

Name: _____ Class: _____ Date: _____

Chapter 01: Management

1. Whether a person begins his or her career at the entry level or as a supervisor, his or her job as a manager is to do the work.

- a. True
- b. False

ANSWER: False

2. Conceptual skills are the specialized procedures, techniques, and knowledge required to get the job done.

- a. True
- b. False

ANSWER: False

3. In the context of management functions, controlling is about determining how things get done.

- a. True
- b. False

ANSWER: False

4. According to Jeffrey Pfeffer, companies that invest in business ideas will create long-lasting competitive advantages that are difficult for other companies to duplicate.

- a. True
- b. False

ANSWER: False

5. Management is defined as solving organizational problems.

- a. True
- b. False

ANSWER: False

6. Managers influence customer satisfaction through employee satisfaction.

- a. True
- b. False

ANSWER: True

7. Technical skills are more important for top managers and middle managers than they are for lower-level managers.

- a. True
- b. False

ANSWER: False

8. According to Jeffrey Pfeffer, managers in top-performing companies used increased status distinctions to achieve financial performance.

- a. True
- b. False

ANSWER: False

9. Conceptual skills decrease in importance as managers rise through the management hierarchy.

- a. True

Chapter 01: Management

b. False

ANSWER: False

10. The management function of leading involves determining organizational goals and a means for achieving them.

a. True

b. False

ANSWER: False

11. Arrivers are managers who started out strong in their careers but were knocked off the fast track by the time they reached the middle to upper levels of management.

a. True

b. False

ANSWER: False

12. Efficiency is accomplishing tasks that help fulfill organizational objectives.

a. True

b. False

ANSWER: False

13. Human skills are the ability to see an organization as a whole.

a. True

b. False

ANSWER: False

14. Managers who always have their eye on their next job rarely establish more than superficial relationships with peers and coworkers.

a. True

b. False

ANSWER: True

15. In the entrepreneur role of management, managers adapt themselves, their subordinates, and their units to change.

a. True

b. False

ANSWER: True

16. The management function of controlling involves inspiring and motivating workers to work hard to achieve organizational goals.

a. True

b. False

ANSWER: False

17. In the context of Mintzberg's managerial roles, the monitor role is an interpersonal role.

a. True

b. False

ANSWER: False

Chapter 01: Management

18. Human skills are more important for team leaders and lower-level managers than for top managers.

- a. True
- b. False

ANSWER: False

19. Middle managers are the only managers who do not supervise other managers.

- a. True
- b. False

ANSWER: False

20. Initially, the managers in Linda Hill's study believed that their job was people development.

- a. True
- b. False

ANSWER: False

21. In the negotiator role of management, managers perform ceremonial duties.

- a. True
- b. False

ANSWER: False

22. First-line managers are primarily responsible for facilitating team activities toward accomplishing a goal.

- a. True
- b. False

ANSWER: False

23. Janet, the CEO of Kellyntus, an e-commerce fashion site, makes a media announcement about the company's decision to acquire Shoetoppin, an e-commerce footwear site. In the context of managerial roles, which of the following roles does Janet illustrate in this scenario?

- a. Leader role
- b. Liaison role
- c. Disseminator role
- d. Spokesperson role

ANSWER: d

24. The _____ is the decisional role that managers play when they discuss schedules, projects, goals, outcomes, resources, and employee raises.

- a. resource allocator role
- b. disturbance handler role
- c. monitor role
- d. negotiator role

ANSWER: d

25. A team leader is responsible for:

- a. his or her team's performance.

Chapter 01: Management

- b. closely monitoring long-term business, economic, and social trends.
- c. developing organizational codes of ethics.
- d. fostering good relationships within his or her team.

ANSWER: d

26. _____ increase in importance as managers rise through the management hierarchy.
- a. Spatial skills
 - b. Conceptual skills
 - c. Technical skills
 - d. Informational skills

ANSWER: b

27. Jared, the operations head at Cerise Confectionery, showed gratitude to his employees by hosting an employee appreciation day. In this scenario, Jared used the management function of _____ to boost the morale of his employees.
- a. leading
 - b. monitoring
 - c. organizing
 - d. controlling

ANSWER: a

28. According to Linda Hill's study, which of the following is true of managers' initial expectations about their job?
- a. They think of themselves as managers and not doers.
 - b. They believe that their job is to tell others what to do.
 - c. They think that their job is to be a problem solver for subordinates.
 - d. They tend to expect heavy workload.

ANSWER: b

29. Aaron, the chief executive officer of Periwinkle Inc., often sits on the boards of other companies to share viewpoints on business operations. In this case, which of the following managerial roles does Aaron perform?
- a. The liaison role
 - b. The resource allocator role
 - c. The disturbance handler role
 - d. The figurehead role

ANSWER: a

30. Amanda, the sales manager at an e-commerce fashion site, decides the annual, monthly, and weekly targets of all the salespersons in the company. She sets these targets in such a way that the salespersons work toward achieving the organizational goals. In this scenario, which of the following management functions is best illustrated in Amanda's work?
- a. Controlling
 - b. Organizing
 - c. Planning
 - d. Leading

ANSWER: c

31. Philip works at a graphic designing firm. He can efficiently work on various graphic design software. He can create

Chapter 01: Management

visuals and illustrations as per clients' requirements. This scenario illustrates that Philip has _____.

- a. interpersonal skills
- b. negotiation skills
- c. conceptual skills
- d. technical skills

ANSWER: d

32. Diane is the office manager at Pamentas, a luxury watch manufacturer. She organizes the office operations and procedures, assigns and monitors functions of the entry-level employees and the housekeeping staff, controls correspondence in the office, and overlooks front-office operations at the company. In this scenario, Diane is most likely a _____ at Pamentas.

- a. middle manager
- b. team leader
- c. first-line manager
- d. top manager

ANSWER: c

33. Leon, the leader of the sales team at a company that manufactures baby products, is a good team player and is sensitive to the needs and viewpoints of his team members. Leon most likely possesses high _____.

- a. human skills
- b. planning skills
- c. technical skills
- d. conceptual skills

ANSWER: a

34. In the context of Mintzberg's managerial roles, managers in the _____ share information with people outside their departments or companies.

- a. entrepreneur role
- b. spokesperson role
- c. leader role
- d. disseminator role

ANSWER: b

35. Claudia, a senior accountant, likes to work on her own and hence does not come out as a team player. She takes up all the work that may or may not be allotted to her. Instead of getting work done by her subordinates, she prefers to do it herself. In this scenario, which of the following is the most evident management mistake being committed by Claudia?

- a. Overmanaging
- b. Being overly ambitious
- c. Insensitivity to others
- d. Inability to staff effectively

ANSWER: a

36. In the context of Mintzberg's managerial roles, managers in the _____ share the information they have collected with their subordinates and others in the company.

- a. monitor role

Chapter 01: Management

- b. figurehead role
- c. spokesperson role
- d. disseminator role

ANSWER: d

37. In the context of management functions, which of the following is true of planning?

- a. It is one of the best ways to improve performance.
- b. It is the last function of management.
- c. It involves monitoring progress toward goal achievement.
- d. It involves hiring and leading workers.

ANSWER: a

38. As a supervisor at an automobile service center, Jacob is bossy, arrogant, and insensitive to the needs of his subordinates. He is unable to delegate tasks effectively. This scenario illustrates that Jacob has the characteristics of a(n):

- a. derailer.
- b. empathetic leader.
- c. transformational leader.
- d. arriver.

ANSWER: a

39. Jonathan is the CEO of a cell phone manufacturing company. At the company's Annual General Meeting, he made an announcement to the shareholders about one vacant position in the company's supervisory board. In the context of managerial roles, which of the following roles does Jonathan illustrate in this scenario?

- a. Leader role
- b. Liaison role
- c. Disseminator role
- d. Spokesperson role

ANSWER: d

40. Depending on the number of customer footfalls in each section, Glenn, the floor manager of an apparel store, shuffles the number of employees on the floor among the men's, women's, and kids' sections of the store. In the context of managerial roles, which of the following decisional roles does Glenn illustrate in this scenario?

- a. The disturbance handler role
- b. The resource allocator role
- c. The disseminator role
- d. The spokesperson role

ANSWER: b

41. After graduating from one of the highest-ranked business schools in the world, Alfred was hired as a divisional marketing manager at a computer hardware company. His job profile included planning the marketing activities for the next fiscal year, allocating funds, and overlooking the performance of marketing representatives. In the given scenario, Alfred was most likely hired as a _____.

- a. middle manager
- b. team leader
- c. first-line manager

Chapter 01: Management

d. top manager

ANSWER: a

42. An account manager with _____ has the ability to create statements for a budget, compare the budget to the actual income statement of a particular financial year, and determine unnecessary expenses.

- a. technical skills
- b. human skills
- c. conceptual skills
- d. interpersonal skills

ANSWER: a

43. A business administrator in a school is determining how classes will be scheduled, which rooms will be allocated, and who will teach each subject in the curriculum. Which of the following management functions is illustrated in this scenario?

- a. Planning
- b. Organizing
- c. Controlling
- d. Leading

ANSWER: b

44. Which of the following is a relatively new kind of management position that developed as companies shifted to self-managing groups?

- a. A top manager
- b. A team leader
- c. A first-line leader
- d. A middle manager

ANSWER: b

45. Veronica, a cardiothoracic surgeon, is the most sought after doctor in Tentacare, a specialty hospital. Patients have utmost belief in her capabilities. Which of the following skills is Veronica most likely to have?

- a. Human skills
- b. Planning skills
- c. Technical skills
- d. Conceptual skills

ANSWER: c

46. Esthelt, an automobile manufacturing company, has a shortage of engineers who are capable of operating computer-controlled machinery used for the production of various critical car parts. Although Esthelt has created job vacancies for this position, production has slowed down drastically due to the shortage of engineers. Due to the urgent requirement for production to gain pace, the company is looking for somebody with the necessary _____ so that he or she would not require training on Computer Numerical Control.

- a. human skills
- b. planning skills
- c. technical skills
- d. conceptual skills

Chapter 01: Management

ANSWER: c

47. _____ is the ultimate form of commitment companies can make to their workers.

- a. Job posting
- b. Employment security
- c. Structural accommodation
- d. Bureaucratic immunity

ANSWER: b

48. Ronnie, the advertising manager of a leading newspaper, congratulates every member of the space selling team who achieves his or her daily target. This motivates the team members to work harder and collectively contribute to the organizational goal of selling space for advertisements. In this scenario, which of the following management functions is illustrated by Ronnie?

- a. Organizing
- b. Planning
- c. Leading
- d. Controlling

ANSWER: c

49. Relish Inc. is a fruit juice manufacturing company. The company ensures that raw materials are fully utilized. It also makes sure that minimal waste is produced. The juice extracting and packaging units of the company are designed in such way that the quality of its products is maintained with minimal costs. Relish is involved in achieving _____.

- a. effectiveness
- b. efficiency
- c. autonomy
- d. power

ANSWER: b

50. Which of the following is a characteristic of derailers?

- a. They are usually talentless.
- b. They admit their mistakes.
- c. They are warm and friendly to others.
- d. They are abrasive and intimidating.

ANSWER: d

51. Although Tracith is one of the best supermarkets in the coastal town of Dawntonia, it fails to retain customers. To solve this problem, Edna, the newly appointed marketing manager at Tracith, decides to implement a customer loyalty program. This program would include a membership card and a mobile app that can only be accessed using the membership card number. The mobile app will be enabled to show real-time availability of products at the supermarket. In the context of managerial roles, which of the following decisional roles is illustrated by Edna in this scenario?

- a. The entrepreneur role
- b. The liaison role
- c. The disseminator role
- d. The spokesperson role

ANSWER: a

Chapter 01: Management

52. At Troysten Inc., a construction company, Edwin's job responsibilities include monitoring the work carried out by the company's site engineers. He is also responsible for ensuring that all the engineers are provided with ample guidance and supervision so that they can perform all the assigned tasks to the best of their ability. In the given scenario, Edwin's job is related to _____.

- a. accounting
- b. sales
- c. management
- d. production

ANSWER: c

53. Calverd Bank was one of the first banks to open a branch in the rural county of Shirles. Even after many other banks opened their branches in Shirles, Calverd Bank continues to have the biggest market share because of its excellent customer service. In the context of management, the Shirles branch of Calverd Bank illustrates _____.

- a. synergy
- b. efficiency
- c. autonomy
- d. effectiveness

ANSWER: d

54. Auburn Inc., a publishing company, realized that there was a factual error in the August issue of its business magazine, Alacrity. The magazine's editor-in-chief immediately released a press statement apologizing for the error. Subsequently, Auburn published the actual figures in Alacrity's September issue. Which of the following management functions was used in this scenario?

- a. Controlling
- b. Leading
- c. Motivating
- d. Planning

ANSWER: a

55. Gordon, the restaurant manager of Chipmugs, a continental restaurant, reviews customer feedback forms to help him choose the winner of "Best Waiter of the Month" award. This motivates the waiters at the restaurant to render good service and to insist customers to fill feedback forms about their services. In the context of managerial roles, which of the following roles does Gordon illustrate in this scenario?

- a. Leader role
- b. Monitor role
- c. Disseminator role
- d. Figurehead role

ANSWER: a

56. Wanda is the procurement manager at a supermarket. Her duties include short-term planning for the purchase of perishable goods, encouraging and rewarding the employees who handle the transportation of goods to the supermarket and supervising the entry-level employees of her department. In the given scenario, Wanda is most likely a _____.

- a. middle manager
- b. team leader
- c. first-line manager
- d. top manager

Chapter 01: Management

ANSWER: c

57. Robert is a manager at Beta Corp. Many of his subordinates mention that they find it easy to work and communicate with Robert. According to them, Robert is a good listener and communicates his ideas effectively. Moreover, he is sensitive to the feelings of others and encourages them to express their opinions. This scenario illustrates that Robert has good _____.

- a. technical skills
- b. spatial skills
- c. conceptual skills
- d. human skills

ANSWER: d

58. Glimmens, a continental restaurant, started its operations by renting the ground floor of a three-storied building. As the business of the restaurant grew, Marvin, the co-owner of the restaurant, pressed the landlord of the building to allow him to occupy and rent the first floor as well for much lower rent than what the landlord intended to quote. This would reduce the expansion costs of Glimmens. In the context of managerial roles, which of the following decisional roles does Marvin exemplify in this scenario?

- a. The disturbance handler role
- b. The resource allocator role
- c. The disseminator role
- d. The negotiator role

ANSWER: d

59. According to Henry Mintzberg, in the _____, managers receive a great deal of unsolicited information because of their personal contacts.

- a. leader role
- b. monitor role
- c. figurehead role
- d. negotiator role

ANSWER: b

60. Ruben, the owner of Fitstem, a popular gym, analyzes the competition that the gym faces and understands the changing needs of its customers. To tackle competition, he tries to get all the latest equipment installed in the gym. He also takes frequent feedback related to service improvement from the gym's regular clients. In this scenario, which of the followings skills is Ruben most likely to possess?

- a. Human skills
- b. Planning skills
- c. Technical skills
- d. Conceptual skills

ANSWER: d

61. Carmensa is a luxury footwear brand that has its stores only in high-end malls and posh localities. When new luxury footwear brands were launched in the market, the tough competition resulted in a decrease in Carmensa's sales. To deal with this crisis, Grace, the CEO of Carmensa, decides to lower the prices of its products and launch an advertising campaign that would highlight the affordability factor of luxury footwear at its stores. In the context of managerial roles, which of the following decisional roles is Grace illustrating in this scenario?

Chapter 01: Management

- a. The entrepreneur role
- b. The liaison role
- c. The disseminator role
- d. The spokesperson role

ANSWER: a

62. Ednus, a fashion magazine, plans to acquire Hazemens, a women's magazine. When Derick, the Chief Financial Officer (CFO) of Hazemens, visits Ednus's office to discuss the terms of the acquisition, Charlotte, the Chief Executive Officer (CEO) of Ednus, personally greets him upon his arrival. In the context of managerial roles, which of the following roles does Charlotte illustrate in this scenario?

- a. Leadership role
- b. Monitor role
- c. Disseminator role
- d. Figurehead role

ANSWER: d

63. _____ are typically responsible for developing employees' commitment to and ownership of the company's performance.

- a. Top managers
- b. Middle managers
- c. First-line managers
- d. Team leaders

ANSWER: a

64. Jane is in charge of her Rotary Club's annual fundraising auction. She has to determine the site of the event and decide who will collect donations from local businesses. She also has to decide who will sell tickets to customers and who will conduct the auction. Jane is engaged in the management function of _____.

- a. planning
- b. controlling
- c. leading
- d. organizing

ANSWER: d

65. Which of the following is a function of a top manager?

- a. Facilitating team activities toward accomplishing a goal
- b. Creating a positive organizational culture through language and action
- c. Coordinating and linking groups, departments, and divisions within a company
- d. Monitoring the performance of individual managers who report to him or her

ANSWER: b

66. Corey, the chief financial officer of Maurectric Inc., an electronics company, is also an investor in the stock market. As the shareholder of various other companies, he attends the Annual General Meetings of those companies. This helps him study the financials and financial strategies followed by other companies in the same industry. In the context of managerial roles, which of the following roles does Corey illustrate in this scenario?

- a. Leader role

Chapter 01: Management

- b. Liaison role
- c. Disseminator role
- d. Figurehead role

ANSWER: b

67. Most of the employees at Worthempt, an accounting firm, express their grievances to Vincent, a senior human resources coordinator, because he is highly considerate and approachable. The employees believe that Vincent never fails to get issues solved for them. In this scenario, which of the following skills is Vincent most likely to possess?

- a. Human skills
- b. Planning skills
- c. Technical skills
- d. Conceptual skills

ANSWER: a

68. Ricardo is the human resources manager at Shafewn, an e-commerce site. He confirms the completion of the probationary periods of management trainees in the company only after each of them submits a report on the company's marketing strategies. In the reports, they are asked to evaluate the company's existing marketing strategies and suggest better ones. Ricardo shares the relevant and useful information from these reports with the marketing team of Shafewn. In the context of managerial roles, which of the following roles does Ricardo illustrate in this scenario?

- a. Leader role
- b. Liaison role
- c. Disseminator role
- d. Monitor role

ANSWER: c

69. Loretta, the brand manager of a luxury handbag store, attends fashion shows in various cities to study the current and upcoming fashion trends and get acquainted with people from the fashion industry. In the context of managerial roles, which of the following roles does Loretta illustrate in this scenario?

- a. Leader role
- b. Liaison role
- c. Disseminator role
- d. Monitor role

ANSWER: d

70. Jerry, the recruitment manager at Randents Inc., reviews the performance of his team members on a monthly basis. Based on the results of his monthly reviews, he decides to conduct daily reviews to analyze the performance of members who do not achieve their monthly targets. In the context of management functions, Jerry's action exemplifies _____.

- a. organizing
- b. planning
- c. leading
- d. controlling

ANSWER: d

71. Vermpotta, a company that manufactures glassware, has its factories in developing countries where labor costs are low. The quality of the company's products manufactured at its factory in the country of Octofia has been consistently low. Antonio, the company's chief operating officer, worked out of the Octofia factory for a month to find the root cause

Chapter 01: Management

of this problem. After much deliberation, Antonio decided that the factory needs to be moved to an industrial area in the capital of Octofia. In the context of managerial roles, which of the following decisional roles does Antonio illustrate in this scenario?

- a. The disturbance handler role
- b. The resource allocator role
- c. The disseminator role
- d. The spokesperson role

ANSWER: a

72. Derek is considered the best lecturer at Megansted, an academic institution, because he has excellent communication skills. He can explain complicated subject topics in simple words using creative as well as realistic examples. This ability of Derek indicates that he possesses high _____.

- a. human skills
- b. planning skills
- c. technical skills
- d. conceptual skills

ANSWER: a

73. Which of the following illustrates the management practice of gaining competitive advantage through people?

- a. The management of Mabette, a law firm, believes that it is best not to disclose the company's financial information to the employees of the organization.
- b. The board of directors of Naocomp, a software company, decides to launch its own research and development division by investing from the company's profits.
- c. Pentaft, an advertising agency, does not provide job security to its employees under the pretense that the fear of losing their jobs would cause the employees to perform well.
- d. Olagamp, a pharmaceutical company, recruits aggressively without enough screening so that it does not lose any talented job applicants in the process.

ANSWER: b

74. Mike supervises the work of factory workers in an automobile manufacturing firm. Most of his time is spent on quality control, scheduling workers, and training new employees. Mike can be categorized as a _____.

- a. first-line manager
- b. middle manager
- c. top-level manager
- d. plant manager

ANSWER: a

75. According to Linda Hill's study, after their first year of managerial experience, managers tend to:

- a. exercise formal authority.
- b. use positive reinforcement.
- c. view themselves as the boss.
- d. tell others what to do.

ANSWER: b

76. When Melver Bank opened its first branch in the county of Derenston, Jon, the branch manager, arranged an ice-

Chapter 01: Management

cream stall at the entrance of the bank's building as a treat to the locals of the county. In the context of managerial roles, which of the following roles does Jon illustrate in this scenario?

- a. Leader role
- b. Monitor role
- c. Disseminator role
- d. Figurehead role

ANSWER: d

77. In the context of management functions, organizing is about:

- a. determining how things get done.
- b. determining organizational goals.
- c. motivating workers to work hard.
- d. monitoring progress toward goal achievement.

ANSWER: a

78. Tracy is the head of one of the three groups in the production department at an apparel manufacturing company. She assigns work to each of her subordinates in the group on a regular basis. Although she is not solely responsible for the performance of her group, she facilitates the group in achieving the monthly targets of production. In this scenario, Tracy is most likely a _____.

- a. middle manager
- b. team leader
- c. first-line manager
- d. top manager

ANSWER: b

79. The labor union of a machinery manufacturing company went on strike demanding an increase in their wages. Craig, the chief human resource officer of the company, called a meeting with the labor union leader and came to a consensus that the company would increase the wages of the workers who take the night shifts. In the context of managerial roles, which of the following decisional roles does Craig illustrate in this scenario?

- a. The disturbance handler role
- b. The resource allocator role
- c. The disseminator role
- d. The spokesperson role

ANSWER: a

80. Carrie is a certified public accountant. Because of her qualification, she gets a job as the finance manager of a leading manufacturing firm. Which of the following skills is Carrie most likely to possess?

- a. Human skills
- b. Planning skills
- c. Technical skills
- d. Conceptual skills

ANSWER: c

81. Trent Automobiles Inc. was expecting a large shipment of scrap metal a week earlier. As the shipment did not arrive on time, the supply manager at Trent Automobiles was forced to place another order for the same quantity of scrap metal

Chapter 01: Management

from a local manufacturer. As a result, its car manufacturing processes got delayed and expenses increased. In this scenario, Trent Automobiles is demonstrating a lack of _____.

- a. synergy
- b. disintermediation
- c. automation
- d. efficiency

ANSWER: d

82. According to Stanford University business professor Jeffrey Pfeffer, which of the following ideas is used by managers in top-performing companies?

- a. Increased status distinctions
- b. Centralization of authority
- c. Self-managed teams
- d. Reduced training

ANSWER: c

83. When Ruth was hired by Graham Services Inc. to head its customer service operations, she was told that her role involved supervising the work of her employees and ensuring that they did their jobs well. Ruth's job is related to:

- a. marketing.
- b. recruitment.
- c. management.
- d. finance.

ANSWER: c

84. As the chief executive officer of Hayden Corp., Kim found an effective way to reward high-performing employees and boost their morale during an economic downturn. In this scenario, Kim was engaged in which of the following management functions?

- a. Planning
- b. Organizing
- c. Leading
- d. Controlling

ANSWER: c

85. After graduating with a bachelor's degree in Psychology, Eva decided to look out for a job as a counselor in an academic institution because she strongly believed that she was a good listener and that she was good at encouraging others to express their thoughts and feelings. In this scenario, Eva believed that she possessed the requisite _____ to be a counselor.

- a. human skills
- b. planning skills
- c. motivational skills
- d. conceptual skills

ANSWER: a

86. The _____ is the decisional role that managers play when they decide who gets what supplies and in what amounts.

Chapter 01: Management

- a. disturbance handler role
- b. resource allocator role
- c. disseminator role
- d. monitor role

ANSWER: b

87. _____ are typically responsible for planning and allocating resources to meet organizational objectives.

- a. Top managers
- b. Team leaders
- c. Middle managers
- d. First-line managers

ANSWER: c

88. Bobby is the plant manager of one of the three manufacturing plants of a paper manufacturing company. He is responsible for synching the processes of his plant with the standards set at the company's headquarters. He sends weekly updates of raw material requirements to the purchase division at the headquarters. He also connects the company's human resources department with the employees who work in his plant. In this scenario, Bobby is most likely a _____.

- a. middle manager
- b. team leader
- c. first-line manager
- d. top manager

ANSWER: a

89. After hiring Brenda in the finance department of Amintent Corp., none of its finance strategies have failed. Brenda created a positive organizational culture at Amintent Corp., thereby uplifting the company's values. In this scenario, Brenda is most likely a _____ at Amintent Corp.

- a. middle manager
- b. team leader
- c. first-line manager
- d. top manager

ANSWER: d

90. Shawn is a regional sales manager of a popular fortnightly magazine. He sets targets for and reviews the performances of the sales representatives of his region. Changes in marketing strategies mandated by the marketing team at the magazine's headquarters authorized Shawn to be solely responsible to bring about the necessary changes in his region. In the given scenario, Shawn is most likely a _____.

- a. middle manager
- b. team leader
- c. first-line manager
- d. top manager

ANSWER: a

91. Norman, a partner of Dalexiles, a garment wholesale firm, offers discounts to giant retail apparel stores if the quantity of products bought from Dalexiles is more than their actual purchase requirement. In the context of managerial roles, which of the following decisional roles does Norman exemplify in this scenario?

Chapter 01: Management

- a. The disturbance handler role
- b. The resource allocator role
- c. The disseminator role
- d. The negotiator role

ANSWER: d

92. To combat increasing competition by lowering its prices, Rumbearc Inc., a paper carton box manufacturing company, decides to mechanize most of its production processes. Subsequently, Rita, the chief human resources officer of the company, makes a media announcement regarding its decision to lay off 600 employees. In the context of managerial roles, which of the following roles does Rita illustrate in this scenario?

- a. Leader role
- b. Liaison role
- c. Disseminator role
- d. Spokesperson role

ANSWER: d

93. _____ involves accomplishing tasks that help fulfill organizational objectives.

- a. Effectiveness
- b. Equity
- c. Synergy
- d. Groupthink

ANSWER: a

94. _____ is defined as getting work done through others.

- a. Communication
- b. Marketing
- c. Management
- d. Accounting

ANSWER: c

95. Venus Diner, a fast food restaurant, has installed two additional billing counters to reduce waiting time for its customers. This has helped the restaurant improve its customer service and satisfaction. This scenario illustrates that Venus Diner is striving for _____.

- a. effectiveness
- b. consistency
- c. synergy
- d. cohesiveness

ANSWER: a

96. Which of the following skills includes the ability to recognize how a company fits into or is affected by its external environment?

- a. Technical skills
- b. Human skills
- c. Conceptual skills
- d. Spatial skills

Chapter 01: Management

ANSWER: c

97. Greg is the marketing manager of an apparel manufacturing company that specializes in winter wear. He personally visited the old age homes in which the company sponsored Christmas lunches, as part of its corporate social responsibility initiative. In the context of managerial roles, which of the following roles does Greg illustrate in this scenario?

- a. Leader role
- b. Monitor role
- c. Disseminator role
- d. Figurehead role

ANSWER: d

98. Myrtle, a bank manager, is referred to as a tough boss by her subordinates because she uses bullying management styles to get things done. She sends intimidating emails to the clerical staff at her branch, she threatens the cashier to tally the cash transactions within a particular time limit, and she is abrasive to her subordinates when they try to justify their actions. In this scenario, which of the following is the most evident management mistake being committed by Myrtle?

- a. Overmanaging
- b. Being overly ambitious
- c. Insensitivity to others
- d. Inability to staff effectively

ANSWER: c

99. After Hayworth Publishers realized that it was incurring losses, it set new objectives. These objectives were to increase revenues by at least five percent and reduce net losses by at least 80 percent. In this scenario, which of the following management functions is involved in setting these goals and helping the company meet them?

- a. Controlling
- b. Organizing
- c. Planning
- d. Leading

ANSWER: c

100. Debra is the day-shift supervisor at a company that manufactures and supplies plastic bottles to pharmaceutical companies. She is responsible for estimating the hiring needs for the day-shift at the factory. She also prepares the schedules for the training process of newly hired employees. Most importantly, she overlooks the entire day-shift production process at the factory and reports to her manager on a regular basis. In this scenario, Debra is most likely a _____.

- a. middle manager
- b. team leader
- c. first-line manager
- d. top manager

ANSWER: c

101. Tyler is a finance manager at an automobile manufacturing company. He collects internship reports from summer interns at the company to study the finance strategies suggested by them in their reports. He uses the relevant information from this study to suggest new strategies to the chief financial officer of the company. In the context of managerial roles, which of the following roles does Tyler illustrate in this scenario?

- a. Leader role

Chapter 01: Management

- b. Liaison role
- c. Disseminator role
- d. Monitor role

ANSWER: c

102. Janice, a co-founder of a startup firm that provides financial services, is responsible for making the standard operating procedure for the firm's wealth management division and assigning duties to the management trainees recruited for this division. In the context of management functions, Janice's job responsibilities best illustrate _____.

- a. controlling
- b. organizing
- c. disseminating
- d. leading

ANSWER: b

103. Providing a great shopping experience to customers is one of the important objectives of Purple Fashions Inc., a clothing store. To achieve this objective, the company has a team of committed customer service professionals, whose job is to ensure that customers get exactly what they want. This scenario illustrates that Purple Fashions is trying to achieve _____.

- a. organizational commitment
- b. employee productivity
- c. employee satisfaction
- d. organizational effectiveness

ANSWER: d

104. As soon as she allocates tasks to her subordinates, Yolanda, an account manager, thinks about the next set of tasks that she can allocate to them so that she can gain credit from her superiors in the organization. Which of the following management mistakes is evident by this act of Yolanda?

- a. Overdependence on mentor
- b. Being overly ambitious
- c. Insensitivity to others
- d. Inability to staff effectively

ANSWER: b

105. Stacy, the head of the public relations department at a multinational advertising agency, subscribes to websites that provide her information about the annual advertising budgets of various multinational companies. She also studies this information to analyze the current market trends in advertising expenditure. This helps her mold the public relations strategies of the agency to match the industry standards. In the context of managerial roles, which of the following roles does Stacy illustrate in this scenario?

- a. Leader role
- b. Liaison role
- c. Disseminator role
- d. Monitor role

ANSWER: d

106. Zachary, the chief human resources officer at Mandown Constructions, who received an award for his excellence in human resources management, was felicitated by the board of directors of the company. He is appreciated for being able

Chapter 01: Management

to effectively understand the human resources needs of the organization as a whole and for framing the company's human resources policies accordingly. He has also been a driving force for the company's corporate social responsibility programs. In this scenario, Zachary is most likely to possess high _____.

- a. human skills
- b. planning skills
- c. technical skills
- d. conceptual skills

ANSWER: d

107. _____ involves encouraging employees to engage in behaviors directly related to goal accomplishment.

- a. Supervising
- b. Organizing
- c. Planning
- d. Controlling

ANSWER: c

108. According to Linda Hill's study, after six months as a manager, most of the new managers believed that their job was to:

- a. tell others what to do.
- b. exercise formal authority.
- c. be the boss and get things done.
- d. solve problems for their subordinates.

ANSWER: d

109. Regina, the CEO of a popular health magazine, subscribes to 20 other magazines to follow the industry trends, understand the financial scenarios in various industries, and study the rate of competition faced by her magazine. In the context of managerial roles, which of the following roles does Regina illustrate in this scenario?

- a. Leader role
- b. Liaison role
- c. Disseminator role
- d. Monitor role

ANSWER: d

110. The top management at Vermilion Inc. realized that there were some technical defects in the company's new manufacturing plant that was under construction. Technical specialists were sent to the site to correct the issues. This scenario illustrates the management function of _____.

- a. planning
- b. organizing
- c. controlling
- d. motivating

ANSWER: c

111. While preparing the annual advertising budget, Tracy, the chief marketing officer of an online furniture store, is deciding which categories of products from the company's portfolio would need to be advertised most often. In the given scenario, which of the following decisional roles is best illustrated by Tracy?

Name: _____ Class: _____ Date: _____

Chapter 01: Management

- a. The disturbance handler role
- b. The resource allocator role
- c. The disseminator role
- d. The spokesperson role

ANSWER: b

112. To reduce manual errors, Debronth Inc., a machinery manufacturing company, automated most of its production processes using Computer Numeric Control (CNC) machines. This reduced the labor cost, wastage of raw materials, and rejection of finished goods due to quality issues. In the context of management, the automation of production processes at Debronth Inc. exemplifies _____.

- a. synergy
- b. efficiency
- c. autonomy
- d. contingency

ANSWER: b

113. _____ skills are equally important at all levels of management, from team leaders to chief executive officers.

- a. Technical
- b. Human
- c. Spatial
- d. Conceptual

ANSWER: b

114. According to Henry Mintzberg, in the _____, managers motivate and encourage workers to accomplish organizational objectives.

- a. figurehead role
- b. entrepreneur role
- c. leader role
- d. monitor role

ANSWER: c

115. Clara is the chief operating officer of a cosmetics manufacturing company. She gets opportunities to attend the board meetings of her vendor companies. These meetings give her a fresh perspective about how other companies frame their strategies and how procurement and operations are managed in different companies. In the context of managerial roles, which of the following roles does Clara illustrate in this scenario?

- a. Leader role
- b. Liaison role
- c. Disseminator role
- d. Figurehead role

ANSWER: b