(UMER GHAFFAR)
Hawthorne studies were a series of early experiments that focused on:
Select correct option:
Behavior in the workplace (NOT SURE)
Ethics in the workplace
Group norms
Interpersonal dynamics

Which of the following would be considered a formal group?
Select correct option:
Task force for employee birthday celebrations
Reading group
Bowling team
Bringing people from various functions

A situation in which an organization is not implementing valuable strategies that are being implemented by competing organization is called:
Select correct option:
Competitive disadvantage
Distinctive competencies
Competitive edge
Competitive parity

Which of the following is NOT an important leadership role for team leaders?
Select correct option:
Liaison with external constituencies
Liaison with internal constituencies
Troubleshooter
Conflict manager

Which of the following is NOT an important leadership role for team leaders?
Select correct option:
Liaison with external constituencies
Liaison with internal constituencies
Troubleshooter
Conflict manager

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Selecting an alternative in the decision-making process is accomplished by:
Select correct option:
Choosing the alternative with the highest score
Choosing the One You Like Best
Selecting the alternative that has the lowest price
Selecting the alternative that is the most reliable

A plan developed to carry out a course of action that is not likely to be repeated in the future is called:
Select correct option:
Single-use plan
Specific plan
Reaction plan
Direction plan

Concern for employee motivation is most closely associated with which of the following management approach?
Select correct option:
Bureaucracy
Organizational behavior (NOT SURE)
Scientific management
Systems

(PARISHY AZIZ)
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

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

The process of monitoring performance, comparing it with goals and correcting any significant deviations is known as:
Select correct option:

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Planning
Organizing
Leading
Controlling

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

The greater the risk involves in making a decision, the greater the:
Select correct option:
Outcomes
Information available
Rewards
Uncertainty

Each subordinate should report to one and only one superior is called:
Select correct option:
Authority
Unity of command
Unity of direction
Order

Which of the following is part of the 14 principles of management identified by Henri Fayol?
Select correct option:
Scalar chain
Innovation
Efficiency
Motivation

A learning organization has developed its_____.
Select correct option:
Educational department to keep employees trained
Capacity to adapt and change
Barriers to entry of its markets
A sustainable competitive advantage that is easy to maintain

Which of the following is not a suggestion for motivating employees?
Select correct option:
Recognize individual differences
Makes goals very difficult to achieve
Match people to jobs
Individualize rewards

In Maslow's need hierarchy, a healthy work environment is an example of what type of need?
Select correct option:
Physiological
Esteem

Safety
Social

The plans which deal with fairly small set of activities are called:
Select correct option:
Strategic plan
Tactical plan
Operational plan
Personal plan

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

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

The assignment of new or additional responsibilities to a subordinate is called:
Select correct option:
Coordination
Specialization

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Delegation
Span of control

(IRFAN SHAHZAD)
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

Which expectancy theory linkage explains the degree to which a student desires a good job?
Select correct option:
Expectancy

Effort to performance
Input to outcome
Valence

The assignment of new or additional responsibilities to a subordinate is called:
Select correct option:
Coordination
Specialization
Delegation
Span of control

Which ethical approach is guided by what will result in the greatest good for the greatest number of people?
Select correct option:
Moral-Rights approach
Individual approach
Utilitarian approach
Justice approach

Low level management has a complete authority to make decisions in case of:
Select correct option:
Centralization
Decentralization
Scalar Chain
Order

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

Each subordinate should report to one and only one superior is called:
Select correct option:
Authority
Unity of command
Unity of direction
Order

There are many healthcare products manufacturers. XYZ Company manufactures only personal hygiene products. It markets such products deodorant, body powder, body creams, and exfoliates. Because it only stocks body care and personal hygiene products, it is using ___ strategy.
Select correct option:

Prospecting
Emergent
Focus
Cost leadership

When managers give goals to employees, they must always:
Select correct option:
Use employee-recognition as a reward
Provide feedback to the employees
Let the employees participate in setting the goals
All of the given options

The organization that has developed the capacity to continuously learn, adapt, and change is called:
Select correct option:
Virtual organization
Learning organization
Traditional organization
Bureaucratic organization

Your firm's attorney has which of the following power when giving legal advice?

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Select correct option:
Legitimate
Status
Expert
Coercive

Which of the following is a function of how much decision-making authority is pushed down to lower levels in the organization?
Select correct option:
Departmentalization
Centralization
Span of control
Power

Organizations that are highly flexible and adaptive are described as which of the following?
Select correct option:
Organic
Mechanistic
Rational (NOT SURE)
Intuitive

A human resource manager attending a local Society for Human Resource Management meeting would be functioning in which of the following role?
Select correct option:
Informational
Leader
Liaison
Disseminator

Which type of environment is best suited for mechanistic organizations?
Select correct option:
Dynamic
Manufacturing
Service
Stable

(ZAIN)
The most outspoken advocate of the classical view of social responsibility is economist and Nobel prize winner:
Select correct option:
Carnegie Milton
Charles Darwin

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Milton Freeman
Milton Friedman

In traditional goal setting, the goals are set at the top level of management and after that they:
Select correct option:
Become the responsibility of first-line management
Are broken down into sub goals for each level of the organization
All the efforts to achieve the goals are directed by top management
Are delegated to the next lower level to be achieved

Which of the management tasks is the most important for a supervisory manager?
Select correct option:
Planning
Organizing
Controlling
Staffing

A budget is an example of which of the following plan?
Select correct option:
Strategic plan
Single use plan
Informal plan
Standing plan

Which of the following is the final step in the decision-making process?
Select correct option:
Identifying the problem
Evaluating the decision's effectiveness
Identifying decision criteria
Selecting an alternative that can resolve the problem

The behavioral dimension of leadership involving the concern that the leader has for the feelings, needs, personal interest, problems, and well being of followers is referred to as which of the following?
Select correct option:
Consideration
Initiating structure
Autocratic
Democratic

What type of an organization actively creates, acquires, and transfers knowledge within itself and is able to modify its behavior to reflect new knowledge?

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Select correct option:
Enlightened organization
Conceptualized organization
Learning organization
Modern organization

A primary benefit of MBO is:
Select correct option:
Avoid competition
Resistance against new entrance
Improve employee motivation
Increase resources

Functional departmentalization groups jobs by which of the following?
Select correct option:
Tasks they perform
Territories they serve
Products or services they manufacture or produce
Type of customer they serve

Henri Fayol, a French industrialist, first analyzed what managers do and divided that work into functions. The study of the management function that defines goals and establishes strategies to achieve them is called:
Select correct option:
Planning
Organizing
Leading
Controlling

Which one of the following items best reflects the extent to which a society places a high value on reducing risk and instability?
Select correct option:
Uncertainty avoidance
Power distance
Masculinity/femininity
Long-term/short-term orientation

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

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Risky

Forecasting techniques fall into which of the following two categories?
Select correct option:
Fixed asset and human capital
Predictive and confirmatory
Quantitative and qualitative
Empirical and conceptual

A plan developed to carry out a course of action that is not likely to be repeated in the future is called:
Select correct option:
Single-use plan
Specific plan
Reaction plan
Directional plan

The organization which has no interaction with its external environment is called:
Select correct option:
Open system
Closed system
Non-interactive system
Moderated system

(UMEED.E. SUBH)
Which famous management thinker was related with the development of "Theory X"?
Select correct option:
Douglas McGregor
Abraham Maslow
Frederick Herzberg
Chester Barnard

The management function that specifies goals to be achieved and deciding in advance the appropriate actions to achieve those goals is:
Select correct option:
Leading
Controlling
Organizing
Planning

Monitoring organizational progress towards goal attainment is called:
Select correct option:
Planning

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Organizing
Leading
Controlling

Organizational culture is similar to an individual's:
Select correct option:
Skills
Personality
Motivation
Ability

Which of the following is NOT an example of an organization's general environment?
Select correct option:
Economic conditions
Political conditions
Social conditions

Who presented the Concept of Quality?
Select correct option:
Henri Fayol
Prof.Henry Mintzberg
Frank & Lillian Gilbreth
Prof.Edward Deming

In order to communicate, motivate and delegate a manager must have:
Select correct option:
Political skills
Conceptual skills
Technical skills
Interpersonal skills

Which of the following departmentalization is used more in recent years to better monitor the needs of customers and to respond to changes in those needs?
Select correct option:
Needs-based (NOT SURE)
Functional
Process
Customer

Which of the following is called output of a system?
Select correct option:
Services
Material

Human
Information resource

Who is credited for the theory of motivation based on the hierarchy of needs?
Select correct option:
Abraham Maslow
Douglas McGregor
Henri Fayol
Mary Parker Follett

Which of the following is NOT an example of a constituency that makes up the specific environment?
Select correct option:
Customers
Socio-cultural
Suppliers
Competitors

The SWOT approach assesses an organization's:
Select correct option:
Speed, Wants, Order, Timing
Studies, Workflows, Opportunities, Trials
Strengths, Weaknesses, Opportunities, Threats
Signs, Worries, Objectives, Techniques

An office supply firm that has three departments based upon retail, wholesale, and governmental customers is using which of the following types of departmentalization?
Select correct option:
Functional
Product
Customer
Geographic

To determine the _____, a manager must determine what is relevant or important in resolving the problem.
Select correct option:
Geocentric behavior needed
Number of allowable alternatives
Weighting of decision criteria
Decision criteria

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 to hold

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which of the following interpersonal role within the company?
Select correct option:
Liaison
Disseminator
Figure head
Entrepreneur

(USMAN KHALID)
What would be the best description of plans that focus on the broad future of the organization and incorporate both external environmental demands and internal resources into managers' actions?
Select correct option:
Operational plans
Tactical plans
Strategic plans
Holistic plans

Which of the following scientist is most closely associated with the Hawthorne studies?
Select correct option:
Adams
Mayo
Lawler
Barnard

When objectives are not written down or rarely verbalized, and the planning is general and lacks continuity, which of the following types of planning is used?
Select correct option:
Environmental planning
Economic planning
Informal planning
Formal planning

Which of the following is the power that rests on the leader's ability to punish or control?
Select correct option:
Reward power
Coercive power
Expert power
Referent power

Inspiring people to be high performer is called:
Select correct option:
Controlling

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Leading
Planning
Organizing

Which of the following theory is currently the most widely accepted when describing employee motivation?
Select correct option:
Reinforcement
Three-need
Expectancy
Equity

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
Negotiator
umeed.e. subh: 2
Irfan Shahzad: 2
Muhammad Zeeshan: 2

LG and Sony electronics agreed to cooperate on developing new technologies. Representatives from each firm meet regularly to coordinate this new venture. Which of the following roles these mangers are playing?
Select correct option:
Liaison
Leader
Disseminator
Spokesperson

A skill or capability that enables an organization to conceive of and implement its strategies is its:
Select correct option:
Strength
Weakness
Opportunity
Threat

The task environment of organizations consists of constituencies that have a direct impact on managers' decisions and actions. The main constituencies are made up of customers, suppliers, competitors, and _____.

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Select correct option:
Legislators
Pressure groups
Employees
Lawyers

Set of processes involved in creating or determining the strategies of the organization is called:
Select correct option:
Strategy formulation
Strategy implementation
Strategy evaluation
Strategy imitation

What type of an organization actively creates, acquires, and transfers knowledge within itself and is able to modify its behavior to reflect new knowledge?
Select correct option:
Enlightened organization
Conceptualized organization
Learning organization
Modern organization

Which of the following is a general statement or understanding that guide or channelize thinking in decision making?
Select correct option:
Policy
Procedure
Rule
Project

Which of the following is a process that involves managers from all parts of the organization in the formulation of strategic goals?
Select correct option:
Strategic management
Strategic positioning
Strategic planning
Strategic organizing

Maslow's need hierarchy, a healthy work environment is an example of what type of need?
Select correct option:
Physiological
Esteem

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Safety
Social

(MZEESHAN)
What would be the best description of plans that focus on the broad future of the organization and incorporate both external environmental demands and internal resources into managers' actions?
Operational plans
Tactical plans
Strategic plans
Holistic plans

Which of the following is NOT a key element of the Total Quality Management approach?
Focus on the customer
Employee involvement
Continuous improvement
Focus on the supplier

When call center managers spend much of their time monitoring customer calls and giving employees feedback about how to improve their dialogue with customers in the future, these managers are using which of the following skills?
Technical
Conceptual
Situational
Ethical

The process of selecting decision criteria is accomplished by:
Massaging the data that will support a given decision
Flipping a coin to produce a 50-50 chance of being right
Determining what is relevant in making the decision
Examining the difference in the opportunities available

Alternatives that an organization chooses from its operations across several industries and several markets is called:
Business-level strategy
Corporate-level strategy
Functional-level strategy
Market-level strategy

In the MBO system:
Objectives are determined by management
Goals are only reviewed at the time of completion
Goals are used as controls

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Progress is periodically reviewed
Strategic plans cover a broader view of the organization and include the formulation of goals, whereas operational plans define ways to:
Maximize the organization's profits
Achieve the goals
Minimize the number of employees
Provide the most efficient methods of production

The first step in the decision-making process is which of the following?
Developing decision criteria
Allocating weights to the criteria
Analyzing alternatives
Identifying a problem

A skill or capability that enables an organization to conceive of and implement its strategies is its:
Strength
Weakness
Opportunity
Threat
The management function that specifies goals to be achieved and deciding in advance the appropriate actions to achieve those goals is:
Leading
Controlling
Organizing
Planning

The plans which deal with fairly small set of activities are called:
Strategic plan
Tactical plan
Operational plan
Personal plan

A budget is an example of which of the following plan?
Strategic plan
Single use plan
Informal plan
Standing plan

Which of the following can be defined as the art and science of formulating, implementing and evaluating cross-functional decisions that enable an organization to achieve its objectives?
Strategy formulation

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Strategy evaluation
Strategy implementation
Strategic management

Which of the following is NOT one of the situational factors thought to influence the relationship between leader behavior and subordinate motivation to perform in the path-goal theory?
Preferences of the leader
Subordinate locus of control
Characteristics of the work group
Task structure

(sHANi)
Social obligation is the obligation of a business to meet its:
Select correct option:
Social and technological responsibilities
Economic and social responsibilities
Technological and economic responsibilities
Economic and legal responsibilities

All of the following are the examples of the actions that can be taken in strategy implementation stage EXCEPT:
Select correct option:
Changing organization's pricing strategy
Developing new employee benefits
Transferring managers among divisions
Taking corrective action when needed

The method by which strategies are operational zed or executed within the organization is called:
Select correct option:
Strategy implementation
Strategy evaluation
Strategy formulation
Strategy imitation

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

In some countries, such as Venezuela, titles, rank, and status carry a lot of weight. These countries have a large:
Select correct option:
Power distance
Uncertainty avoidance
Short- versus long-term orientation
Individualism versus collectivism

Which of the following is associated with the classical view of social responsibility?
Select correct option:
Economist Robert Reich
Concern for social welfare
Stockholder financial return
Voluntary activities

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

Which of the management tasks is the most important for a supervisory manager?
Select correct option:
Planning
Organizing
Controlling
Staffing

Forecasting techniques fall into which of the following two categories?
Select correct option:
Fixed asset and human capital
Predictive and confirmatory
Quantitative and qualitative
Empirical and conceptual

Which of the following theory is currently the most widely accepted when describing employee motivation?
Select correct option:
Reinforcement

Three-needs
Expectancy
Equity

A leader, such as Bill Gates of Microsoft, who can inspire followers above their own self-interests and can have a profound effect on their performance, are known as which of the following?
Select correct option:
Transactional leaders
Directive leaders
Informational leaders
Transformational leaders

A situation in which an organization is not implementing valuable strategies that are being implemented by competing organization is called:
Select correct option:
Competitive disadvantage
Distinctive competencies
Competitive edge
Competitive parity

Which of the following term is defined as a business firm's obligation, beyond that required by law and economics, to pursue long-term goals that are good for society?
Select correct option:
Social obligation
Social responsibility
Social screening
Values-based management

Feed Back of ____ is necessary to improve the quality of the product.
Select correct option:
Customers
Employees
Investors
All of the given options

Which of the following is the accountability for the achievement of objectives, the use of resources, and the adherence to organizational policy?
Select correct option:
Power
Responsibility
Authority
Planning

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(WASIM)
Which management theory focuses on managing the total organization?
Select correct option:
Scientific management
Administrative management
Behavioral management
Quantitative management

Communication should be:
Select correct option:
From Top to Bottom level
From Bottom to top
2 way
None of the given option

The following is the process of developing businesses to pursue trends and changes that no one else has seen before?
Select correct option:
Entrepreneurship
Division of labor
Evolution
E-commerce

A learning organization has developed its_____.
Select correct option:
Educational department to keep employees trained
Capacity to adapt and change
Barriers to entry of its markets
A sustainable competitive advantage that is easy to maintain

The greater the risk involves in making a decision, the greater the:
Select correct option:
Outcomes
Information available
Rewards (NOT SURE)
Uncertainty

A skill and capability held by numerous competing firms is called:
Select correct option:
Common strength
Competitive edge
Competitive parity

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Distinctive competencies

The quantitative approach has contributed directly in the areas of:
Select correct option:
Planning and control
Control and leading
Organizing and control (NOT SURE)
Planning and leading

Which of the following early advocates of organizational behavior was the first to argue that organizations were open systems?
Select correct option:
Robert Owens
Hugo Munsterberg
Mary Parker Follett
Chester Barnard

The people at the bottom of the organization generally deal with repetitive and familiar problems such as workers who are late or machinery that breaks down. As a result, most of the decisions made by first line supervisors are:
Select correct option:
Programmed decisions
Ill-structured decisions
Novel decisions
Non-programmed decisions

The method by which strategies are operational zed or executed within the organization is called:
Select correct option:
Strategy implementation
Strategy evaluation
Strategy formulation
Strategy imitation

The belief that businesses should be responsible because such actions are right for their own sake is known as which argument for social responsibility?
Select correct option:
Public expectation
Ethical obligation
Public image
Discouragement of government regulation

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