15.02.02
NATIONAL STANDARDS: United States - BUSPROG: Analytic
KEYWORDS: Bloom's: Comprehension
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7. Effective managers never make assumptions about the future while planning.
   a. True
   b. False
ANSWER: False
POINTS: 1
DIFFICULTY: Easy

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QUESTION TYPE: True / False
HAS VARIABLES: False
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8. It is always advisable for managers to solve problems as they arise rather than to spend working hours making long term plans.
   a. True
   b. False

ANSWER: False
POINTS: 1
DIFFICULTY: Easy
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: SPMT.MOSL.15.02.02
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9. Implementation and evaluation of goals do not form a part of planning.
   a. True
   b. False

ANSWER: False
POINTS: 1
DIFFICULTY: Moderate
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: SPMT.MOSL.15.02.02
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10. The first step in planning is setting an objective or goal.
   a. True
   b. False

ANSWER: True
POINTS: 1
DIFFICULTY: Easy
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: SPMT.MOSL.15.02.02

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11. Scenario planning has a short-term focus and is typically associated with planning at the supervisory level.
    a. True
    b. False
ANSWER: False
POINTS: 1
DIFFICULTY: Moderate
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: SPMT.MOSL.15.02.02
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12. Top managers are more involved in operational planning.
    a. True
    b. False
ANSWER: False
POINTS: 1
DIFFICULTY: Easy
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: SPMT.MOSL.15.02.03
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13. Strategic planning has longer time horizons.
    a. True
    b. False
ANSWER: True
POINTS: 1
DIFFICULTY: Easy
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: SPMT.MOSL.15.02.03
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14. The planning done by top managers is for shorter time periods than the planning done at the supervisory level.
    a. True
    b. False

ANSWER: False
POINTS: 1
DIFFICULTY: Easy
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: SPMT.MOSL.15.02.03
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15. Supervisors are involved with short-term planning that usually spans a timeframe of one day to six months.
    a. True
    b. False

ANSWER: True
POINTS: 1
DIFFICULTY: Easy
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: SPMT.MOSL.15.02.03
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16. Planning at the higher level generally is less complex and involves less uncertainty than planning at supervisory levels.
    a. True
    b. False

ANSWER: False
POINTS: 1
DIFFICULTY: Easy
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: SPMT.MOSL.15.02.03
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17. In any organization, objectives are first needed at the top management level.

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a. True
b. False

ANSWER: True
POINTS: 1
DIFFICULTY: Easy
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: SPMT.MOSL.15.02.04
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18. In a hierarchy of objectives, top managers establish goals that reflect the goals of the middle and supervisory management levels.

a. True
b. False

ANSWER: False
POINTS: 1
DIFFICULTY: Moderate
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: SPMT.MOSL.15.02.04
NATIONAL STANDARDS: United States - BUSPROG: Analytic
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19. Unified planning means that all departments help decide what the plans of the entire organization should be.

a. True
b. False

ANSWER: False
POINTS: 1
DIFFICULTY: Easy
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: SPMT.MOSL.15.02.04
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20. Because objectives focus attention and effort, it is better to have as many objectives as possible that cover not only the important areas but areas which are less important too.

a. True
b. False

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ANSWER: False
POINTS: 1
DIFFICULTY: Moderate
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: SPMT.MOSL.15.02.05
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21. Objectives should be set such that they can be met through average effort.
    a. True
    b. False
ANSWER: False
POINTS: 1
DIFFICULTY: Easy
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: SPMT.MOSL.15.02.05
NATIONAL STANDARDS: United States - BUSPROG: Analytic
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22. Effort expended in one performance area frequently affects another.
    a. True
    b. False
ANSWER: True
POINTS: 1
DIFFICULTY: Easy
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: SPMT.MOSL.15.02.05
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23. In order to preserve managerial authority, supervisors should not involve subordinates in setting objectives.
    a. True
    b. False
ANSWER: False
POINTS: 1
DIFFICULTY: Easy

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QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: SPMT.MOSL.15.02.05
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24. Once objectives have been set, it is necessary for supervisors to follow-up by having progress discussions with employees.

a. True
b. False

ANSWER: True
POINTS: 1
DIFFICULTY: Easy
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: SPMT.MOSL.15.02.05
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25. Standing plans are also known as repeat-use plans.

a. True
b. False

ANSWER: True
POINTS: 1
DIFFICULTY: Easy
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: SPMT.MOSL.15.02.06
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26. A program is a type of standing plan.

a. True
b. False

ANSWER: False
POINTS: 1
DIFFICULTY: Easy
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: SPMT.MOSL.15.02.06

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27. Supervisors normally do not establish policies, even within their own departments.
    a. True
    b. False
ANSWER: False
POINTS: 1
DIFFICULTY: Moderate
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: SPMT.MOSL.15.02.06
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28. Policies are always required to be written; otherwise, they are not considered as policies.
    a. True
    b. False
ANSWER: False
POINTS: 1
DIFFICULTY: Moderate
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: SPMT.MOSL.15.02.06
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29. A rule is stronger than a policy in that guidance given by a rule is final and definite.
    a. True
    b. False
ANSWER: True
POINTS: 1
DIFFICULTY: Easy
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: SPMT.MOSL.15.02.06
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30. A rule is a single use plan.
    a. True
    b. False

ANSWER: False
POINTS: 1
DIFFICULTY: Easy
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: SPMT.MOSL.15.02.06
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31. A program is a large-scale plan that involves a mix of objectives, policies, rules, and smaller projects.
    a. True
    b. False

ANSWER: True
POINTS: 1
DIFFICULTY: Easy
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: SPMT.MOSL.15.02.06
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32. A budget is considered to be a type of standing plan.
    a. True
    b. False

ANSWER: False
POINTS: 1
DIFFICULTY: Easy
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: SPMT.MOSL.15.02.06
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33. A Gantt chart is a scheduling technique that shows how various activities involved in the job depend on each other.
    a. True

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b. False

ANSWER: False
POINTS: 1
DIFFICULTY: Moderate
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: SPMT.MOSL.15.02.07
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34. The critical path is the series of scheduled activities that require the shortest period of time.

a. True
b. False

ANSWER: False
POINTS: 1
DIFFICULTY: Moderate
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: SPMT.MOSL.15.02.07
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35. Which of the following is a planning step that immediately follows the setting of an objective or goal by a manager?

a. Developing a systematic approach, or plan, to achieve the objective
b. Implementing the plan and monitoring its implementation
c. Setting an alternative objective as a backup strategy
d. Identifying and assessing present and future conditions affecting the objective

ANSWER: d
POINTS: 1
DIFFICULTY: Easy
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: SPMT.MOSL.15.02.02
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36. Which of the following is the first step in planning?

a. Developing a systematic approach to achieve the objective

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b. Implementing the plan
c. Setting an objective or goal
d. Monitoring the plan's implementation

ANSWER: c
POINTS: 1
DIFFICULTY: Easy
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: SPMT.MOSL.15.02.02
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37. Planning is most closely related to the management function of:
a. financing.
b. accounting.
c. implementing.
d. controlling.

ANSWER: d
POINTS: 1
DIFFICULTY: Easy
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: SPMT.MOSL.15.02.02
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38. Which of the following is the third step in planning?
a. Monitoring the plan's implementation
b. Setting an objective or goal
c. Identifying and assessing present and future conditions affecting the objective
d. Developing a systematic approach to achieve the objective

ANSWER: d
POINTS: 1
DIFFICULTY: Easy
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: SPMT.MOSL.15.02.02
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39. Contingency planning means:

a. allotting more time for problem-solving.

b. thinking in advance about possible problems and having anticipated solutions.

c. solving problems after they happen with the best possible solution.

d. comparing current productivity levels with desired productivity levels and planning strategies to achieve desired results.

ANSWER: b
POINTS: 1
DIFFICULTY: Easy
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: SPMT.MOSL.15.02.02
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40. Anticipating alternative future situations and developing courses of action for each alternative is referred to as _____ planning.

a. scenario

b. operational

c. diverse

d. institutional

ANSWER: a
POINTS: 1
DIFFICULTY: Easy
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: SPMT.MOSL.15.02.02
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41. An organization's _____ defines the purpose the organization serves and identifies its services, products, and customers.

a. mission

b. norm

c. code

d. patent

ANSWER: a
POINTS: 1
DIFFICULTY: Easy
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False

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42. The type of planning that is usually done by top management and is for a period of five years or more into the future, is known as:

a. operational planning.
b. short-term planning.
c. strategic planning.
d. intermediate planning.

ANSWER: c
POINTS: 1
DIFFICULTY: Easy
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: SPMT.MOSL.15.02.03
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43. Operational planning:

a. involves the establishment of the organization's mission.
b. facilitates the achievement of long-term strategic planning.
c. is planning for more than five years into the future.
d. is done by the top managers.

ANSWER: b
POINTS: 1
DIFFICULTY: Moderate
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: SPMT.MOSL.15.02.03
NATIONAL STANDARDS: United States - BUSPROG: Analytic
KEYWORDS: Bloom's: Comprehension
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44. Which of the following management levels is involved with short-range plans of 1 day, 1 week, or 1 to 6 months?

a. Chief executive officers
b. Top managers
c. Presidents
d. Supervisory managers

ANSWER: d
POINTS: 1

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DIFFICULTY: Easy
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: SPMT.MOSL.15.02.03
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45. Planning that involves determining how to increase efficiency in production is usually done by:
    a. top managers.
    b. middle managers.
    c. supervisory managers.
    d. intermediate managers.

ANSWER: c
POINTS: 1
DIFFICULTY: Easy
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: SPMT.MOSL.15.02.03
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46. _____ are the purposes, goals, and desired results for the organization and its parts.
    a. Rules
    b. Objectives
    c. Procedures
    d. Norms

ANSWER: b
POINTS: 1
DIFFICULTY: Easy
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: SPMT.MOSL.15.02.03
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47. _____ are what you want to accomplish, that is, the focus toward which plans are aimed.
    a. Procedures
    b. Objectives
    c. Rules

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d. Strategies

ANSWER: b
POINTS: 1
DIFFICULTY: Easy
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
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48. Which of the following is true of planning at different management levels?

a. Top managers are more involved in strategic planning.
b. Planning done at the supervisory level is more complex and involves a higher degree of uncertainty than planning done at other management levels.
c. Middle managers are involved in long-term planning, and they plan for 5 or more years.
d. Supervisors plan the growth rate of the organization.

ANSWER: a
POINTS: 1
DIFFICULTY: Moderate
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: SPMT.MOSL.15.02.03
NATIONAL STANDARDS: United States - BUSPROG: Analytic
KEYWORDS: Bloom's: Comprehension
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49. A(n) _____ is a network with broad goals at the top level of the organization and narrower goals for individual divisions, departments, or employees.

a. unified plan
b. organizational planning body
c. management hierarchy
d. hierarchy of objectives

ANSWER: d
POINTS: 1
DIFFICULTY: Easy
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: SPMT.MOSL.15.02.04
NATIONAL STANDARDS: United States - BUSPROG: Analytic
KEYWORDS: Bloom's: Knowledge
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50. Unified planning:
    a. ensures that plans at all organizational levels are in harmony.
    b. is planning done by an organization along with its competitors in order to ensure equal market shares.
    c. inhibits coordination among departments.
    d. promotes competition between departments.

ANSWER: a
POINTS: 1
DIFFICULTY: Moderate
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: SPMT.MOSL.15.02.04
NATIONAL STANDARDS: United States - BUSPROG: Analytic
KEYWORDS: Bloom's: Comprehension
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51. Which of the following is true of guidelines to be followed while setting objectives?
    a. Managers should not involve employees in setting objectives.
    b. The objective "to have good quality" is an example of a good objective.
    c. Objectives should be as broad and ambiguous as possible.
    d. The key performance areas should be selected for setting objectives.

ANSWER: d
POINTS: 1
DIFFICULTY: Moderate
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: SPMT.MOSL.15.02.05
NATIONAL STANDARDS: United States - BUSPROG: Analytic
KEYWORDS: Bloom's: Comprehension
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52. A _____ is an example of a standing plan.
    a. budget
    b. policy
    c. schedule
    d. program

ANSWER: b
POINTS: 1
DIFFICULTY: Easy
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: SPMT.MOSL.15.02.06
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53. A _____ is a guide to decision making-a way to provide consistency among decision makers.
a. patent
b. policy
c. trademark
d. project

ANSWER: b
POINTS: 1
DIFFICULTY: Easy
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: SPMT.MOSL.15.02.06
NATIONAL STANDARDS: United States - BUSPROG: Analytic
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54. Employees who violate an organizational mandate that states that "Employees who violate the no-smoking rule are automatically discharged" are going against an organizational:
a. rule.
b. procedure.
c. policy.
d. objective.

ANSWER: a
POINTS: 1
DIFFICULTY: Moderate
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: SPMT.MOSL.15.02.06
NATIONAL STANDARDS: United States - BUSPROG: Analytic
KEYWORDS: Bloom's: Application
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55. _____ are inflexible and must be obeyed.
a. Policies
b. Strategies
c. Rules
d. Projects

ANSWER: c
POINTS: 1
DIFFICULTY: Easy
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False

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56. A _____ outlines the steps to be performed when a particular course of action is taken.
    a. rule
    b. procedure
    c. budget
    d. policy
ANSWER: b
POINTS: 1
DIFFICULTY: Easy
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: SPMT.MOSL.15.02.06
NATIONAL STANDARDS: United States - BUSPROG: Analytic
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57. Which of the following types of plans is often discarded after use?
    a. A standing plan
    b. A policy
    c. A procedure
    d. A budget
ANSWER: d
POINTS: 1
DIFFICULTY: Easy
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: SPMT.MOSL.15.02.06
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KEYWORDS: Bloom's: Knowledge
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58. A _____ is a forecast of expected financial performance over time.
    a. budget
    b. project
    c. schedule
    d. program
ANSWER: a
POINTS: 1

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DIFFICULTY: Easy
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: SPMT.MOSL.15.02.06
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KEYWORDS: Bloom's: Knowledge
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59. A budget is:
    a. a standing plan.
    b. a policy.
    c. a single-use plan.
    d. a repeat-use plan.
ANSWER: c
POINTS: 1
DIFFICULTY: Easy
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: SPMT.MOSL.15.02.06
NATIONAL STANDARDS: United States - BUSPROG: Analytic
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60. The _____ identifies work stages on a vertical axis and schedule completion dates horizontally.
    a. PERT chart
    b. Gantt chart
    c. pie chart
    d. flow chart
ANSWER: b
POINTS: 1
DIFFICULTY: Easy
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: SPMT.MOSL.15.02.07
NATIONAL STANDARDS: United States - BUSPROG: Analytic
KEYWORDS: Bloom's: Knowledge
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61. The _____ is used on highly complex, one-time projects.
    a. PERT network chart
    b. Gantt chart
    c. contingency method

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d. critical path method

ANSWER: d
POINTS: 1
DIFFICULTY: Easy
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: SPMT.MOSL.15.02.07
NATIONAL STANDARDS: United States - BUSPROG: Analytic
KEYWORDS: Bloom's: Knowledge
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62. What are the three steps in the planning process?

ANSWER: The three steps in the planning process are (1) setting an objective or goal, (2) identifying and assessing present and future conditions affecting the objective, and (3) developing a systematic approach by which to achieve the objective.
POINTS: 1
DIFFICULTY: Easy
QUESTION TYPE: Essay
HAS VARIABLES: False
LEARNING OBJECTIVES: SPMT.MOSL.15.02.02
NATIONAL STANDARDS: United States - BUSPROG: Analytic
KEYWORDS: Bloom's: Knowledge
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63. Which of the managerial functions is planning most related to, and why?

ANSWER: Planning is most closely related to the controlling function of management as it involves setting performance goals or norms, which is similar to the planning function.
POINTS: 1
DIFFICULTY: Easy
QUESTION TYPE: Essay
HAS VARIABLES: False
LEARNING OBJECTIVES: SPMT.MOSL.15.02.02
NATIONAL STANDARDS: United States - BUSPROG: Analytic
KEYWORDS: Bloom's: Comprehension
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64. Why do managers neglect planning?

ANSWER: Thinking is often more difficult than doing, therefore many managers—including supervisors—tend to slight planning. It is very tempting to forgo thinking about the future in order to get busy performing a task or solving present work problems.
POINTS: 1
DIFFICULTY: Moderate
QUESTION TYPE: Essay

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HAS VARIABLES: False
LEARNING OBJECTIVES: SPMT.MOSL.15.02.02
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65. What is contingency planning, and why is it important?
ANSWER: *Contingency planning* means thinking in advance of problems or changes that may occur so that one is prepared to deal with them smoothly if they do arise. Proper anticipation of a crisis may prevent it from happening.
POINTS: 1
DIFFICULTY: Moderate
QUESTION TYPE: Essay
HAS VARIABLES: False
LEARNING OBJECTIVES: SPMT.MOSL.15.02.02
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66. Explain how planning differs at top, middle, and supervisory management levels.
ANSWER: Management planning differs according to the level of management at which it occurs. Top managers are more involved in strategic planning, which has longer time horizons, affects the entire organization, and deals with the organization's interaction with its external environment. Middle and supervisory level managers are more concerned with operational planning. Operational planning consists of intermediate- and short-term planning that facilitates achievement of the long-term strategic plans set at higher levels.
POINTS: 1
DIFFICULTY: Easy
QUESTION TYPE: Essay
HAS VARIABLES: False
LEARNING OBJECTIVES: SPMT.MOSL.15.02.03
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67. What is the importance of setting objectives?
ANSWER: Objectives are crucial to effective planning. Objectives are the goals that provide the desired purposes and results for an organization and its parts. Plans are aimed at achieving objectives. They answer the question "What do I want to accomplish?" Objectives provide a stimulus for effort; they give people something to strive for.
POINTS: 1
DIFFICULTY: Moderate
QUESTION TYPE: Essay
HAS VARIABLES: False

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68. Explain the term "hierarchy of objectives."
ANSWER: A hierarchy of objectives is a network with broad goals at the top level of the organization and narrower goals for individual divisions, departments, or employees.
In any organization, objectives are first needed at the top management level. Once top management has determined broad objectives or goals, other levels of the organization, including supervisory management, reflect these in objectives or goals of their own, thus creating a hierarchy of objectives.
POINTS: 1
DIFFICULTY: Easy
QUESTION TYPE: Essay
HAS VARIABLES: False
LEARNING OBJECTIVES: SPMT.MOSL.15.02.04
NATIONAL STANDARDS: United States - BUSPROG: Analytic
KEYWORDS: Bloom's: Knowledge
DATE CREATED: 12/18/2017 12:57 PM
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69. Discuss important guidelines in setting performance objectives.
ANSWER: The following guidelines should be followed by managers while setting objectives: the key performance areas for objectives should be selected, objectives should be specific, objectives should be challenging, the objective areas should be kept in balance, objectives should be measurable, managers should involve employees in setting objectives, and Once objectives have been set, supervisors must follow and discuss progress with employees.
POINTS: 1
DIFFICULTY: Easy
QUESTION TYPE: Essay
HAS VARIABLES: False
LEARNING OBJECTIVES: SPMT.MOSL.15.02.05
NATIONAL STANDARDS: United States - BUSPROG: Analytic
KEYWORDS: Bloom's: Knowledge
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70. Describe the difference/s between standing plans and single-use plans, and give an example of each type of plan.
ANSWER: Standing plans or repeat-use plans are those that are used repeatedly over time, while single-use plans are developed with a specific purpose in mind and are then discarded once the course of action has been achieved. Single-use plans are not used on a repetitive basis. Examples of standing plans include: policies, procedures and rules, while examples of single-use plans include programs, projects, budgets and schedules.
POINTS: 1
DIFFICULTY: Easy
QUESTION TYPE: Essay

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71. Discuss two techniques used for scheduling.
ANSWER: The two popular scheduling techniques used are Gantt chart and critical path method.

The Gantt chart is a visual progress report that identifies work stages or activities on a vertical axis and scheduled completion dates horizontally. While the Gantt chart is helpful as a planning tool, it does not show directly how the various activities involved in a job depend on one another. It is in showing such dependencies of activities that the critical path method can be helpful.

The critical path method is a management scheduling tool that identifies the activities needed to complete a task or project, specifies the time each activity will take, and shows the relationships among the network of activities to determine the total completion time of the task or project. The critical path method is used on highly complex, one-time projects, such as building a skyscraper or completing the prototype of a new jet aircraft.

POINTS: 1
DIFFICULTY: Moderate
QUESTION TYPE: Essay
HAS VARIABLES: False
LEARNING OBJECTIVES: SPMT.MOSL.15.02.07
NATIONAL STANDARDS: United States - BUSPROG: Analytic
KEYWORDS: Bloom's: Comprehension
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