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MGT503

Mine paper 13th may 2012 @ 7:30 am

32mcqs mostly from past papers some were new

Mcqs which I remember are

1:

Which of the following management perspective focuses on decision making, economic effectiveness, mathematical models and use of computers?

- ▶ Knowledge management
- ▶ Total quality management
- ▶ Marketing management
- ▶ **Quantitative management**

2:

Mega environment, that includes the attitudes, values, norms, beliefs, behaviors and associated demographic trends that are characteristics of a given geographic area, is called:

- ▶ **The socio-cultural element**
- ▶ The international element
- ▶ The economic element
- ▶ The legal-political element

3:

Which of the following is not a Mintzberg role?

- ▶ Interpersonal
- ▶ Informational
- ▶ Decisional
- ▶ **functional**

4:

Who stands responsible for managing contingent situations?

- ▶ Spokesperson
- ▶ Monitor
- ▶ Leader
- ▶ **Disturbance handler**

5:

Due to time constraints sometimes managers are bound to choose the alternative which appears to be little satisfactory. Which of the given term depicts this situation?

- ▶ **Decision quality**
- ▶ Escalation of commitment
- ▶ Optimizing

▶ Satisficing

6:

In order to handle the unexpected events like natural disasters, a new concept of Crisis Management has emerged, which of the management style originated crisis management?

- ▶ Classical management
- ▶ Contingency management
- ▶ Behavioral management
- ▶ Quantitative management

7:

Disney World buys soft drinks from Coca-Cola, food from Sara Lee and paper products from Mead. Coca-cola, Sara Lee and Mead are Disney's:

- ▶ Competitors
- ▶ Suppliers
- ▶ Owners
- ▶ Customers

8:

When an alternative is chosen because the manager believes it is "good enough," to solve his or her problem. It is called:

- ▶ Optimizing
- ▶ Satisficing
- ▶ Incomplete
- ▶ Maximizing

9:

The success of the business can be judged through:

- ▶ Customer satisfaction
- ▶ Achieving of Organizational Goals
- ▶ Cost price reduction
- ▶ All of the given options

10:

Inputs, transformation process, output and feedback are basic elements of:

- ▶ Administrative approach
- ▶ Behavioral approach
- ▶ Qualitative approach
- ▶ System approach

11:

Organization's managerial and technological abilities that are applied to convert inputs into transformation:

- ▶ output
- ▶ feedback
- ▶ Transformation processes
- ▶ System approach

12:

Which one of the following functions or activities involves in recruiting and placing qualified personnel needed for the organization so that it may achieve its objectives and goals?

- ▶ Planning
- ▶ Organizing
- ▶ Staffing
- ▶ Leading

Rest all were conceptual but easy

Long questions were:

Difference b/w Well-structured and poorly structured problems? 3 marks

Answer:

Well-structured problems are straightforward, familiar, and easily defined. In handling this situation, a manager can use a **programmed decision**, which is a repetitive decision that can be handled by a routine approach

Poorly structured problems are new or unusual problems in which information is ambiguous or incomplete. These problems are best handled by a **non-programmed decision** that is a unique decision that requires a custom-made solution.

Conceptual question related to decision making process? 3 marks

What are Major Elements of the Mega Environment? 5 marks

Answer:

1. The **technological element** of the mega-environment reflects the current state of knowledge regarding the production of products and services.

2. The **economic element** of the mega-environment encompasses the systems of producing, distributing, and consuming wealth.

3. The **legal-political element** of the mega-environment includes the legal and governmental systems within which an organization must function.

The **socio-cultural element** of the mega-environment includes the attitudes, values, norms, beliefs, behaviors, and associated demographic trends that are characteristic of a given geographic area

5. The **international element** of the mega-environment includes the developments in countries outside an organization's home country that have the potential impact to the organization.

International factors far beyond the direct influence of a particular organization can have profound effects on its ability to operate successfully

Conceptual question related to Non Rational Model..5 marks

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