

Dear mine all.

In due course, I have had you these collections. About five questions per chapter of the course introduction to management (MGMT 2062). I hope the questions and answers will assist you in your exam preparation! If you have any need of a further assistance, feel free to ask. Good to have you.

Contents [Ministry of Education; Test Blueprint for National Exit Examination to be held in 2015 E.C]:

Chapter 1: Fundamentals of Management (in defining the term, nature and practice of management, basic concepts of management, its importance, roles, skills, its universality.)

Chapter 2: Evolution of Management (in describing the evolution of management)

Chapter 3: Decision Making (in applying rational decision by understanding decision-making process, and different classifications of decision-making settings and environments)

Chapter 4: The Planning function (from developing a comprehensive understanding of basic concepts of planning function)

Chapter 5: The Organising Function (from developing a comprehensive understanding of basic concepts of organising function)

Chapter 6: The Staffing function (from developing a comprehensive understanding of basic concepts of staffing function)

Chapter 7: The Directing Function (from developing a comprehensive understanding of basic concepts of directing function)

Chapter 8: The Controlling Function (from developing a comprehensive understanding of basic concepts of controlling function)

Questions and Answers

Chapter 1: Fundamentals of Management

1. What is the definition of management?
 - A. The process of achieving organizational goals through the effective use of resources
 - B. The act of controlling and directing people within an organization
 - C. The practice of coordinating tasks and activities in a business setting
 - D. The art of making decisions and solving problems in an organization

Answer: A

2. What is the importance of management?
 - A. It ensures a smooth flow of communication within the organization
 - B. It maximizes profits and minimizes costs for the organization
 - C. It helps in achieving organizational goals and objectives
 - D. It provides employees with job satisfaction and motivationAnswer: C
3. What are the essential skills required for effective management?
 - A. Technical, interpersonal, and conceptual skills
 - B. Analytical, problem-solving, and decision-making skills
 - C. Communication, leadership, and negotiation skills
 - D. Planning, organizing, and controlling skillsAnswer: A
4. Which of the following is NOT a role of a manager?
 - A. Interpersonal roles
 - B. Informational roles
 - C. Decisional roles
 - D. Operational rolesAnswer: D
5. Which of the following statements is true about management?
 - A. Management principles are applicable only to profit-oriented organizations
 - B. Management is a discipline that is limited to large organizations
 - C. Management concepts and principles are universally applicable
 - D. Management is a static field and does not change over timeAnswer: C

Chapter 2: Evolution of Management

1. Who is known as the father of scientific management?
 - A. Frederick Taylor
 - B. Henri Fayol
 - C. Elton Mayo
 - D. Max WeberAnswer: A
2. Which management approach focuses on the social aspects of work and the importance of human relationships?
 - A. Classical approach
 - B. Behavioural approach
 - C. Systems approach
 - D. Contingency approach

Answer: B

3. Which management theorist introduced the concept of bureaucracy?

- A. Frederick Taylor
- B. Max Weber
- C. Chester Barnard
- D. Douglas McGregor

Answer: B

4. Which management approach emphasizes the importance of the external environment and the need for organizations to adapt to change?

- A. Classical approach
- B. Behavioural approach
- C. Systems approach
- D. Contingency approach

Answer: D

5. What is the focus of the human relations movement in management?

- A. Efficiency and productivity
- B. Employee satisfaction and motivation
- C. Standardization and specialization
- D. Hierarchical structure and authority

Answer: B

Chapter 3: Decision Making

1. What is the first step in the decision-making process?

- A. Identifying alternatives
- B. Evaluating alternatives
- C. Implementing the decision
- D. Identifying the problem or opportunity

Answer: D

2. Which decision-making environment is characterized by high certainty and clear cause-and-effect relationships?

- A. Certainty environment
- B. Risk environment
- C. Uncertainty environment
- D. Ambiguity environment

Answer: A

3. Which decision-making model assumes that decision-makers are rational and will choose the option with the highest expected utility?

- A. Bounded rationality model
- B. Intuitive decision-making model
- C. Rational decision-making model

D. Satisficing decision-making model

Answer: C

4. What is the purpose of a decision matrix?

- A. To identify decision criteria
- B. To evaluate and compare alternatives
- C. To develop alternative solutions
- D. To implement the decision

Answer: B

5. Which of the following is the correct order of steps in the rational decision-making process?

- A. Identify the problem, generate alternatives, evaluate alternatives, choose an alternative, implement the decision
- B. Generate alternatives, identify the problem, evaluate alternatives, choose an alternative, implement the decision
- C. Identify the problem, generate alternatives, choose an alternative, evaluate alternatives, implement the decision
- D. Generate alternatives, identify the problem, choose an alternative, evaluate alternatives, implement the decision

Answer: A

6. Which decision-making environment is characterized by incomplete or ambiguous information and uncertain outcomes?

- A. Certainty environment
- B. Risk environment
- C. Uncertainty environment
- D. Ambiguity environment

Answer: C

7. Which decision-making model suggests that decision-makers are limited by their cognitive abilities and the information available to them?

- A. Bounded rationality model
- B. Intuitive decision-making model
- C. Rational decision-making model
- D. Satisficing decision-making model

Answer: A

8. What is the purpose of a decision tree in decision-making?

- A. To identify decision criteria
- B. To evaluate and compare alternatives
- C. To map out the sequence of decision-making steps
- D. To implement the decision

Answer: C

9. Which decision-making technique involves gathering opinions and insights from a group of experts or stakeholders?
- A. Brainstorming
 - B. Delphi technique
 - C. Pareto analysis
 - D. Cost-benefit analysis

Answer: B

Chapter 4: The Planning Function

1. What is the first step in the planning process?
- A. Establishing goals and objectives
 - B. Formulating strategies and action plans
 - C. Implementing the plans
 - D. Evaluating the results
2. Which type of plan outlines the overall direction and goals of an organization for the long term?
- A. Tactical plans
 - B. Operational plans
 - C. Strategic plans
 - D. Contingency plans

Answer: C

3. Which of the following is NOT a characteristic of effective goals?
- A. Specificity
 - B. Flexibility
 - C. Measurability
 - D. Time-bound

Answer: B

4. What is the purpose of a SWOT analysis in the planning process?
- A. To identify strengths, weaknesses, opportunities, and threats
 - B. To evaluate and compare alternative courses of action
 - C. To implement the chosen strategies
 - D. To monitor and control the progress of the plans

Answer: A

5. Which type of planning involves preparing alternative courses of action to be taken if certain conditions arise?
- A. Strategic planning
 - B. Tactical planning
 - C. Operational planning
 - D. Contingency planning

Answer: D

Chapter 5: The Organizing Function

1. Which of the following is NOT a step in the organizing process?

- A. Establishing goals and objectives
- B. Assigning tasks and responsibilities
- C. Grouping activities and resources
- D. Establishing authority and hierarchy

Answer: A

2. What is the purpose of organizational structure?

- A. To provide a clear division of labour
- B. To ensure effective communication and coordination
- C. To establish authority and accountability
- D. All the above

Answer: D

3. Which type of organizational structure is characterized by clear lines of authority, a hierarchical chain of command, and centralized decision-making?

- A. Matrix structure
- B. Functional structure
- C. Divisional structure
- D. Hierarchical structure

Answer: D

4. What is the span of control?

- A. The number of employees reporting to a manager
- B. The degree of authority a manager has
- C. The level of responsibility assigned to an employee
- D. The chain of command within an organization

Answer: A

5. Which of the following is an advantage of a matrix organizational structure?

- A. Flexibility and adaptability
- B. Clear authority and accountability
- C. Specialization and expertise
- D. Streamlined decision-making process

Answer: A

Chapter 6: The Staffing Function

1. What is the purpose of the staffing function in management?

- A. To attract and select qualified individuals for organizational positions
- B. To motivate and retain employees in the organization
- C. To develop and implement training programs for employees

D. To monitor and evaluate employee performance

Answer: A

2. What is the first step in the staffing process?

A. Job analysis and job design

B. Recruitment and selection

C. Orientation and training

D. Performance appraisal

Answer: A

3. What is the difference between recruitment and selection?

A. Recruitment is the process of attracting potential candidates, while selection involves choosing the best candidate for a position.

B. Recruitment is the process of evaluating employee performance, while selection involves identifying job requirements.

C. Recruitment is the process of training and developing employees, while selection involves setting performance goals.

D. Recruitment is the process of establishing job responsibilities, while selection involves determining compensation packages.

Answer: A

4. Which of the following is an internal source of recruitment?

A. Advertising job openings on external websites

B. Conducting campus recruitment drives

C. Promoting employees from within the organization

D. Hiring recruitment agencies

Answer: C

5. What is the purpose of an orientation program for new employees?

A. To assess employee performance and productivity

B. To provide training on job-specific tasks and responsibilities

C. To introduce new employees to the organization's culture and policies

D. To develop career development plans for employees

Answer: C

Chapter 7: The Directing Function

1. What is the primary goal of the directing function in management?

A. Setting organizational goals and objectives

B. Developing action plans and strategies

C. Motivating and leading employees

D. Monitoring and evaluating performance

Answer: C

2. Which of the following is NOT a component of effective communication?

A. Clear and concise message

B. Active listening

C. Two-way feedback

D. Authoritarian leadership style

Answer: D

3. What is the purpose of motivation in the directing function?

- A. To create a positive work environment
- B. To ensure compliance with organizational policies
- C. To improve employee performance and productivity
- D. To establish authority and hierarchy

Answer: C

4. Which leadership style involves making all decisions and closely supervising employees?

- A. Autocratic leadership
- B. Democratic leadership
- C. Laissez-faire leadership
- D. Transformational leadership

Answer: A

5. What is the purpose of performance appraisal in the directing function?

- A. To identify training and development needs
- B. To establish disciplinary actions for employees
- C. To determine compensation and benefits
- D. To assess overall organizational performance

Answer: A

Chapter 8: The Controlling Function

1. What is the primary goal of the controlling function in management?

- A. Setting organizational goals and objectives
- B. Developing action plans and strategies
- C. Monitoring and evaluating performance
- D. Motivating and leading employees

Answer: C

2. Which of the following is NOT a step in the control process?

- A. Establishing performance standards
- B. Monitoring and measuring performance
- C. Developing action plans
- D. Taking corrective actions

Answer: C

3. Which type of control involves comparing actual performance against predetermined standards?

- A. Feedforward control
- B. Concurrent control
- C. Feedback control
- D. Quality control

Answer: C

4. What is the purpose of a balanced scorecard in the controlling function?

- A. To measure financial performance
- B. To evaluate customer satisfaction
- C. To assess employee engagement
- D. To monitor performance across multiple dimensions

Answer: D

5. Which control technique involves identifying and addressing deviations from standards before they occur?

- A. Feedforward control
- B. Concurrent control
- C. Feedback control
- D. Benchmarking control

Answer: A

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