Principles of Management 1st edition Dansby Test Bank

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Chapter 1 Management

MATCHING

Match the following terms and identifying phrases.

A. communication
B. conceptual skills
C. diversity
D. effectiveness
E. efficiency
F. hard skills
G. management
H. organization
I. productivity
J. resource
K. soft skills

1. Body of people that come together for a specific purpose.
2. Intended goals or objectives are achieved.
3. Having representatives from different backgrounds, cultures, or demographics in a group.
4. Supply of money, labor, materials, and other items a person or organization can draw from in order to meet needs.
5. To use resources to get a job done with minimal waste of time and effort.
6. Process of controlling and making decisions about an organization, as well as overseeing others to ensure activities are performed efficiently and effectively.
7. Measure of output accomplished by an employee in a specific amount of time.
8. Critical skills necessary to perform the required work-related tasks of a position.
9. Sending and receiving of messages that convey information, ideas, feelings, and beliefs.
10. Skills used to help an individual find a job, perform in the workplace, and gain success in a job or career.

1. ANS: H PTS: 1
2. ANS: D PTS: 1
3. ANS: C PTS: 1
4. ANS: J PTS: 1
5. ANS: E PTS: 1
6. ANS: G PTS: 1
7. ANS: I PTS: 1
8. ANS: F PTS: 1
9. ANS: A PTS: 1
10. ANS: K PTS: 1

MULTIPLE CHOICE

11. Tangible items needed to operate an organization are ____ resources.
    A. capital
    B. human
    C. raw
    D. technological

    ANS: A PTS: 1

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12. The process of setting goals and deciding how to accomplish them is ____.
    A. controlling
    B. organizing
    C. planning
    D. staffing

    ANS: C PTS: 1

13. During the controlling process of management, managers ____.
    A. recruit and hire employees
    B. coordinate activities and resources
    C. influence others to work toward goals
    D. set standards, measure performances, and make changes

    ANS: D PTS: 1

14. Developing major goals, preparing strategic plans, and taking responsibility for the performance of the entire business are duties of ____ management.
    A. senior
    B. middle
    C. supervisory
    D. general

    ANS: A PTS: 1

15. Which of the following titles is used by people in supervisory management?
    A. general manager
    B. chief executive officer
    C. shift manager
    D. vice president

    ANS: C PTS: 1

16. The ____ level is the first level of the management pyramid because someone promoted to this position has earned respect as a person who can direct others to accomplish tasks.
    A. general
    B. middle
    C. senior
    D. supervisory

    ANS: D PTS: 1

17. Which of the following organizations is a not-for-profit organization?
    A. Goodwill
    B. Google
    C. Apple
    D. Walmart

    ANS: A PTS: 1

18. Which of the following duties is *not* performed by a manager?
    A. supervising other employees
    B. completing assigned tasks
    C. overseeing workflow
    D. assigning tasks

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ANS: B PTS: 1

19. Which of the following is *not* a focus of today's managers?
A. controlling the glass ceiling
B. diversity
C. use of technology
D. value of employees

ANS: A PTS: 1

20. Effective managers do *not* help employees become successful by ____.
A. providing coaching
B. creating obstacles
C. finding solutions
D. giving feedback

ANS: B PTS: 1

21. Which of the following occurs in a company with a diverse workforce?
A. less creativity
B. finding new ways to complete tasks
C. less receptive to customer needs
D. an increased pool of qualified potential job candidates

ANS: C PTS: 1

22. ____ roles involve the human interaction that happens between the people within the organization as well as those outside of the organization.
A. Conceptual
B. Interpersonal
C. Decisional
D. Informational

ANS: B PTS: 1

23. Which of the following people would have a decisional role and be responsible for deciding or resolving questions or situations?
A. figurehead
B. monitor
C. negotiator
D. spokesperson

ANS: C PTS: 1

24. Which of the following is *not* a soft skill?
A. directing others to perform activities
B. emotional intelligence
C. listening skills
D. positive attitude

ANS: A PTS: 1

25. Specific skills managers need to perform duties related to their area of management, such as specific training and education, are considered ____ skills.
A. conceptual

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B. interpersonal
C. soft
D. technical

ANS: D PTS: 1

COMPLETION

26. When management is efficient and effective, _____ increases.

ANS: productivity

PTS: 1

27. Effective managers accomplish work through the delegation of tasks to employees, or assigning _____ to someone else to carry out a task.

ANS: authority

PTS: 1

28. An outline of the actions needed to accomplish a goal is a(n) _____.

ANS: plan

PTS: 1

29. The process of recruiting, hiring, training, evaluating, and compensating employees is known as _____.

ANS: staffing

PTS: 1

30. Managing activities of assigned divisions and inspiring and leaving supervisory management are duties performed by _____ management.

ANS: middle

PTS: 1

31. A person who directs and oversees the work of others in order to achieve the goals of an organization is a(n) _____.

ANS: manager

PTS: 1

32. Employees who report directly to a manager are called _____.

ANS: direct reports

PTS: 1

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33. A(n) _____ organization generate revenue with the objective of earning a profit for its owners.

ANS:
for-profit
for profit

PTS: 1

34. The invisible barrier that prevents a group of people from job advancement is known as the _____.

ANS: glass ceiling

PTS: 1

35. Team members working remotely and vendors who are in locations across the world make it necessary for managers to be competent in the use and application of _____.

ANS: technology

PTS: 1

36. The actions and behaviors that managers are expected to perform in an organization are known as managerial _____.

ANS: roles

PTS: 1

37. Disseminator, monitor, and spokesperson are _____ roles in an organization.

ANS: informational

PTS: 1

38. The ability to "think outside the box" and examining how ideas are interrelated are _____ skills.

ANS: conceptual

PTS: 1

39. Human skills, also known as _____ skills, are the skills that enable a person to work effectively with others.

ANS: interpersonal

PTS: 1

40. The ability to speak, write, and listen effectively is a(n) _____ skill.

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ANS: communication

PTS: 1

SHORT ANSWER

41. List five organizational resources a person or organization can draw from to meet needs.

ANS:
Capital resources, raw materials, human resources, monetary resources, and informational technology.

PTS: 1

42. Why do many organizations view employees as their most valuable asset?

ANS:
People are the ones who have knowledge and ideas needed to perform tasks and expand operations.

PTS: 1

43. Explain the difference between delegation and micromanagement.

ANS:
Delegation means to assign authority to someone else to carry out a task. Micromanagement occurs when a manager closely controls or monitors the work of his or her employers.

PTS: 1

44. List five basic functions of management.

ANS:
Planning, organizing, staffing, leading, and controlling.

PTS: 1

45. What are three questions asked during the process of organization?

ANS:
What will be done, who will do it, and when.

PTS: 1

46. List three levels of management that make up the management pyramid.

ANS:
Senior management, middle management, and supervisory management.

PTS: 1

47. What are six qualities of diversity?

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ANS:
Age, race, nationality, gender, mental ability, and physical ability.

PTS: 1

48. List three main categories of managerial roles as classified by Henry Mintzberg.

ANS:
Interpersonal, informational, and decisional.

PTS: 1

49. List three key skills of successful managers.

ANS:
Conceptual, interpersonal, and technical.

PTS: 1

50. What are three ways communication skills are important for managers?

ANS:
Ability to understand others, establish positive relationships, and perform in most situations.

PTS: 1

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