QUIZ QUESTIONS

FOUNDATIONS OF MANAGEMENT

Chapter 1:

The Manager's Role in the Workplace

ICPM | Institute of Certified Professional Managers

MULTIPLE CHOICE QUESTIONS:

1. Which term best describes the process of obtaining, deploying, and utilizing a variety of essential resources to contribute to an organization's success?

   A) planning
   B) organizing
   C) staffing
   D) management

2. Which title is given to an individual who is in charge of and coordinates the activities of a group of employees engaged in related activities within a unit of an organization?

   A) manager
   B) employee
   C) vender
   D) contractor

3. Which management function involves setting goals and objectives and creating specific plans for completing them?

   A) planning
   B) organizing
   C) controlling
   D) leading

4. Which level of management is responsible for establishing a vision for the organization, developing broad plans and strategies, and directing subordinate managers?

   A) first level managers
   B) middle managers
   C) executive managers
   D) second level managers

5. Which level of management is responsible for implementing programs that are intended to carry out the broader objectives of an organization set by executives?

A) supervisory managers
B) middle managers
C) first level managers
D) chief financial managers

6. Which management principle states that each individual should report to only one boss in order to avoid conflict and/ or confusion?

A) division of command
B) chain of command
C) unity of direction
D) unity of command

7. Which management principle states that orders and instructions should flow down from top to bottom or from a higher level manager to a lower one?

A) division of work
B) chain of command
C) unity of direction
D) unity of command

8. A manager who possesses knowledge of the processes, equipment, and potential problems of an industry would possess what type of managerial skill?

A) technical
B) administrative
C) interpersonal
D) organizational

9. The ability of a manager to interface and work effectively with individuals and groups is descriptive of what type of managerial skill?

A) technical
B) administrative
C) interpersonal
D) organizational

10. By exceeding the monthly marketing budget set for a company, a manager would fail to meet which type of performance measure?

A) quantity
B) quality and workmanship
C) cost and budget control
D) customer satisfaction

11. If a manager leads a team to exceed their monthly goal of new clients, which type of performance results have they attained?

A) quantity
B) quality and workmanship
C) cost and budget control
D) customer satisfaction

12. For a manager, which should take priority- the job task or the employees performing the job?

A) The job task always takes priority over employees.
B) Employees always take priority over the job task.
C) Neither, a manager should balance interest in the job task with the needs of the employees performing the job.
D) Neither, administration of the business takes priority over the job task and the employees.

13. Economic uncertainty, regulatory requirements, and new competitors are examples of what type of factors that affect managers?

A) intrapersonal factors
B) internal factors
C) interpersonal factors
D) external factors

14. Which management function involves measuring results, comparing results to expectations, and taking corrective action?

A) planning
B) organizing
C) leading
D) controlling

15. Which type of issues are first level managers routinely influenced by?

A) long range issues
B) short range issues
C) strategic issues
D) shareholder issues

16. Which of the following characterize a manager as being effective?

A) They use a minimum amount of resources for the amount of outputs produced.
B) They devote a large amount of time to planning.
C) They achieve their goals.
D) They interview, select, and train people who are most suitable to fill open jobs.

17. Which of the following characterize a manager as being efficient?

A) They use a minimum amount of resources for the amount of outputs produced.
B) The devote a large amount of time to planning
C) They achieve their goals.
D) They interview, select, and train people who are most suitable to fill open jobs.

18. Which management principle states that work should be divided so that each person will perform a specialized portion?

A) division of work
B) chain of command
C) unity of direction
D) unity of command

19. What two major end results are managers seeking on a daily basis?

A) a product or service
B) management and efficiency
C) energy and utilities
D) facilities and equipment

20. In management, the various roles that managers are called on to perform are defined in which process?

A) management process
B) executive process
C) business process
D) supervisory process

21. Which type of managers are responsible for reporting to middle managers?

A) employees
B) managers
C) executive managers
D) second level managers

22. Which part of the management process includes measuring results, comparing results to expectations, and taking corrective action to bring results in to line?

A) planning
B) organizing
C) leading
D) controlling

23. Which influential thought leader is known for his common sense approach to self-improvement as demonstrated through the book he authored, *How to Win Friends and Influence People*?

A) Dale Carnegie
B) Frederick W. Taylor
C) W. Edwards Deming
D) Steven Covey

24. Which influential thought leader is known as the father of scientific management?

A) Dale Carnegie
B) Frederick W. Taylor
C) W. Edwards Deming
D) Peter F. Drucker

25. The term “core competency,” was coined by which of the following influential business thinkers?

A) W. Edwards Deming
B) C.K. Prahalad
C) Ken Blanchard
D) Frederick W. Taylor

26. Which influential thought leader is known for his theory on organizational forms?

A) John Maxwell
B) Tom J. Peters
C) Henry Mintzberg
D) John P. Kotter

ANSWER KEY:

Question #	Multiple Choice
1	D
2	A
3	A
4	C
5	B
6	D
7	B
8	A
9	C
10	C
11	A
12	C
13	D
14	D
15	B
16	C
17	D
18	A
19	A
20	A

21	**B**
22	**D**
23	**A**
24	**B**
24	**B**
26	**C**