



100% Sure Solved

1. Which one of the following individuals is most closely associated with scientific management?

Select correct option:

Frederick Taylor Handouts Page 17

Mary Parker Follett

Harold Koontz

Max Weber

2. Lower-level managers typically confront which type of decision making?

Select correct option:

Unique

Non-routine

Programmed

Non-programmed

3. Process, by which organizational people identify problems & assists in solving them, is known as:

Problem solving

Decision making

Decision taking

Job analysis

4. Discrepancy between existing and a desired state of affairs is called:

Select correct option:

Opportunity

Solution

Weakness

Problem Handouts Page 42

5. The leader of an organization performs _____, as per Mintzberg.

Select correct option:

An Interpersonal role

An Informational role

A Decisional role

All of the given options Handouts Page 8

6. In the pyramid of levels of management, non-managerial staff is placed at/in:

Select correct option:

Top

Middle

Bottom

None of the given options Handout Page 6

7. Management science and operations management are the branches of:

Select correct option:

Knowledge management

Total quality management

Marketing management

Quantitative management Handouts Page 24

8. Group decision making is considered effective and has following characteristics except

Select correct option:

Diversity of alternative is available Handouts page 110

Groups are perceived as more legitimate

Maximize the chances of solution acceptance

Obstruct creativity and innovation

9. Communication should be:

Select correct option:

From Top to Bottom level

From Bottom to top

2 way

None of the given option

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

Select correct option:

The legal-political element

The economic element

The international element

The socio-cultural element Handouts Page 31

11. A manager who strives to ensure the activities of the organization's employees are supported and blend well with those of individuals outside the firm could be said

**12. to hold which of the following interpersonal role within the company?
Select correct option:**

Liaison Handouts Page 9
Disseminator
Figure head
Entrepreneur

13. Activities such as taking visitors to dinner and attending ribbon cutting ceremonies come under which of the following management role?

Select correct option:

Leader
Liaison
Figurehead Handouts Page 9
Negotiator

14. Monitoring organizational progress towards goal attainment is called:

Select correct option:

Planning
Organizing
Leading
Controlling Handouts Page 57

15. The sales and marketing component of e-business is:

Select correct option:

Intranet
Evolution
E-commerce Handouts Page 25
Extranet

16. Which of the following decision making technique is relatively simple and tends to rely heavily on previous solutions?

Select correct option:

Non-programmed
Linear
Satisficing
Programmed

17. According to Max Weber, organizations should have all of the following features to perform successfully EXCEPT:

Select correct option:

Informal rules and procedures

A well-defined hierarchy of authority
Careers based on merit
A clear division of labor

18. Organizational culture is similar to an individual's:

Select correct option:

Skills

Personality Handouts Page 32

Motivation

Ability

19. Quantitative Viewpoint gave emergence to:

Select correct option:

Operations management Handouts Page 24

Bureaucratic management

Contingency theory

Human Relation views

20. Which of the following is an explicit statement that tells a manager what he or she can or cannot do?

Select correct option:

Procedure

Policy

Rule Handouts Page 44

Solution

21. Managers who are responsible for making organization-wide decisions and establishing the plans and goals that affect the entire organization are called:

Select correct option:

First-line managers

Top managers

Production managers

Research managers

22. organizational progress towards goal attainment is called:

Select correct option:

Planning

Organizing

Leading
Controlling Handouts Page 57

**23. Which one of the following establishes goals, overall strategies and operating policies of an organization?
Select correct option:**

Top manager
Middle manager
First-line manager
Non-managerial employee

**24. In Step 6 of the decision-making process, each alternative is evaluated by appraising it against:
Select correct option:**

Assessed values Handouts Page 43
Subjective goals of the decision maker
Criteria
Implementation strategy

**25. Which of the following is known as the process of getting activities completed efficiently and effectively with and through other people?
Select correct option:**

Leading
Management
Supervision
Controlling

**26. Tax revenues and government grants for a city are called its:
Select correct option:**

Human resources
Financial resources Handouts Page 70
Physical resources
Informational resources

**27. The people who work directly on a job or task and have no responsibility for overseeing the work of others are called:
Select correct option:**

First-line managers
Middle managers

Non managerial staff Handouts Page 8
Supervisors

**28. CEO of Siemens presents 10000 \$ scholarships to the winners of Math, Science and Technology in a high school. He is acting the role of:
Select correct option:**

Figurehead
Leader
Spokesperson
Liaison

**29. Workforce of an organization is considered as _____ of an organization.
Select correct option:**

Input Handout Page 50
Throughput
Output
All of the given options

**30. A culture where employees show a great deal of respect for authority and where titles and ranks are important would be an example of which dimension of national culture?
Select correct option:**

Individualism versus collectivism
Power distance
Uncertainty avoidance
Short- versus long-term orientation

**31. Lower-level managers typically confront which type of decision making?
Select correct option:**

Unique
Non-routine
Programmed Handouts Page 44
Non-programmed

**32. Amna has been given goals related to the rollout and sales of her department. Her success at implementing the strategy will be assessed by comparing actual performance against the goals. This comparison is known as:
Select correct option:**

Planning
Organizing

Implementing
Controlling

**33. Which of the following is called father of scientific management?
Select correct option:**

Max Weber
Abraham Maslow
Fredrick W. Taylor Handouts Page 17
Henri Fayol

**35. Which famous management thinker developed "Theory Y"?
Select correct option:**

Douglas McGregor Handouts Page 22
Abraham Maslow
Frederick Herzberg
Chester Barnard

**36. How managers should make decisions in their organizations is known as:
Select correct option:**

Descriptive decision making
Normative decision making
Bounded decision making
Rational decision making Handouts Page 42

**38. Which of the following is important in effectively implementing the chosen
alternative in the decision-making process?
Select correct option:**

Getting upper-management support
Double-checking your analysis for potential errors
Allowing those impacted by the outcome to participate in the process
Ignoring criticism concerning your chosen alternative

**39. Which of the following interpersonal role emphasizes the contacts that a
manager has with those outside the formal authority chain of command?
Select correct option:**

The Liaison Role Handouts Page 9
The Leader Role
The Figurehead Role
The Spokesman Role

**40. Which of the following approach focuses on a set of interrelated and interdependent parts arranged in a manner that produces a unified whole?
Select correct option:**

Process
Function
Systems Handouts Page 26
Contingency

**41. When a firm advertises that it only uses recycled paper products, it is called:
Select correct option:**

Meeting its social obligation
Meeting social responsibilities
Being socially responsive
Paying attention to the bottom line

**42. _____ comes under the external environment of an organization.
Select correct option:**

Competitors
Products
Services
Assets

**43. Which one of the following establishes goals, overall strategies and operating policies of an organization?
Select correct option:**

Top manager
Middle manager
First-line manager
Non-managerial employee

**44. When Usman decides to deploy employees to another department that is lagging behind in production, he is acting in which of the following roles?
Select correct option:**

Spokesperson
Negotiator
Leader
Resource allocator Handouts Page 8

**45. When a manger made a decision and he is uncertain about the outcomes. His decision is likely to be:
Select correct option:**

Of Poor Quality
Unacceptable
Successful
Risky

**46. The leader of an organization performs _____, as per Mintzberg.
Select correct option:**

An Interpersonal role
An Informational role
A Decisional role
All of the given options Handouts Page 8

**47. When managers avoid the rational decision-making model and find ways to
satisfice themselves, they are following which of the following concept?
Select correct option:**

Jurisprudence
Bounded rationality
Least-squared exemptions
Self-motivated decisions

**48. TCS represents what factor to the Pakistan Postal Service in its specific
environment?
Select correct option:**

Competitor
Supplier
Customer
Government agency

**49. Which of the following is NOT a category of decision making style?
Select correct option:**

Directive style
Managerial style Handouts Page 45
Analytical style
Conceptual style

**50. In effective decision making, monitoring the work situation for changing
circumstances that may indicate the emergence of a problem is called
Select correct option:**

Evaluating state

Diagnosis stage
Problem identification
Scanning stage Handouts Page 40

51. Which of the following is part of the 14 principles of management identified by Henri Fayol?

Select correct option:

Scalar chain

Innovation
Efficiency
Motivation

52. Which one of the following individuals is most closely associated with scientific management?

Select correct option:

Frederick Taylor Handouts Page 17

Mary Parker Follett
Harold Koontz
Max Weber

53. A guest at a hotel complains that the room hasn't been thoroughly vacuumed. This is an event that occurs occasionally and can be handled with a standardized, routine response. This would be a:

Select correct option:

A programmed decision

Ill-structured decisions
Novel decisions
Non-programmed decisions

55. When Ali decides to take corrective action and provide damage control, he is acting in which of the following roles?

Select correct option:

Spokesperson
Figure head
Negotiator

Disturbance handler

56. Managers who are responsible for making organization-wide decisions and establishing the plans and goals that affect the entire organization are called:

Select correct option:

First-line managers
Top managers
Production managers
Research managers

57. A culture where employees show a great deal of respect for authority and where titles and ranks are important would be an example of which dimension of national culture?

Select correct option:

Individualism versus collectivism
Power distance
Uncertainty avoidance
Short- versus long-term orientation

55. Mechanical skills are mostly required at which of the following level?

Select correct option:

Top level
Middle level
Executive level
First-line level

56. A culture where employees show a great deal of respect for authority and where titles and ranks are important would be an example of which dimension of national culture?

Select correct option:

Individualism versus collectivism
Power distance
Uncertainty avoidance
Short- versus long-term orientation

57. At the very first stage of establishment, organizations are generally indulged in:

Select correct option:

Planning
Organizing
Leading
Controlling

58. Which management theory focuses on managing the total organization?

Select correct option:

Scientific management

Administrative management Handouts Page 20

Behavioral management

Quantitative management

59. How would you define the problem if all outcome of every alternative is known?

Select correct option:

Bounded rationality

Unbounded rationality

Certainty Handouts Page 41

Uncertainty

60. To run organization efficiently an organization need engineering skills as well as managerial skills. This idea was given by:

Select correct option:

Robert Owen

Charles Babbage

Henry Towne Handouts Page 16

W. Edwards Deming

61. A guest at a hotel complains that the room hasn't been thoroughly vacuumed. This is an event that occurs occasionally and can be handled with a standardized, routine response. This would be a:

Select correct option:

A programmed decision

Ill-structured decisions

Novel decisions

Non-programmed decisions

62. Programmed decision making technique tends to rely on which of the following?

Select correct option:

The problem solver's ability to think on his or her feet

The development of a clear set of alternative solutions

Previous solutions

Identification of the actual problem

63. Primarily managers perform which of the following tasks?

Select correct option:

Selling

Stocking merchandise

Directing the activities of other people

Ordering merchandise

64. Which of the following is the accurate sequence of management functions performed by a manager?

Select correct option:

- Planning, controlling, leading, organizing
- Planning, organizing, leading, controlling**
- Planning, leading, organizing, controlling
- Planning, organizing, controlling, leading

65. In order to achieve the goals, strategies are drafted which is a part of:

Select correct option:

- Planning**
- Organizing
- Leading
- Controlling

66. Mr. A is a manager in XYZ Company; he has a reputation for being an open and honest person and understands how to motivate employees and customers, he is said to have good _____ skills.

Select correct option:

- Sales
- Political
- Interpersonal**
- Technical

67. The idea that employees should also share the profit of organization was given by:

Select correct option:

- Frederick Taylor**
- Robert Owen
- Charles Babbage
- W. Edwards Deming

68. Group think is tendency to seek agreement about an issue. Which one technique can be used to overcome group think

Select correct option:

- Satisfying model
- Devil advocates** Handouts Page 47
- Garbage can model
- Bounded rationality

**69. Labor unions, employees, suppliers, customers, clients, and public interest groups are all examples of:
Select correct option:**

- Management constituencies
- Stockholders
- Stakeholders**
- Business owners

**70. The leader of an organization performs _____, as per Mintzberg.
Select correct option:**

- An Interpersonal role
- An Informational role
- A Decisional role
- All of the given options** Handouts Page 8

**71. When Usman decides to deploy employees to another department that is lagging behind in production, he is acting in which of the following roles?
Select correct option:**

- Spokesperson
- Negotiator
- Leader
- Resource allocator**

**72. Which of the following is a basic definition of ethics?
Select correct option:**

- Moral guidelines for behavior
- Rules for acknowledging the spirit of the law
- Principles that define right and wrong conduct** Handout Page 34
- Principles for legal and moral development

**73. Which of the following is part of the 14 principles of management identified by Henri Fayol?
Select correct option:**

- Scalar chain**
- Innovation
- Efficiency
- Motivation

**74. The Hawthorne studies were initially devised to study:
Select correct option:**

Productivity levels of groups versus individuals

The effect of noise on employee productivity

The effect of illumination levels on employee productivity Handouts Page 21

The effect of competitive organizational environments on productivity

**75. _____ comes under the external environment of an organization.
Select correct option:**

Competitors

Products

Services

Assets

**76. Which factor has been the most rapidly changing component in an organization's general environment in the past quarter-century?
Select correct option:**

Global

Economic

Social

Technological

**78. Which of the following is a process through which managers take actions to effect the actions?
Select correct option:**

Problem solving

Decision making

Decision taking

Job analysis

**79. The behaviorist Mary Parker Follett referred to integration as a process in which:
Select correct option:**

Managers use their directive might to solve conflicts

Employees use their own intuition to solve conflicts

Managers and employees work together to solve conflicts Handouts Page 21

Conflicts are ignored

**80. Which of the following describe(s) a global marketplace?
Select correct option:**

The entire world is a marketplace
National borders are irrelevant
The potential for organizations to grow expands dramatically
All of the given options

**81. Hawthorne studies were a series of early experiments that focused on:
Select correct option:**

Behavior in the workplace Handouts Page 21
Ethics in the workplace
Group norms
Interpersonal dynamics

**82. Which of the following encourages efficiency and productivity and is consistent with the goal of profit maximization?
Select correct option:**

Utilitarian view Handouts Page 34
Principled view
Rights view
Theory of justice view

**83. An organization's specific environment:
Select correct option:**

Is unique and changes with conditions
Is the same regardless of the organization's age
Is determined by the top level of management
Is quantified to determine its existence

**84. Executive vice president, president, managing director, chief operating officer, chief executive officer, or chairman of the board are positions associated with which of the following levels of management?
Select correct option:**

Team leaders
Middle managers
First-line managers
Top managers

**85. Discrepancy between existing and a desired state of affairs is called:
Select correct option:**

Opportunity

Solution

Weakness

Problem

86. Structured problems align well in which type of decision making process?

Select correct option:

Programmed Handouts Page 44

Satisficing

Intuition

Gut feeling

87. Which of the following is called an input to a system?

Select correct option:

Materials

Products

Services

Employee behavior

88. It is assumed that a perfectly rational decision maker:

Select correct option:

Does not follow rational assumptions

Does not consider value maximizing as an objective

Offers inconsistent decisions

Would be objective and logical

89. Which of the following is a cultural dimension in which people expect others in their group to look after them and protect them when they are in trouble?

Select correct option:

Power distance

Collectivism

Short- versus long-term orientation

Uncertainty avoidance

90. Management science and operations management are the branches of:

Select correct option:

Knowledge management

Total quality management

Marketing management
Quantitative management Handouts Page 24

91. According to Max Weber, organizations should have all of the following features to perform successfully EXCEPT:

Select correct option:

Informal rules and procedures Handouts Page 28

A well-defined hierarchy of authority

Careers based on merit

A clear division of labor

92. Inspiring people to be high performer is called:

Select correct option:

Controlling

Leading

Planning

Organizing

93. _____ involves conveying the decision to those individuals that are affected by it and getting their commitment to it

Select correct option:

Evaluating alternatives

Identifying decision criteria

Evaluating decision effectiveness

Implementing alternatives Handouts Page 43

94. Which one of the following individuals is most closely associated with scientific management?

Select correct option:

Frederick Taylor

Mary Parker Follett

Harold Koontz

Max Weber

95. Which of the following is the set of practices aimed at discovering and harnessing an organization's intellectual resources?

Select correct option:

Knowledge management

Globalization
The Internet
Speed and quality

96. The people who work directly on a job or task and have no responsibility for overseeing the work of others are called:

Select correct option:

First-line managers
Middle managers
Non managerial staff
Supervisors

97. In order to communicate, motivate and delegate a manager must have:

Select correct option:

Political skills
Conceptual skills
Technical skills
Interpersonal skills

98. Ali is a manager in a multinational organization. He believes that the employees of the company are lazy and do not have much ambition. Ali can be classed as _____ manager based on the perspectives of Douglas McGregor.

Select correct option:

Theory Y
Bureaucratic
Theory X
Administrative

99. Which of the following means that you achieve the best possible balance among several goals?

Select correct option:

Sacrificing
Satisfying
Minimizing
Optimizing

100. Organizational culture is similar to an individual's:

Select correct option:

Skills
Personality

Motivation
Ability

101. Which one of the following establishes goals, overall strategies and operating policies of an organization?

Select correct option:

Top manager
Middle manager
First-line manager
Non-managerial employee

102. _____ is a situation that offers a strong potential for significant organizational gain if appropriate actions are taken

Select correct option:

Crises problem
Opportunity problem Handouts Page 42
None crises problem
None of above

103. Which of the following is NOT a category of decision making style?

Select correct option:

Directive style
Managerial style Handouts Page 45
Analytical style
Conceptual style

104. Which of the following is one of Fayol's principles of management?

Select correct option:

Authority
Discipline
Unity of command
All of the given option

105. In order to communicate, motivate and delegate a manager must have:

Select correct option:

Political skills
Conceptual skills
Technical skills
Interpersonal skills

106. The people who work directly on a job or task and have no responsibility for overseeing the work of others are called:

Select correct option:

- First-line managers
- Middle managers
- Non managerial staff**
- Supervisors

107. When Shumaila is comparing actual sales figures with goals established earlier to see if her department met the target, she is performing which of the following functions?

Select correct option:

- Planning
- Organizing**
- Leading
- Controlling

108. Which of the following is part of the 14 principles of management identified by Henri Fayol?

Select correct option:

- Scalar chain**
- Innovation
- Efficiency
- Motivation

109. Which of the following management thinker created a role classification system based on how managers spend their time at work to describe a manager's role?

Select correct option:

- Peter Brabeck-Letmathe
- Abraham Maslow
- Andrea Jung
- Henry Mintzberg**

110. Knowledge management involves encouraging the members of the organization to:

Select correct option:

- Improve the educational level of the average employee
- Develop new training programs to help new employees
- Develop a corporate university
- Systematically gather information and share it with others**

**111. Which of the following approach focuses on a set of interrelated and interdependent parts arranged in a manner that produces a unified whole?
Select correct option:**

- Process
- Function
- Systems**
- Contingency

**112. Hawthorne studies were a series of early experiments that focused on:
Select correct option:**

- Behavior in the workplace**
- Ethics in the workplace
- Group norms
- Interpersonal dynamics

**113. Which of the following theory proposes that ethical decisions be based on existing ethical norms in industries and communities in order to determine what constitutes right and wrong?
Select correct option:**

- Theory of justice of ethics
- Integrative social contracts
- Right view of ethics**
- Utilitarian view of ethics

**114. When a manger made a decision and he is uncertain about the outcomes. His decision is likely to be:
Select correct option:**

- Of Poor Quality
- Unacceptable
- Successful
- Risky**

**115. According to Mintzberg Entrepreneur is categorized as:
Select correct option:**

- An Interpersonal role
- An Informational role
- A Decisional role
- All of the given options**

116. Interest rates, inflation rates, and stock market indexes are all examples of which of the factor of an organization's general environment?

Select correct option:

Economic

Political

Social

Technological

117. Which famous management thinker developed "Theory Y"?

Select correct option:

Douglas McGregor Handouts Page 22

Abraham Maslow

Frederick Herzberg

Chester Barnard

118. Organizational culture is similar to an individual's:

Select correct option:

Skills

Personality

Motivation

Ability

119. Which factor has been the most rapidly changing component in an organization's general environment in the past quarter-century?

Select correct option:

Global

Economic

Social

Technological

120. Which of the following is one of Fayol's principles of management?

Select correct option:

Authority

Discipline

Unity of command

All of the given options Handouts Page 28

121. A guest at a hotel complains that the room hasn't been thoroughly vacuumed. This is an event that occurs occasionally and can be handled with a standardized, routine response. This would be a:

Select correct option:

A programmed decision

Ill-structured decisions

Novel decisions

Non-programmed decisions

122. Administrative Management is classified under:

Select correct option:

Pre-classical era Handouts Page 20

Classical era

Behavioral era

Quantitative era

123. Which of the following statements BEST describes an organization's suppliers?

Select correct option:

Main customers of the organization

Governments that pass the laws the organization must follow

Located close to the buying organization

Organizations that provide materials and equipment

