

FINALTERM EXAMINATION
MGT503- Principles of Management
Spring 2010
By ADNAN AWAN
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Time: 90 min

Marks: 69

Question No: 1 (Marks: 1) - Please choose one

The bank of New England uses models to figure out how many teller need to be on duty at each location at various times throughout the day. Bank is using which of the following approaches?

- ▶ Management science
- ▶ Operations management
- ▶ Total quality management
- ▶ **Contingency perspective**

Question No: 2 (Marks: 1) - Please choose one

The culture of an organization is largely determined by:

- ▶ **Top management**
- ▶ Employees
- ▶ Stockholders
- ▶ The company founders

Question No: 3 (Marks: 1) - Please choose one

Sony Corporation's focus on product innovation is an example of which of the following dimensions of organizational culture?

- ▶ Attention to detail
- ▶ People orientation
- ▶ **Outcome orientation**
- ▶ Aggressiveness

Question No: 4 (Marks: 1) - Please choose one

An individual's personal beliefs regarding what is right and wrong or good and bad is called:

- ▶ **Ethics**
- ▶ Values
- ▶ Norms
- ▶ Rituals

Question No: 5 (Marks: 1) - Please choose one

EU, NAFTA, FTAA and ASEAN are examples of:

- ▶ **Regional trade alliances**
- ▶ Foreign airlines
- ▶ Soccer teams in Europe
- ▶ New multinational corporations

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Question No: 6 (Marks: 1) - Please choose one

Which one is the final step in the decision-making process:

- ▶ Evaluating the decision
- ▶ Recognizing the decision
- ▶ Evaluating the alternatives
- ▶ **Implementing the decision**

Question No: 7 (Marks: 1) - Please choose one

All of the following are the assumptions of rational decision making EXCEPT:

- ▶ Alternatives are known
- ▶ Possible outcomes known
- ▶ Optimal decision is possible
- ▶ **Information is unknown**

Question No: 8 (Marks: 1) - Please choose one

Which of the following is a variation of the electronic meeting that links media from different locations?

- ▶ E-commerce
- ▶ The Delphi technique
- ▶ E-Brainstorming
- ▶ **Video conference**

Question No: 9 (Marks: 1) - Please choose one

Mission Statement of Johnson & Johnson is:

"We believe our first responsibility is to the doctors, nurses, and patients, to mothers and all others who use our products"

This statement shows which of the following attributes of mission statement?

- ▶ Location
- ▶ Customers
- ▶ Self concept
- ▶ **Desired public image**

Question No: 10 (Marks: 1) - Please choose one

Operational plans are normally associated with which of the following organizational level?

- ▶ Global level
- ▶ Corporate level
- ▶ **Business level**
- ▶ Functional level

Question No: 11 (Marks: 1) - Please choose one

Which of the following is a primary benefit of MBO?

- ▶ Avoid competition
- ▶ Resistance against new entrance
- ▶ **Improve employee motivation**
- ▶ Increase resources

Question No: 12 (Marks: 1) - Please choose one

In BCG matrix which of the following businesses have a large share of a market that are not expected to grow substantially?

- ▶ Dogs
- ▶ **Question mark**

- ▶ Star
- ▶ Cash cow

Question No: 13 (Marks: 1) - Please choose one

Which of the following organization is responsible for the development of small business in Pakistan?

- ▶ **SMEDA**
- ▶ BISE
- ▶ ICMA
- ▶ PCSIR

Question No: 14 (Marks: 1) - Please choose one

Employees with more training and experience are able to work with less direct supervision which is the characteristics of which of the following?

- ▶ Wide span of control and a flatter organization
- ▶ Violates Fayol's principle of chain of command
- ▶ A highly centralized organization
- ▶ **Very narrow span of control and more levels of managers**

Question No: 15 (Marks: 1) - Please choose one

Maslow's hierarchy of needs theory proposes that every person has a hierarchy of:

- ▶ Four needs
- ▶ **Five needs**
- ▶ Three needs
- ▶ Six needs

Question No: 16 (Marks: 1) - Please choose one

Which of the following theory points out that the individual has to be rewarded with something that he or she values?

- ▶ Herzberg's theory
- ▶ Expectancy theory
- ▶ **Equity theory**
- ▶ McClelland's goal setting theory

Question No: 17 (Marks: 1) - Please choose one

Which of the following is a major drawback of written communication?

- ▶ Lack of feedback
- ▶ Lack of precision
- ▶ **Less well thought out**
- ▶ Lack of verifiable permanent record

Question No: 18 (Marks: 1) - Please choose one

The process in which a sender manipulates information so the receiver will see it more favorably, is called:

- ▶ **Filtering**
- ▶ Selective perception
- ▶ Noise
- ▶ Information overload

Question No: 19 (Marks: 1) - Please choose one

Control that prevents anticipated problems is called:

- ▶ **Feed forward control**
- ▶ Concurrent control

- ▶ Feedback control
- ▶ Management control

Question No: 20 (Marks: 1) - Please choose one

Amir has found out that his department operates on the most popular type of control that many other companies use. Which type of control all companies have in common?

- ▶ **Feed forward**
- ▶ Concurrent
- ▶ Feedback
- ▶ Indirect

Question No: 21 (Marks: 1) - Please choose one

Which one of Fayol's 14 principles of management helps preserve the concept of a continuous line of authority?

- ▶ Unity of demand
- ▶ **Unity of command**
- ▶ Demand structure
- ▶ Continuous demand

Question No: 22 (Marks: 1) - Please choose one

Ali always consults with his employees and uses their suggestions before making a decision. He is demonstrating which type of leadership style?

- ▶ Directive
- ▶ Achievement-oriented
- ▶ **Participative**
- ▶ Supportive

Question No: 23 (Marks: 1) - Please choose one

A significant edge over the competition in dealing with competitive forces is called:

- ▶ Core Competencies
- ▶ Competitive advantage
- ▶ **Competitive force**
- ▶ Swot analysis

Question No: 24 (Marks: 1) - Please choose one

Which of the following is the benefit of strategic management for the organizations?

- ▶ Direction for organization
- ▶ Competitive advantage
- ▶ Supports innovation
- ▶ **All of the given options**

Question No: 25 (Marks: 1) - Please choose one

If the environment is stable then the structure of the organization could be:

- ▶ Organic
- ▶ Divisional
- ▶ **Mechanistic**
- ▶ Simple

Question No: 26 (Marks: 1) - Please choose one

On achieving the targeted sales, Salman the marketing manager of ABC Company has been rewarded an award of "Best employee of the year". He is happy with this

outcome as a result of his performance, because this reward has _____for him.

▶ **Equity valence value**

- ▶ Negative valence value
- ▶ Less valence value
- ▶ More valence value

Question No: 27 (Marks: 1) - Please choose one

The president of ABC Company asks his employees to follow the rule and regulations and all of his employees comply with his order. President influences the employees by which of the following power?

- ▶ Referent Power
- ▶ Coercive Power
- ▶ Expert Power

▶ **Legitimate Power**

Question No: 28 (Marks: 1) - Please choose one

50 applicants had been interviewed for the post of financial analyst. Among these 50 people, 5 people had been short listed because they were holding diplomas of specialization along with the degrees required. They influenced the interviewer with which of the following powers?

▶ **Expert Power**

- ▶ Coercive Power
- ▶ Legitimate Power
- ▶ Reward Power

Question No: 29 (Marks: 1) - Please choose one

Workers in spinning department are trying to communicate the bad working conditions to their supervisor by saying; "machines are creating too much heat and noise and disturbing our work". Workers have used which of the following type of communication?

▶ **Oral**

- ▶ Written
- ▶ Non-verbal
- ▶ All of the given options

Question No: 30 (Marks: 1) - Please choose one

Tendency of people to expend less effort while working in a group as compare to working alone is called:

- ▶ Synergy
- ▶ **Social Loafing**
- ▶ Group Task
- ▶ Group Cohesiveness

Question No: 31 (Marks: 1) - Please choose one

Communication which takes place without regard to hierarchical or task requirements is called:

- ▶ Formal
- ▶ **Informal**
- ▶ Official
- ▶ Ceremonial

Question No: 32 (Marks: 1) - Please choose one

Cognitive ability of an individual effects the decision making process in which of the following manner?

- ▶ Can not utilize the available resources
- ▶ **Can not interpret all available information**
- ▶ Can not provide required financial resources
- ▶ Can not control the external situations

Question No: 33 (Marks: 1) - Please choose one
SWOT analysis is a technique of:

- ▶ **Environmental scanning**
- ▶ Forecasting
- ▶ Benchmarking
- ▶ Budgeting

Question No: 34 (Marks: 1) - Please choose one
Group members usually do not see each other while making decisions in:

- ▶ Brainstorming
- ▶ Delphi
- ▶ **Interacting**
- ▶ Interacting

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Question No: 35 (Marks: 1) - Please choose one
Which of the following behaviour had dramatically influenced by Hawthorne studies?

- ▶ **Informal behaviour**
- ▶ Social behaviour
- ▶ Moral behaviour
- ▶ Ethical behaviour

Question No: 36 (Marks: 1) - Please choose one
Which of the following is called an input to an organizational system?

- ▶ **Employees**
- ▶ Products
- ▶ Services
- ▶ Customers

Question No: 37 (Marks: 1) - Please choose one
Which of the following techniques relies on individual or group judgments rather than on mathematical analysis?

- ▶ Quantitative forecasting
- ▶ Technological forecasting
- ▶ **Qualitative forecasting**
- ▶ Benchmark forecasting

Question No: 38 (Marks: 1) - Please choose one
Considering the changing patterns of the business world, which of the given is considered to be the modern motivating tool?

- ▶ High salary
- ▶ Flexi time
- ▶ **Secured job**
- ▶ Medical allowance

Question No: 39 (Marks: 1) - Please choose one

In order to make organization more flexible and responsive through employee participation, organization should tend towards which of the following?

▶ **Decentralization**

- ▶ Globalization
- ▶ Departmentalization
- ▶ Widen the span of control

Question No: 40 (Marks: 1) - Please choose one

Which of the following is an extrinsic factor of motivation?

▶ **Wages and salaries**

- ▶ Job variety
- ▶ Sense of accomplishment
- ▶ All of the given options

Question No: 41 (Marks: 1) - Please choose one

Starbuck's _____ of opening one hundred stores per year helps everyone in the firm, in recognizing the strong emphasis on growth.

- ▶ Goal
- ▶ Mission
- ▶ Vision

▶ **Plan**

Question No: 42 (Marks: 1) - Please choose one

Call centers have been developed to record and put forward the customers' complaints to:

- ▶ Problem solving teams
- ▶ Cross functional teams

▶ **Quality circles**

- ▶ Work teams

Question No: 43 (Marks: 1) - Please choose one

Pamphlets used for the promotion of a product are the example of:

- ▶ Oral communication

▶ **Non-verbal communication**

- ▶ Written communication
- ▶ None of the given options

Question No: 44 (Marks: 1) - Please choose one

In recent research on trait theory all of the following were indicators of leadership EXCEPT:

- ▶ Extraversion
- ▶ Introversion
- ▶ **Honesty**
- ▶ Desire to lead

Question No: 45 (Marks: 1) - Please choose one

Who developed the first comprehensive contingency model for leadership?

▶ **Fiedler**

- ▶ Vroom
- ▶ House
- ▶ Hersey

Question No: 46 (Marks: 1) - Please choose one

Which of the following is a power that has been legitimated by the organizations?

- ▶ Responsibility
- ▶ Span of control
- ▶ **Authority**
- ▶ Accountability

Question No: 47 (Marks: 1) - Please choose one

The individuals who are working in the organizations in a capacity of generating & supporting new ideas for the organization are called:

- ▶ Lender
- ▶ Entrepreneur
- ▶ **Stakeholder**
- ▶ Financer

Question No: 48 (Marks: 1) - Please choose one

SWOT analysis divides organizational strengths into two categories; common strength and_____.

- ▶ Chance of growth
- ▶ Core competency
- ▶ **System loophole**
- ▶ Competitor risk

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PAPER NO 2

FINAL TERM EXAMINATION

Spring 2010

MGT503- Principles of Management

BY ADNAN AWAN

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Time: 90 min

Marks: 69

Question No: 1 (Marks: 1) - Please choose one

All of following are true regarding teams EXCEPT:

- ▶ Teams are more flexible than traditional departments
- ▶ **Teams are less responsive to a changing environment**
- ▶ Teams can serve as a source of job satisfaction
- ▶ Teams better utilize employee talents

Question No: 2 (Marks: 1) - Please choose one

If you get more output from a given input, you have:

- ▶ Decreased effectiveness
- ▶ Increased effectiveness

- ▶ Decreased efficiency
- ▶ **Increased efficiency**

Question No: 3 (Marks: 1) - Please choose one

Constituencies in an organization's external environment that are affected by the organization's decisions and actions are called:

- ▶ **Stakeholders**
- ▶ Advisories
- ▶ Beneficiaries
- ▶ Environmentalists

Question No: 4 (Marks: 1) - Please choose one

European Union was established in:

- ▶ February 1992
- ▶ January 1994
- ▶ **July 1992**
- ▶ November 1993

Question No: 5 (Marks: 1) - Please choose one

Mission Statement of Johnson & Johnson is:

"We believe our first responsibility is to the doctors, nurses, and patients, to mothers and all others who use our products"

This statement shows which of the following attributes of mission statement?

- ▶ Location
- ▶ Customers
- ▶ Self concept
- ▶ **Desired public image**

Question No: 6 (Marks: 1) - Please choose one

Operational plans are normally associated with which of the following organizational level?

- ▶ Global level
- ▶ Corporate level
- ▶ **Business level**
- ▶ Functional level

Question No: 7 (Marks: 1) - Please choose one

Which of the following is the set of strategic alternatives that an organization chooses from, as it conducts business in a particular industry or market?

- ▶ Business-level strategy
- ▶ **Corporate-level strategy**
- ▶ Functional-level strategy
- ▶ Market-level strategy

Question No: 8 (Marks: 1) - Please choose one

In BCG matrix which of the following businesses have a very small share of a market and are not expected to grow?

- ▶ Star
- ▶ Dogs
- ▶ Cash cow
- ▶ **Question mark**

Question No: 9 (Marks: 1) - Please choose one

When managers delegate authority, they must allocate equal:

- ▶ **Responsibility**
- ▶ Power
- ▶ Money
- ▶ Influence

Question No: 10 (Marks: 1) - Please choose one

Which of the following organization is responsible for the development of small business in Pakistan?

- ▶ **SMEDA**
- ▶ BISE
- ▶ ICMA
- ▶ PCSIR

Question No: 11 (Marks: 1) - Please choose one

Which of the following creates the "Dual Chain of Command?"

- ▶ Team based and Project Structure
- ▶ Functional and Simple structure
- ▶ **Project and matrix Structure**
- ▶ Simple and matrix Structure

Question No: 12 (Marks: 1) - Please choose one

Which of the following is an internal state that makes certain outcomes appear attractive?

- ▶ Fad
- ▶ Desire
- ▶ **Need**
- ▶ Fashion

Question No: 13 (Marks: 1) - Please choose one

The statement that people will exercise self direction and self control if they are committed to the objectives, is true about which of the following?

- ▶ Equity Theory
- ▶ **ERG Theory**
- ▶ Theory X
- ▶ Theory Y

Question No: 14 (Marks: 1) - Please choose one

According to Herzberg's Motivation-Hygiene Theory, which of the following is NOT a hygiene factor?

- ▶ Working Conditions
- ▶ Salary
- ▶ **Relationship with supervisor**
- ▶ Work itself

Question No: 15 (Marks: 1) - Please choose one

Which of the following group engages in collective work that requires joint effort and generates a positive synergy?

- ▶ **Work group**
- ▶ Work team
- ▶ Quality circle
- ▶ Functional team

Question No: 16 (Marks: 1) - Please choose one

A team whose members are at different locations, who work together and solve problems through computer-assisted exchange rather than personal, face-to-face meetings are operating as which of the following?

- ▶ Virtual team
- ▶ Quality circle
- ▶ Self-directed team
- ▶ **Cross-functional team**

Question No: 17 (Marks: 1) - Please choose one

Amir has found out that his department operates on the most popular type of control that many other companies use. Which type of control all companies have in common?

- ▶ Feed forward
- ▶ **Concurrent**
- ▶ Feedback
- ▶ Indirect

Question No: 18 (Marks: 1) - Please choose one

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
- ▶ Strategy evaluation
- ▶ Strategy implementation
- ▶ **Strategic management**

Question No: 19 (Marks: 1) - Please choose one

Decisions which deal with situations where the factors are fairly structured and occur with some frequency are called:

- ▶ Heuristic decision
- ▶ **Programmed decision**
- ▶ Satisfying decision
- ▶ Non-programmed decision

Question No: 20 (Marks: 1) - Please choose one

"Employees dislike work, they are lazy, dislike responsibilities and must be coerced to perform". Which of the following best describes this statement?

- ▶ Hygiene Factor Theory
- ▶ Resistance Theory
- ▶ **Theory X**
- ▶ Two factors Theory

Question No: 21 (Marks: 1) - Please choose one

Management of ABC Company has decided to adopt a systematic way of setting goals for its work units and for employees so that all their activities are directly linked to achieve the organizational goals. Management of ABC Company is following which of the following concept?

- ▶ Management by objective
- ▶ **Management by resources**
- ▶ Management by authority
- ▶ Management by system

Question No: 22 (Marks: 1) - Please choose one

Mr. Ali is working in XYZ Company for the last three years and since then he is performing the same tasks. Now he wants to put his efforts in the more challenging tasks that could increase the amount of his control and responsibilities.

What possible job practices should be added to Ali's job?

- ▶ Job enlargement
- ▶ **Job enrichment**
- ▶ Job rotation
- ▶ Feedback

Question No: 23 (Marks: 1) - Please choose one

Honda has decided to shift towards the higher efficiency rather than sales growth. For achieving such goal, some authorities were delegated to middle managers, which were previously held by top management. Honda has applied which of the following concept?

- ▶ **Highly centralized**
- ▶ Departmentalization
- ▶ Decentralization
- ▶ Centralization

Question No: 24 (Marks: 1) - Please choose one

"How long effort is maintained" relates to which of the following approach of performing a task?

- ▶ **Intensity**
- ▶ Direction
- ▶ Persistence
- ▶ Motivation

Question No: 25 (Marks: 1) - Please choose one

All of the following are the behavioural theories EXCEPT:

- ▶ Path Goal studies
- ▶ Ohio State Studies
- ▶ Michigan Studies
- ▶ **Iowa Studies**

Question No: 26 (Marks: 1) - Please choose one

Which of the following can be used as a medium of communication in the organizations?

- ▶ Manuals
- ▶ Meetings
- ▶ Face to face discussions
- ▶ **All of the given options**

Question No: 27 (Marks: 1) - Please choose one

During a meeting Mr. A, from the quality control department was not agreeing with the marketing manager on the issue like "how to improve the product quality ". He simply leaves the meeting and by doing so he wants to communicate his disagreement with the marketing manager. This is an example of:

- ▶ Non-verbal
- ▶ Verbal
- ▶ Written
- ▶ **Oral**

Question No: 28 (Marks: 1) - Please choose one

The force that results in greater combined gains/benefits through group interaction is called:

- ▶ **Positive synergy**
- ▶ Negative synergy
- ▶ Individualism
- ▶ Cohesiveness

Question No: 29 (Marks: 1) - Please choose one

Which of the given option represents the relationship between 'Management Science' & 'Operation Management'?

- ▶ **Both are used interchangeably**
- ▶ Operation management is an applied form of management science
- ▶ Management science is an applied form of operation management
- ▶ No relationship exists between the two

Question No: 30 (Marks: 1) - Please choose one

Job activities performed by workers of an organization are served as:

- ▶ **Input in a system**
- ▶ Transformation process
- ▶ Output offered by organization
- ▶ Feedback from the environment

Question No: 31 (Marks: 1) - Please choose one

In order to respond to irrational situations, which of the following style is preferred?

- ▶ Crisis decision making style
- ▶ **Programmed decision making style**
- ▶ Opportunity decision making style
- ▶ Non-programmed decision making style

Question No: 32 (Marks: 1) - Please choose one

Amir is representing his company at the local Chamber of Commerce Annual Business Recognition luncheon. He is performing which of the following managerial role?

- ▶ **Liaison**
- ▶ Negotiator
- ▶ Monitor
- ▶ Figurehead

Question No: 33 (Marks: 1) - Please choose one

Selection of students in the admission process of university is an illustration of:

- ▶ Structured decisions
- ▶ Ill-structured decisions
- ▶ **Programmed decisions**
- ▶ Non-programmed decisions

Question No: 34 (Marks: 1) - Please choose one

Which of the following reasoning gave emergence to the concept of non-rational models of decision making?

- ▶ All the necessary information is not always available
- ▶ Strict rules and regulations are defined in the organizations
- ▶ Highly needed by the bureaucratic & public sector organizations
- ▶ **All of the given options**

Question No: 35 (Marks: 1) - Please choose one

Behavioral viewpoint emphasizes the need of understanding the various factors affecting the_____in an organization.

- ▶ Undesired behavior
- ▶ Moral behavior
- ▶ **Ethical behavior**
- ▶ Human behavior

Question No: 36 (Marks: 1) - Please choose one

Which of the following is called an input to an organizational system?

- ▶ **Employees**
- ▶ Products
- ▶ Services
- ▶ Customers

Question No: 37 (Marks: 1) - Please choose one

Disney World buys soft drinks from coca-cola, food from Sara Lee and paper products from Mead. Coca-cola, Sara Lee and Mead are Disney's:

- ▶ Competitors

► **Suppliers**

- Owners
- Customers

Question No: 38 (Marks: 1) - Please choose one

The common currency used by European Union is called:

- Franc
- Franc-mark
- Pound
- **Euro**

Question No: 39 (Marks: 1) - Please choose one

In order to achieve efficiency organizations segregate tasks in terms of similarity of its activities, the process is labeled as:

- Job specification
- **Job specialization**
- Job design
- Job description

Question No: 40 (Marks: 1) - Please choose one

Which of the given power is attained through formal hierarchy?

- Expert power
- **Information power**
- Charismatic power
- Referent power

Question No: 41 (Marks: 1) - Please choose one

Goal-setting theory states that "more difficult goals lead to more efforts". Therefore goals should be:

- Beyond the individuals capacity
- Challenging but not unattainable
- Timeless to continue the efforts in long run
- **All of the given options**

Question No: 42 (Marks: 1) - Please choose one

Employee's personal inclination towards goal attainment is referred as:

- Goal commitment
- Goal difficulty
- Goal acceptance
- **Goal specificity**

Question No: 43 (Marks: 1) - Please choose one

Mr. A, Mr. B, Mr. C and Mr. D are working on a project in a team. Mr. A wants to dominate others, as he wants to become a leader and controlling authority. Mr. A meets which of the following needs?

- **Need for power**
- Need for achievement
- Need for success

- ▶ Need for affiliation

Question No: 44 (Marks: 1) - Please choose one

It is essential for a team to be a:

- ▶ **Formal group**
- ▶ Large group
- ▶ Informal group
- ▶ Small group

Question No: 45 (Marks: 1) - Please choose one

Which of the following is selected by the sender and may be formal for job-related messages or informal for personal or social messages?

- ▶ Message
- ▶ **Channel**
- ▶ Feedback
- ▶ Noise

Question No: 46 (Marks: 1) - Please choose one

Which of the following leader's behavior was identified by Researchers at Ohio State Universities?

- ▶ **Consideration and initiating structure**
- ▶ Consideration and autocratic
- ▶ Autocratic style
- ▶ Charismatic skills

Question No: 47 (Marks: 1) - Please choose one

In Pakistan China imported goods are relatively cheap. These companies are practicing which of the following strategies?

- ▶ Focus Strategy
- ▶ Differentiation strategy
- ▶ **Cost leadership strategy**
- ▶ Emergent strategy

Question No: 48 (Marks: 1) - Please choose one

Which of the following is the set of strengths, characteristics and qualities including skills, technologies or resources that distinguish a firm from its competitors?

- ▶ Scope of business
- ▶ **Distinctive competency**
- ▶ Resource deployment
- ▶ Effective strategy

PAPER NO 3

FINAL TERM EXAMINATION
Spring 2010
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BY ADNAN AWAN
Adnanawan6@gmail.com

Time: 90 min

Question No: 1 (Marks: 1) - Please choose one

Which of the following courses helps managers gain a better understanding of motivation, leadership, trust, employee selection, performance appraisals and training techniques?

- ▶ Psychology
- ▶ Sociology
- ▶ Political science
- ▶ **Anthropology**

Question No: 2 (Marks: 1) - Please choose one

All of the following are included in the four components of the management process EXCEPT:

- ▶ Organizing
- ▶ Leading
- ▶ **Delegating**
- ▶ Planning

Question No: 3 (Marks: 1) - Please choose one

Ali is a Branch Manager at Mutual Saving Bank. If he is an average middle manager, which of the following management activities is he likely to spend the greatest amount of time?

- ▶ Planning
- ▶ **Controlling**
- ▶ Leading
- ▶ Organizing

Question No: 4 (Marks: 1) - Please choose one

Who studied work to eliminate inefficient hand-and-body motions?

- ▶ Henri Fayol
- ▶ **Frank and Lillian Gilbreth**
- ▶ Fredrick Taylor
- ▶ Henry Towne

Question No: 5 (Marks: 1) - Please choose one

All of the following are called "Classical Viewpoints" EXCEPT:

- ▶ Scientific management
- ▶ **Industrial management**
- ▶ Administrative management
- ▶ Bureaucratic management

Question No: 6 (Marks: 1) - Please choose one

Which of the following concept suggests that organizational units may often be more successful working together than working alone?

- ▶ Transformation
- ▶ **Synergy**
- ▶ Negative Entropy
- ▶ Entropy

Synergy

is the ability of the whole to equal more than the sum of its parts.

Question No: 7 (Marks: 1) - Please choose one

A form of business exchange or transaction in which the parties interact electronically is called:

▶ **E-commerce**

- ▶ E-business
- ▶ E-shopping
- ▶ E- trading

Question No: 8 (Marks: 1) - Please choose one

Which one is the final step in the decision-making process:

- ▶ Evaluating the decision
- ▶ Recognizing the decision
- ▶ Evaluating the alternatives

▶ **Implementing the decision**

Question No: 9 (Marks: 1) - Please choose one

A situation that offers a strong potential for significant organizational gain if appropriate actions are taken is called:

- ▶ Crisis problem
- ▶ Non- Crisis problem

▶ **Opportunity problem**

- ▶ Financial Problem

Question No: 10 (Marks: 1) - Please choose one

Competitor intelligence allows managers to do which of the following?

- ▶ React to competitor actions
- ▶ Cut cost below the competition
- ▶ Increase market diversification

▶ **Predict competitor actions**

Question No: 11 (Marks: 1) - Please choose one

Mission Statement of Johnson & Johnson is:

"We believe our first responsibility is to the doctors, nurses, and patients, to mothers and all others who use our products"

This statement shows which of the following attributes of mission statement?

- ▶ Location
- ▶ **Customers**
- ▶ Self concept
- ▶ Desired public image

Question No: 12 (Marks: 1) - Please choose one

Operational plans are normally associated with which of the following organizational level?

- ▶ Global level
- ▶ Corporate level
- ▶ Business level
- ▶ **Functional level**

Question No: 13 (Marks: 1) - Please choose one

The method by which strategies are operationalized or executed within the organization is called:

- ▶ Strategy formulation
- ▶ **Strategy implementation**
- ▶ Strategy evaluation
- ▶ Strategy imitation

Question No: 14 (Marks: 1) - Please choose one

When the strength provides superior and unique customer value and is difficult to imitate then the distinctive competence creates a sustainable:

- ▶ **Competitive advantage**
- ▶ Scope
- ▶ Resource deployment
- ▶ Effective strategy

Question No: 15 (Marks: 1) - Please choose one

Which of the following is an area in the environment that if exploited may generate high performance for organization?

- ▶ Strength
- ▶ Weakness
- ▶ **Opportunity**
- ▶ Threat

Question No: 16 (Marks: 1) - Please choose one

In BCG matrix which of the following businesses have a large share of a market that are not expected to grow substantially?

- ▶ Dogs
- ▶ Question mark
- ▶ Star
- ▶ **Cash cow**

The Cash Cow has a high market share in a slowly growing market.

Question No: 17 (Marks: 1) - Please choose one

A company's "chain of command" is a part of which process?

- ▶ Span of control
- ▶ **Organizational design**
- ▶ Formalization
- ▶ Work specialization

Question No: 18 (Marks: 1) - Please choose one

Which of the following is a characteristic of an organic organization?

- ▶ Centralization
- ▶ High specialization
- ▶ High formalization
- ▶ **Free flow of information**

Question No: 19 (Marks: 1) - Please choose one

According to Maslow, which one of the following needs does not fit into the higher-order needs?

- ▶ Self-actualization
- ▶ Esteem
- ▶ **Physiological**
- ▶ Social

According to Maslow it is most basic or lower order need.

Question No: 20 (Marks: 1) - Please choose one
According to Maslow, which hierarchy is in proper order from lowest to highest?

- ▶ Safety, physiological, esteem, self-actualization, social.
- ▶ Esteem, physiological, self-actualization, safety, social
- ▶ Self-actualization, physiological, social, esteem, safety
- ▶ **Physiological, safety, social, esteem, self-actualization**

Question No: 21 (Marks: 1) - Please choose one
The statement that people will exercise self direction and self control if they are committed to the objectives, is true about which of the following?

- ▶ Equity Theory
- ▶ ERG Theory
- ▶ Theory X
- ▶ **Theory Y**

Question No: 22 (Marks: 1) - Please choose one
Which theory includes the component that employee motivation is influenced by relative as well as absolute rewards?

- ▶ Expectancy
- ▶ Three-needs
- ▶ Goal-setting
- ▶ **Equity**

Question No: 23 (Marks: 1) - Please choose one
Which of the following is the?

- ▶ Group Conformity
- ▶ **Group cohesiveness**
- ▶ Group decision making
- ▶ Group norms

Question No: 24 (Marks: 1) - Please choose one
Self-managing teams possess all of the following characteristics EXCEPT:

- ▶ **Members hire other members**
- ▶ Members determine the compensation of its members
- ▶ Members have discretion in scheduling work within the team
- ▶ Members have discretion in distributing tasks within the team

Question No: 25 (Marks: 1) - Please choose one
Which of the following is the most cited benefit of value chain management?

- ▶ **Cost savings**
- ▶ Increased sales
- ▶ Inventory reductions
- ▶ Accelerated delivery times

Question No: 26 (Marks: 1) - Please choose one

A large chemical company not only dispose off all toxic waste properly as outlined by law, but it also spends \$1 million dollars each year on research to determine better processes for all businesses to use in disposing of toxic wastes. This company is exhibiting which of the following?

► **Social responsibility**

- Social obligation
- Moral obligation
- Social responsiveness

Question No: 27 (Marks: 1) - Please choose one

If goals are _____, it will help the employees to identify the purpose of goals and to recognize the ways of meeting them.

► **Relevant**

- Time-limit
- General
- Measurable

Question No: 28 (Marks: 1) - Please choose one

When we talk about an organization's core technology, we mean organization's:

- Less important technology
- **Most important technology**
- All technologies the organization is using
- Technology that is never used

Question No: 29 (Marks: 1) - Please choose one

An organizational structure made up of working groups or teams is called:

► **Team-based structure**

- Project structure
- Matrix structure
- Divisional structure

Question No: 30 (Marks: 1) - Please choose one

Tall structure is more expensive because of:

- Few departments
- Lesser resources
- Fewer hierarchical levels
- **More hierarchical levels**

Question No: 31 (Marks: 1) - Please choose one

Which of the following theory directly relates the individual's behavior with the consequences of their actions?

► **Reinforcement theory**

- Goal setting theory
- Equity theory
- Expectancy theory

Question No: 32 (Marks: 1) - Please choose one

Mr. Haris and Mr. Fahad are working equally but Mr. Haris is paid more than Mr. Fahad. Mr. Haris is being----- and Mr. Fahad is being-----.

- Over rewarded, under rewarded
- **Under rewarded, over rewarded**
- Rewarded, unrewarded

- ▶ Over rewarded, unrewarded

Question No: 33 (Marks: 1) - Please choose one

To analyze the group performance, group should be viewed as:

- ▶ System
- ▶ **Feedback**
- ▶ Output
- ▶ Input

Question No: 34 (Marks: 1) - Please choose one

XYZ Company is dealing in consumer products and operating in highly competitive market. Company wants to assure the quality of its product by applying best suitable control method. Which of the following control method will be suitable for XYZ Company?

- ▶ Bureaucratic control
- ▶ **Market control**
- ▶ Clan control
- ▶ None of the given options

Question No: 35 (Marks: 1) - Please choose one

Tax revenue is one of the significant resources of the city government, in which type of resource category tax revenue falls?

- ▶ Human resources
- ▶ **Financial resources**
- ▶ Physical resources
- ▶ Information resources

Question No: 36 (Marks: 1) - Please choose one

Which of the following group techniques allows group members to meet together, but also allows independent thinking?

- ▶ Brainstorming technique
- ▶ **Nominal group technique**
- ▶ Delphi technique
- ▶ Devil's advocacy technique

Question No: 37 (Marks: 1) - Please choose one

In terms of linear programming, profit margins on different products that a company can produce represent which of the following?

- ▶ Constraints
- ▶ Feasibility regions
- ▶ Scenarios
- ▶ **Objective function**

Question No: 38 (Marks: 1) - Please choose one

The university has selected some of its faculty members to conduct the worthy researches on variant topics. These members are also responsible for their courses in addition to this creative task of assisting research. Which of the following is applied in the given situation?

- ▶ Job rotation
- ▶ **Job enlargement**
- ▶ Job enrichment
- ▶ Job specification

Question No: 39 (Marks: 1) - Please choose one
Which of the given power is attained through formal hierarchy?

- ▶ **Expert power**
- ▶ Information power
- ▶ Charismatic power
- ▶ Referent power

Question No: 40 (Marks: 1) - Please choose one
Keeping distinguished features of Transformational leaders, at which hierarchical level they mostly found in an organization?

- ▶ Bottom level
- ▶ **Top level**
- ▶ Middle level
- ▶ First-line level

Question No: 41 (Marks: 1) - Please choose one
With respect to five hierarchical needs of Marlow's theory, at which level transformational style is more beneficial?

- ▶ Physical needs
- ▶ Safety needs
- ▶ Social needs
- ▶ **Self-actualization needs**

Question No: 42 (Marks: 1) - Please choose one
Which of the following groups usually adjourns?

- ▶ **Task group**
- ▶ Command group
- ▶ Friendship group
- ▶ Functional group

Question No: 43 (Marks: 1) - Please choose one
Health camps were established in Azad Jammu Kashmir as the rehabilitation program for earthquake effecties. These camps consisted of doctors and surgeons from various fields of specialization. Therefore health camp is an example of:

- ▶ Quality circle
- ▶ Virtual teams
- ▶ **Cross- functional teams**
- ▶ Management teams

Question No: 44 (Marks: 1) - Please choose one
Which of the following purpose is served through communication?

- ▶ Motivating employees
- ▶ Sharing information
- ▶ Conveying emotional expressions
- ▶ **All of the given options**

Question No: 45 (Marks: 1) - Please choose one
In a growing number of organizations, the traditional team consisting of a manager and a team that reports directly to him or her is being replaced, into _____, by giving relative autonomy to them to form more flexible teams.

- ▶ Quality improvement teams

- ▶ Virtual teams
- ▶ **Self-managing teams**

- ▶ Cross-functional teams

Question No: 46 (Marks: 1) - Please choose one

XYZ Company has been dealing in crockery since the last 12 years. Company's performance is satisfactory and the environment appears to be constant, that's why company perceives no reason to change, hence falls under:

- ▶ **Stability**
- ▶ Diversification
- ▶ Concentration
- ▶ Direct Expansion

Question No: 47 (Marks: 1) - Please choose one

When public sector organizations serve in terms of varying needs of children, disabled & adults, it is said to be adopting which kind of departmentalization?

- ▶ Product
- ▶ Geographic
- ▶ Outcome
- ▶ **Customer**

Question No: 48 (Marks: 1) - Please choose one

Zarkoo Airlines use _____ departmentalization to arrange its activities as commercial airplanes and military airplanes.

- ▶ **Functional**
- ▶ Geographic
- ▶ Customer
- ▶ Matrix

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PAPER NO 4

FINAL TERM EXAMINATION
Spring 2010
MGT503- Principles of Management
BY ADNAN AWAN
Adnanawan6@gmail.com

Time: 90 min
Marks: 69

Question No: 1 (Marks: 1) - Please choose one
Leadership role is more important for:

- ▶ **Top level managers**
- ▶ First line managers
- ▶ Middle level managers
- ▶ Non managerial staff

Question No: 2 (Marks: 1) - Please choose one

All of the following are included in Fayol's fundamental principles of management EXCEPT:

- ▶ **Diversity**
- ▶ Order
- ▶ Initiative
- ▶ Authority

Question No: 3 (Marks: 1) - Please choose one

A situation in which manager can make an accurate decision is called:

- ▶ **Certainty**
- ▶ Uncertainty
- ▶ Risk
- ▶ Factual

Question No: 4 (Marks: 1) - Please choose one

A manager who is deciding how to invest excess cash gets information from the bank. The manager describes various options available for investment, each of which has a guaranteed rate of return. This situation is called:

- ▶ Certainty
- ▶ Uncertainty
- ▶ Risk
- ▶ **Optimal decision-making**

Question No: 5 (Marks: 1) - Please choose one

All of the following are the assumptions of rational decision making EXCEPT:

- ▶ Alternatives are known
- ▶ Possible outcomes known
- ▶ Optimal decision is possible
- ▶ **Information is unknown**

Question No: 6 (Marks: 1) - Please choose one

Plans which have the broadest organizational focus and the longest time frame are called:

- ▶ Tactical
- ▶ **Strategic**
- ▶ Directional
- ▶ Operational

Question No: 7 (Marks: 1) - Please choose one

The method by which strategies are operationalized or executed within the organization is called:

- ▶ Strategy formulation
- ▶ **Strategy implementation**
- ▶ Strategy evaluation
- ▶ Strategy imitation

Question No: 8 (Marks: 1) - Please choose one

Which stage of strategic management focuses on; "how the strategy is achieved"?

- ▶ Implementation stage
- ▶ Evaluation stage
- ▶ Realization stage
- ▶ **Formulation stage**

Question No: 9 (Marks: 1) - Please choose one

Which of the following is a document that summarizes the business strategy and structure?

- ▶ **Business plan**
- ▶ Letter of credit
- ▶ Article of association
- ▶ Memorandum

Question No: 10 (Marks: 1) - Please choose one

Horizontal coordination links the activities of which of the following?

- ▶ Same departmental level
- ▶ From Top to bottom
- ▶ From Bottom to top level
- ▶ **Different departmental level**

Question No: 11 (Marks: 1) - Please choose one

All of the following factors are the most challenging for the managers in today's competitive world EXCEPT:

- ▶ Meet the market demand of products
- ▶ **Motivating competitors to do work efficiently**
- ▶ Facing the competition
- ▶ Environmental uncertainty

Question No: 12 (Marks: 1) - Please choose one

Channelized efforts are the result of which of the following?

- ▶ **Right direction**
- ▶ Centralization
- ▶ Proper guidance
- ▶ Good hierarchy

Question No: 13 (Marks: 1) - Please choose one

The statement that people will exercise self direction and self control if they are committed to the objectives, is true about which of the following?

- ▶ Equity Theory
- ▶ ERG Theory
- ▶ Theory X
- ▶ **Theory Y**

Question No: 14 (Marks: 1) - Please choose one

To motivate professionals what point should be in consideration?

- ▶ Commitment to their field
- ▶ Job security
- ▶ Offering high pay
- ▶ **Promotions**

Question No: 15 (Marks: 1) - Please choose one

A leader who involves employees in decision making, delegates authority and allows employees to have direct input into the final decision is using which of the following leadership style?

- ▶ Democratic-participative
- ▶ **Laissez-faire**
- ▶ Autocratic
- ▶ Democratic-consultative

Question No: 16 (Marks: 1) - Please choose one

Which of the following is a characteristic of a high-performing team that makes the group greater than the sum of its parts?

- ▶ A quality circle
- ▶ Group dynamics
- ▶ Synergy
- ▶ **Cohesiveness**

Question No: 17 (Marks: 1) - Please choose one

Which of the following group engages in collective work that requires joint effort and generates a positive synergy?

- ▶ **Work group**
- ▶ Work team
- ▶ Quality circle
- ▶ Functional team

Question No: 18 (Marks: 1) - Please choose one

As if's work team does its own hiring and scheduling and is even responsible for evaluating each other's performance. Asif is part of which of the following team?

- ▶ Problem-solving
- ▶ Cross-functional
- ▶ **Self-managed**
- ▶ Virtual

Question No: 19 (Marks: 1) - Please choose one

All of the following are examples of non-verbal communication EXCEPT:

- ▶ **Conference**
- ▶ Body position
- ▶ The distance between two people
- ▶ The style of clothing people wear

Question No: 20 (Marks: 1) - Please choose one

The supplies or raw material is needed to create a product are called:

- ▶ **Outputs**
- ▶ Investments
- ▶ Processes
- ▶ Inputs

Question No: 21 (Marks: 1) - Please choose one

What do we call the entire series of organizational work activities that add value at each step that begin with the processing of raw materials and end with a finished product in the hands of end users?

- ▶ Value Chain Management
- ▶ **Value Chain Management Operations**
- ▶ Value
- ▶ Value Chain

Question No: 22 (Marks: 1) - Please choose one

Which of the following is the obligation or expectation to perform a duty?

- ▶ **Responsibility**
- ▶ Unity of command
- ▶ Chain of command
- ▶ Span of control

Question No: 23 (Marks: 1) - Please choose one

Aslam is a manager of a software house. He is very competitive and tries to stay ahead of the competition. For this purpose he should provide information or services before any other company provides. But as internet industry is a dynamic industry, he has to provide information to his clients before it comes to market. In different situations he doesn't know what new trend will come in market. Aslam is operating under which of the following conditions?

- ▶ Risk
- ▶ Bounded Rationality
- ▶ **Uncertainty**
- ▶ Certainty

Question No: 24 (Marks: 1) - Please choose one

MBO was first described by:

- ▶ **Michael Porter**
- ▶ Charles Babbage
- ▶ Peter Drucker
- ▶ Hugo Munsterbeg

Question No: 25 (Marks: 1) - Please choose one

Policies, procedures, rules and regulations are kinds of:

- ▶ Budgeting
- ▶ Single-use plans
- ▶ **Standing plans**
- ▶ Informal plans

Question No: 26 (Marks: 1) - Please choose one

Which of the following is also known as strategy analysis?

- ▶ **SWOT analysis**
- ▶ External analysis
- ▶ Internal analysis
- ▶ Situation analysis

Question No: 27 (Marks: 1) - Please choose one

Which of the following should be completed first in the strategic management process?

- ▶ Performing SWOT analysis
- ▶ Implementing strategies

- ▶ Scan the environment
- ▶ **Define the organizational mission**

Question No: 28 (Marks: 1) - Please choose one

Small companies may not have so many opportunities of promotions, so they usually try to motivate employees through:

- ▶ Attractive packages
- ▶ High Incentives
- ▶ Turnover
- ▶ **Job enlargement**

Question No: 29 (Marks: 1) - Please choose one

Mr. Haris and Mr. Fahad are working equally but Mr. Haris is paid more than Mr. Fahad. Mr. Haris is being----- and Mr. Fahad is being-----.

- ▶ Over rewarded, under rewarded
- ▶ Under rewarded, over rewarded
- ▶ **Rewarded, unrewarded**
- ▶ Over rewarded, unrewarded

Question No: 30 (Marks: 1) - Please choose one

In many organizations individuals who have good computer skills and ability to solve related problems can influence others because of their:

- ▶ Coercive Power
- ▶ Referent Power
- ▶ **Expert Power**
- ▶ Reward Power

Question No: 31 (Marks: 1) - Please choose one

The effectiveness of downward communication can be increased by using all of the following approaches EXCEPT:

- ▶ By using multiple channels
- ▶ By repeating the message
- ▶ By encouraging feedback
- ▶ **By distorting the message**

Question No: 32 (Marks: 1) - Please choose one

Feed-forward, Feedback and Concurrent control are the types of control methods based on:

- ▶ **Decision making**
- ▶ Market information
- ▶ Timing
- ▶ Financial resources

Question No: 33 (Marks: 1) - Please choose one

A universally accepted model of a successful manager could be described as:

- ▶ **One who practices all the four management functions**
- ▶ One who executes all of the roles in a professional manner
- ▶ One who possesses all management skills at high levels
- ▶ There is no universally accepted model of a successful manager

Question No: 34 (Marks: 1) - Please choose one

With the passage of time the concept of work specialization has emerged in the business world. Which of the following skill category is influenced significantly due to this change?

▶ **Conceptual skill**

- ▶ Interpersonal skill
- ▶ Technical skill
- ▶ Human skill

Question No: 35 (Marks: 1) - Please choose one

Why customers are recognized as one of the major stakeholders of an organization?

▶ They are directly influenced by the company's culture

▶ **They engage their finances in the company's offerings**

- ▶ They are highly influenced by the company stock ratings
- ▶ They can impact the labor market of an organization

Question No: 36 (Marks: 1) - Please choose one

Which of the given role is played by Central Board of Revenue (CBR) in our environment with respect to the operating organizations?

- ▶ Competitors
- ▶ Clients
- ▶ Labor markets

▶ **Regulators**

Question No: 37 (Marks: 1) - Please choose one

In order to make effective decisions, managers have to be cautious enough while allocating the resources. Which of the given technique helps managers in this regard?

- ▶ Environmental scanning
- ▶ Forecasting
- ▶ Benchmarking

▶ **Budgeting**

Question No: 38 (Marks: 1) - Please choose one

Disney World buys soft drinks from Coca-Cola, food from Sara Lee and paper products from Mead. Coca-Cola, Sara Lee and Mead are Disney's:

- ▶ Competitors
- ▶ **Suppliers**
- ▶ Owners
- ▶ Customers

Question No: 39 (Marks: 1) - Please choose one

Scrutinizing the work situation for changing conditions that may signal the materialization of a problem comes under:

- ▶ Scanning stage
- ▶ Categorization stage
- ▶ Diagnosis stage

▶ **Implementation stage**

Question No: 40 (Marks: 1) - Please choose one

Pakistan Cricket Board (PCB) has appointed Waqar Younis as the coach of the Pakistani team to guide them the game tactics. On what grounds PCB has selected Waqar Younis?

► **He possesses expert power**

- He exercises reward power
- He occupies coercive power
- He enjoys information power

Question No: 41 (Marks: 1) - Please choose one

Considering the changing patterns of the business world, which of the given is considered to be the modern motivating tool?

► **High salary**

- Flexi time
- Secured job
- Medical allowance

Question No: 42 (Marks: 1) - Please choose one

Which of the following is the best description of motivation?

- An internal drive in a specific direction
- A trait that some people have and some people don't
- A trained condition or response

► **A talent that must be developed and perfected**

Question No: 43 (Marks: 1) - Please choose one

Which one of the following is a strength of MBO?

► **Overemphasis on quantitative goals**

- Requires training of employees
- Clarify priorities and expectation
- Tends to falter without strong commitment

Question No: 44 (Marks: 1) - Please choose one

ABC Corp. has turned each of its divisions into profit centers and evaluates each division by the percentage of total corporate profits that it generates. It uses which of the following control?

- Accounting
- Bureaucratic
- **Financial**
- Sector

Question No: 45 (Marks: 1) - Please choose one

Which of the following best describes this statement; "The degree to which the individual believes that performing at a particular level is instrumental in attaining the desired outcome"?

- Effort-performance linkage
- **Performance-reward linkage**
- Valence of a reward
- All of the given options

Question No: 46 (Marks: 1) - Please choose one

Which of the following is the set of strengths, characteristics and qualities including skills, technologies or resources that distinguish a firm from its competitors?

- Scope of business
- Distinctive competency
- **Resource deployment**
- Effective strategy

Question No: 47 (Marks: 1) - Please choose one

"Cost-saving advantages from specialization" is a feature of which kind of structural organization?

- ▶ Divisional
- ▶ Team
- ▶ Learning
- ▶ **Functional**

Question No: 48 (Marks: 1) - Please choose one

An organization that groups activities according to women's footwear, men's footwear, apparel and accessories would use which of the following departmentalization?

- ▶ Product
- ▶ **Operational**
- ▶ Geographic
- ▶ Functional

Paper No 5

FINAL TERM EXAMINATION
Fall 2009
MGT503- Principles of Management
BY ADNAN AWAN
Adnanawan6@gmail.com

Time: 120 min
Marks: 92

Question No:1 (Marks: 1) - Please choose one

Which of the following is the latest concept in financial control?

- ▶ Economic Market Value
- ▶ Earning Market Value
- ▶ Financial Value Added
- ▶ **Economic Value Added**

Question No: 2 (Marks: 1) - Please choose one

Feed forward control is also called as:

- ▶ **Preliminary control**
- ▶ Post action control
- ▶ Output control
- ▶ Concurrent control

Question No: 3 (Marks: 1) - Please choose one

A ----- is a control system that relies on human discretion as a basic part of its process.

- ▶ Cyber control system
- ▶ **Non-cybernetic control system**
- ▶ Market control system
- ▶ None of the given option

Question No: 4 (Marks: 1) - Please choose one

----- is a tool for measuring corporate and divisional performance by calculating after-tax operating profit minus the total annual cost of capital.

- ▶ Market value added
- ▶ **Economic value added**
- ▶ Balanced Scorecard
- ▶ Benchmarking

Question No:5 (Marks: 1) - Please choose one

All of the following are managerial roles identified in Mintzberg's Model EXCEPT:
<http://vustudents.ning.com>

- ▶ Informational
- ▶ Interpersonal
- ▶ **Functional**
- ▶ Decisional

Question No: 6 (Marks: 1) - Please choose one

When managers motivate employees, direct the activities of others and resolve conflicts, they are performing which of the following functions of management?

- ▶ Controlling
- ▶ Organizing
- ▶ **Leading**
- ▶ Planning

Question No: 7 (Marks: 1) - Please choose one

Who studied work to eliminate inefficient hand-and-body motions?

- ▶ Henri Fayol
- ▶ Frank and Lillian Gilbreth
- ▶ **Fredrick Taylor**
- ▶ Henry Towne

Question No: 8 (Marks: 1) - Please choose one

Low level management has a complete authority to make decisions in case of:

- ▶ Centralization
- ▶ **Decentralization**
- ▶ Scalar Chain
- ▶ Order

Question No: 9 (Marks: 1) - Please choose one

System approach recognizes that organizations are not:

- ▶ **Self-contained**
- ▶ Self-controlled
- ▶ Self-discipline
- ▶ Self-motivated

Question No: 10 (Marks: 1) - Please choose one

Mega environment is also called:

- ▶ Open environment
- ▶ Close environment
- ▶ Flexible environment

► **General environment**

Question No:11 (Marks: 1) - Please choose one

Maslow's hierarchy of needs theory proposes that every person has a hierarchy of:

- Four needs
- **Five needs**
- Three needs
- Six needs

Question No:12 (Marks: 1) - Please choose one

Which of the following deals with the need of a business to meet only basic economic and legal standards?

- Social responsibility
- **Social obligation**
- Moral obligation
- Social responsiveness

Question No: 13 (Marks: 1) - Please choose one

NAFTA was established by the Mexican, Canadian and U.S government on:

- August 12, 1990
- August 12, 1993
- **August 12, 1994**
- August 12, 1992

Question No:14 (Marks: 1) - Please choose one

A society where there is relatively little job mobility and widely practiced lifetime employment would be an example of which of the following dimensions of national culture?

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

Question No:15 (Marks: 1) - Please choose one

A situation in which manager can make an accurate decision is called:

- **Certainty**
- Uncertainty
- Risk
- Factual

Question No:16 (Marks: 1) - Please choose one

"No smoking allowed" is an example of which of the following?

- **Rule**
- Procedure
- Policy
- Plan

Question No:17 (Marks: 1) - Please choose on

"Whenever possible, we promote from within" is an example of which of the following?

- Rule
- Procedure

- ▶ **Policy**
- ▶ Plan

Question No:18 (Marks: 1) - Please choose one

Aisha uses a decision-making style characterized by low tolerance for ambiguity and a rational way of thinking. What style does Aisha use?

- ▶ Analytic
- ▶ Conceptual
- ▶ **Directive**
- ▶ Behavioral

Question No: 19 (Marks: 1) - Please choose one

A problem with groupthink is that no one is actually in charge of making the final decision or outcome, which results in:

- ▶ **Ambiguous responsibility**
- ▶ Role incoherence
- ▶ Role ambiguity
- ▶ Ambiguous delegation

Question No: 20 (Marks: 1) - Please choose one

Which of the following is NOT one of the three techniques for assessing the environment?

- ▶ **Project management**
- ▶ Benchmarking
- ▶ Forecasting
- ▶ Environmental scanning

Question No:21 (Marks: 1) - Please choose one

Operational plans are normally associated with which of the following organizational level?

- ▶ Global level
- ▶ Corporate level
- ▶ Business level
- ▶ **Functional level**

Question No:22 (Marks: 1) - Please choose one

Which stage of strategic management focuses on; “how the strategy is achieved”?

- ▶ Implementation stage
- ▶ **Evaluation stage**
- ▶ Realization stage
- ▶ Formulation stage

Question No:23 (Marks: 1) - Please choose one

Which of the following is a system in which specific performance objectives are jointly determined by subordinates and their superiors and progress towards objectives is periodically reviewed?

- ▶ **Management by objective**
- ▶ Management by resources
- ▶ Management by authority
- ▶ Management by system

Question No: 24 (Marks: 1) - Please choose one

At the first step of goal setting a manager should:

► **Evaluate available resources**

- Review organization's mission
- Write down goals
- Estimate expected benefits

Question No: 25 (Marks: 1) - Please choose one

In Pakistan China imported goods are available on very inexpensive price. These companies are practicing which of the following strategies?

- Focus Strategy
- Differentiation strategy
- **Cost leadership strategy**
- Emergent strategy

Question No:26 (Marks: 1) - Please choose one

Which of the following is the collection of managerial decisions and actions that determine the long-run performance of an organization?

- **Strategic management**
- Goal-oriented management
- Planning
- Leadership

Question No:27 (Marks: 1) - Please choose one

Which of the following is a document that summarizes the business strategy and structure?

- **Business plan**
- Letter of credit
- Article of association
- Memorandum

Question No: 28 (Marks: 1) - Please choose one

Ali has just been promoted to line manager for the assembling plant. Since Ali is now a manager, which of the following automatically also goes with the title of manager?

- Span of control
- Authority
- Acceptance by the employees
- Respect

Question No:29 (Marks: 1) - Please choose one

Explicit job descriptions and clearly defined procedures are part of which of the following organizational design process?

- **Formalized**
- Process
- Centralized
- Functional

Question No:30 (Marks: 1) - Please choose one

Which of the following is best described as, it is any business that is independently owned and operated and is not dominate in its market?

- Corporation

- ▶ Entrepreneurship
- ▶ **Small business**
- ▶ Strategic alliance

Question No:31 (Marks: 1) - Please choose one

While making a business plan an entrepreneur cannot conduct market research until he:

- ▶ Develops legal plan
- ▶ Develops insurance plan
- ▶ Writes cover letter
- ▶ **Chooses product or service**

Question No: 32 (Marks: 1) - Please choose one

Which of the following is present in a Learning organization?

- ▶ Well-defined structure
- ▶ No leaders
- ▶ Unlimited autonomy
- ▶ A strong sense of community

Question No:33(Marks: 1) - Please choose one

Which of the following is the crucial element of team structure?

- ▶ **Employee empowerment**
- ▶ Faster decision-making
- ▶ Inexpensive to maintain
- ▶ Clear chain of command

Question No: 34 (Marks: 1) - Please choose one

Which of the following is a characteristic of an organic organization?

- ▶ Centralization
- ▶ High specialization
- ▶ High formalization
- ▶ **Free flow of information**

Question No:35 (Marks: 1) - Please choose one

What was the focus of leadership studies in 1920s and 1930s?

- ▶ Charisma
- ▶ Tasks
- ▶ **Traits**
- ▶ Behaviors

Question No:36 (Marks: 1) - Please choose one

Reinforcement theorists believe that behavior results from which of the following?

- ▶ **External consequences**
- ▶ Internal personality traits
- ▶ Setting high goals
- ▶ Intrinsic satisfiers

Question No:37 (Marks: 1) - Please choose one

A leader who involves employees in decision making, delegates authority and allows employees to have direct input into the final

decision is using which of the following leadership style?

- ▶ **Democratic-participative**
- ▶ Laissez-faire
- ▶ Autocratic
- ▶ Democratic-consultative

Question No:38 (Marks: 1) - Please choose one

Women tend to use which of the following leadership style?

- ▶ Autocratic
- ▶ Laissez-faire
- ▶ Dictatorial
- ▶ **Democratic**

Question No:39 (Marks: 1) - Please choose one

Asif's work team does its own hiring and scheduling and is even responsible for evaluating each other's performance. Asif is part of which of the following team?

- ▶ Problem-solving
- ▶ **Cross-functional**
- ▶ Self-managed
- ▶ Virtual

Question No:40 (Marks: 1) - Please choose one

The supplies or raw materials needed to create a product are called:

- ▶ Outputs
- ▶ Investments
- ▶ Processes
- ▶ **Inputs**

Question No:41 (Marks: 1) - Please choose one

Behavioral viewpoint emphasizes the need of understanding the various factors affecting the _____ in an organization.

- ▶ Social behavior
- ▶ Moral behavior
- ▶ Ethical behavior
- ▶ **Human behavior**

Question No:42 (Marks: 1) - Please choose one

ABC Corp. has turned each of its divisions into profit centers and evaluates each division by the percentage of total corporate profits that it generates. It uses which of the following control?

- ▶ Accounting
- ▶ Bureaucratic
- ▶ **Market**
- ▶ Sector

Question No:43 (Marks: 1) - Please choose one

Which of the following factor is more important for men than women?

- ▶ Opportunity to learn
- ▶ Flexibility
- ▶ **Autonomy**
- ▶ Convenience

Question No:44 (Marks: 1) - Please choose one

The Walt Disney Company's movies, theme parks and television programs all benefit one another. Children who enjoy a Disney movie like LION KING want to go to Disney world and see lion king show. They benefit greatly from:

- ▶ **Negative Entropy**
- ▶ Synergy
- ▶ Transformation
- ▶ Entropy

Question No:45 (Marks: 1) - Please choose one

According to Adam Smith, the division of labor results in:

- ▶ Increased worker's motivation
- ▶ Decreased worker's specialization
- ▶ **Increased worker's productivity**
- ▶ Decreased worker's motivation

Question No: 46 (Marks: 1) - Please choose one

Which one of Fayol's 14 principles of management helps preserve the concept of a continuous line of authority?

- ▶ Unity of demand
- ▶ **Unity of command**
- ▶ Demand structure
- ▶ Continuous demand

Question No:47 (Marks: 1) - Please choose one

Mr. A wants to earn a master's degree within two years from a native university. Which of the following SMART objective Mr. A has missed while setting this goal?

- ▶ Time-bound
- ▶ Acceptable
- ▶ **Measurable**
- ▶ Specific

Question No: 48 (Marks: 1) - Please choose one

Which of the following is also known as strategy analysis?

- ▶ **SWOT analysis**
- ▶ External analysis
- ▶ Internal analysis
- ▶ Situation analysis

Question No: 49 (Marks: 1) - Please choose one

Which of the following involves selling or dissolving an entire organization?

- ▶ Divesture
- ▶ **Liquidation**
- ▶ Bankruptcy
- ▶ Harvest

Question No: 50 (Marks: 1) - Please choose one

Grouping of job activities is also known as:

- ▶ **Job design**

- ▶ Job specification
- ▶ Departmentalization
- ▶ Distributing authority

Question No:51 (Marks: 1) - Please choose one

Some students are planning to form a group. They have decided to serve their community by creating the awareness among the people about the adverse effects of pollution. This group will be named as:

- ▶ Command group
- ▶ Functional group
- ▶ Task group
- ▶ **Interest group**

Question No: 52 (Marks: 1) - Please choose one

Which of the following is an example of a group that is formed by the employees themselves to serve the members' social needs?

- ▶ Cross functional group
- ▶ Command group
- ▶ Formal group
- ▶ **Informal group**

Question No: 53 (Marks: 1) - Please choose one

Which of the following characteristics of a group is helpful in determining the synergy level in a group?

- ▶ Group norms
- ▶ Group cohesiveness
- ▶ Group development
- ▶ **All of the given options**

Question No:54 (Marks: 1) - Please choose one

Which of the following can be used as a medium of communication in the organizations?

- ▶ Manuals
- ▶ Meetings
- ▶ Face to face discussions
- ▶ **All of the given options**

Question No:55 (Marks: 1) - Please choose one

Honda has decided to shift towards the higher efficiency rather than sales growth. For achieving such goal, some authorities were delegated to middle managers, which were previously held by top management. Honda has applied which of the following concept?

- ▶ Highly centralized
- ▶ Departmentalization
- ▶ **Decentralization**
- ▶ Centralization

Question No56 (Marks: 1) - Please choose one

Which of the following organizational structure has fewer hierarchical levels?

- ▶ Matrix Structure
- ▶ Divisional Structure
- ▶ **Flat Structure**
- ▶ Tall Structure

Question No:57 (Marks: 1) - Please choose one

The way you use your hands relates to which of the following?

- ▶ **Emotional quotient**
- ▶ Intelligence quotient
- ▶ Technical quotient
- ▶ Emotional intelligence

Question No:58 (Marks: 1) - Please choose one

Mr. Ali, Production manager of Alpha Company has been assigned a task of completing an assignment in a specific time. Mr. Ali is assessing his efforts that will lead to the required level of performance. Mr. Ali is concentrating on which issue according to expectancy theory?

- ▶ **Effort- performance relationship**
- ▶ Performance- outcome relationship
- ▶ Performance- valence relationship
- ▶ All of the given options

Question No:59 (Marks: 1) - Please choose one

Tendency of people to expend less effort while working in a group as compare to working alone is called:

- ▶ Synergy
- ▶ **Social Loafing**
- ▶ Group Task
- ▶ Group Cohesiveness

Question No:60 (Marks: 1) - Please choose one

Mr. Haris and Mr. Fahad are working equally but Mr. Haris is paid more than Mr. Fahad. Mr. Haris is being----- and Mr. Fahad is being-----.

- ▶ **Over rewarded, under rewarded**
- ▶ Under rewarded, over rewarded
- ▶ Rewarded, unrewarded
- ▶ Over rewarded, unrewarded

Question No:61 (Marks: 1) - Please choose one

Which of the following is a variation of the electronic meeting that links media from different locations?

- ▶ E-commerce
- ▶ The Delphi technique
- ▶ E-Brainstorming
- ▶ **Video conference**

Question No:62 (Marks: 1) - Please choose one

50 applicants had been interviewed for the post of financial analyst. Among these 50 people, 5 people had been short listed because they were holding diplomas of specialization along with the degrees required. They influenced the interviewer with which of the following powers?

- ▶ **Expert Power**
- ▶ Coercive Power
- ▶ Legitimate Power
- ▶ Reward Power

Question No:63 (Marks: 1) - Please choose one

Leaders are those who-----:

- ▶ Do things right
- ▶ Do the right things
- ▶ **Both of the given options**
- ▶ None of the given options

Question No: 64 (Marks: 1) - Please choose one
 According to Ohio State Studies, a leader will be more effective who is exhibiting;

- ▶ Low in initiating structure and low consideration
- ▶ **High in initiating structure and high consideration**

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PAPER NO 6

FINAL TERM EXAMINATION

Spring 2010

MGT503- Principles of Management

BY ADNAN AWAN

Adnanawan6@gmail.com

Time: 90 min

Marks: 69

Question No: 1 (Marks: 1) - Please choose one

The traditional shape of an organization was:

- ▶ Circle
- ▶ **Pyramid**
- ▶ Square
- ▶ Diamond

Question No: 2 (Marks: 1) - Please choose one

When the CEO of a large retail store chain decided to sell off or close some of the stores that were not profitable, he was performing which of the following management functions?

- ▶ Leading

► Planning

► **Controlling**

- ▶ Organizing

Question No: 3 (Marks: 1) - Please choose one

NASA shoots a rocket and then continuously observes and makes whatever course corrections are needed to keep it on track. This process is called:

- ▶ Planning
- ▶ Organizing
- ▶ Leading
- ▶ **Controlling**

Question No: 4 (Marks: 1) - Please choose one

Munsterberg is considered to be the father of _____psychology.

- ▶ Clinical
- ▶ **Industrial**
- ▶ Behavior
- ▶ Theoretical

Question No: 5 (Marks: 1) - Please choose one

Decision making is typically described as which of the following?

- ▶ Deciding what is correct
- ▶ Putting preferences on paper
- ▶ **Choosing among alternatives**
- ▶ Processing information to completion

Question No: 6 (Marks: 1) - Please choose one

When objectives are not written down or rarely verbalized, and the planning is general and lacks continuity, which one of the following type of planning is used?

- ▶ Environmental planning
- ▶ Economic planning
- ▶ **Informal planning**

- ▶ Formal planning

Question No: 7 (Marks: 1) - Please choose one

Which one of the following is a weakness of MBO?

- ▶ Coordination of goals and plans
- ▶ Clarify priorities and expectation
- ▶ Foster employee motivation

▶ May cause overemphasis of quantitative goals.

Question No: 8 (Marks: 1) - Please choose one

If managers significantly change the organization's strategy, they need to modify which part to accommodate and support the change?

- ▶ Span of control
- ▶ Chain of command
- ▶ Goals

▶ Structure

Question No: 9 (Marks: 1) - Please choose one

Which of the following is a contemporary organizational structural design?

- ▶ Functional
- ▶ Divisional

▶ Learning

- ▶ Simple

Question No: 10 (Marks: 1) - Please choose one

According to Maslow's hierarchy of needs, which needs are predominantly satisfied internally?

- ▶ Safety

▶ Esteem

- ▶ Physiological
- ▶ social

Question No: 11 (Marks: 1) - Please choose one

Self respect, achievement and recognition are the example of which type of need?

- ▶ Social
- ▶ Physiological
- ▶ Self actualization

▶ **Esteem**

Question No: 12 (Marks: 1) - Please choose one

Which theory includes the component that employee motivation is influenced by relative as well as absolute rewards?

- ▶ Expectancy
- ▶ Three-needs
- ▶ Goal-setting

▶ **Equity**

Question No: 13 (Marks: 1) - Please choose one

Which of the following is a special group presenting unique motivational challenges?

- ▶ Top management

▶ **Professionals**

- ▶ Stakeholders
- ▶ Competitors

Question No: 14 (Marks: 1) - Please choose one

Which of the following is a situational leadership model?

- ▶ The trait approach
- ▶ **Transformational leadership**

- ▶ Blake and Mouton's Leadership Grid
- ▶ The path goal theory

Question No: 15 (Marks: 1) - Please choose one

Leaders who revitalize organizations by instilling a vision and deep sense of commitment in their followers are referred to as which of the following types of leaders?

- ▶ Charismatic
- ▶ Autocratic
- ▶ **Transformational**
- ▶ Transactional

Question No: 16 (Marks: 1) - Please choose one

All of the following are the major types of barrier that limit the success of value chain management EXCEPT:

- ▶ Required capabilities
- ▶ Organizational factors
- ▶ **Cultural factors**
- ▶ Technology investments

Question No: 17 (Marks: 1) - Please choose one

Decisions which deal with situations where the factors are fairly structured and occur with some frequency are called:

- ▶ Heuristic decision
- ▶ **Programmed decision**
- ▶ Satisfying decision
- ▶ Non-programmed decision

Question No: 18 (Marks: 1) - Please choose one

Which of the following refers to the concentration of decision authority at the top levels of the organizational hierarchy?

- ▶ Decentralization
- ▶ Departmentalization

► **Centralization**

- Formalization

Question No: 19 (Marks: 1) - Please choose one

A mission statement of an organization provides a unique insight to its _____ regarding future growth.

- Employees
- Stockholders

► **External group**

- Customers

Question No: 20 (Marks: 1) - Please choose one

Mr. A wants to earn a master's degree within two years from a native university. Which of the following SMART objective Mr. A has missed while setting this goal?

- Time-bound
- Acceptable

► **Measurable**

- Specific

Question No: 21 (Marks: 1) - Please choose one

Strategy formulation is the part of the strategic management process that includes all of the following EXCEPT:

- Identifying the mission and strategic goals
- Conducting competitive analysis

► **Communicating to all stakeholders**

- Developing specific strategies

Question No: 22 (Marks: 1) - Please choose one

----- helps the organizations identify and develop a competitive advantage, a significant edge over the competition in dealing with competitive forces.

- ▶ **Strategic management**
- ▶ Contingency Planning
- ▶ Operations management
- ▶ Management by objective

Question No: 23 (Marks: 1) - Please choose one

Which of the following level strategy is narrow in scope than business level strategy?

- ▶ Corporate level
- ▶ **Functional level**
- ▶ Regional level
- ▶ National level

Question No: 24 (Marks: 1) - Please choose one

Mr. A is a marketing manger of an organization where he is controlling six employees whereas Mr. B is a production manager of the same organization and he is controlling Fifteen employees. Mr. B is having _____as compare to Mr. A.

- ▶ Narrow span of control
- ▶ **Wide span of control**
- ▶ Central span of control
- ▶ All of the given options

Question No: 25 (Marks: 1) - Please choose one

For the workers with external locus of control, manager will use which of the following leadership style?

- ▶ Achievement-oriented
- ▶ Participative
- ▶ Supportive
- ▶ **Directive**

Question No: 26 (Marks: 1) - Please choose one

According to Ohio State Studies, a leader will be more effective who is exhibiting;

▶ Low in initiating structure and low consideration

▶ **High in initiating structure and high consideration**

▶ Low in initiating structure and high consideration

▶ High in initiating structure and low consideration

Question No: 27 (Marks: 1) - Please choose one

Which of the following is an example of informal group?

▶ College

▶ Marketing department

▶ **Welfare committee formed in an area**

▶ Organization

Question No: 28 (Marks: 1) - Please choose one

In which of the given situation probabilities are objective?

▶ **Certain situations**

▶ Uncertain situations

▶ Ambiguous situations

▶ Indefinite situations

Question No: 29 (Marks: 1) - Please choose one

In order to respond to irrational situations, which of the following style is preferred?

▶ Crisis decision making style

▶ **Programmed decision making style**

▶ Opportunity decision making style

▶ Non-programmed decision making style

Question No: 30 (Marks: 1) - Please choose one

Hospitals have well structured procedures to admit the patients, hence are:

▶ Structured decisions

▶ **Programmed decisions**

- ▶ Ill-structured decisions
- ▶ Non-programmed decisions

Question No: 31 (Marks: 1) - Please choose one

The best opinion is selected among various alternatives through voting by the participants in a group decision making while conducting:

- ▶ Brainstorming
- ▶ Delphi
- ▶ **Nominal**
- ▶ Interacting

Question No: 32 (Marks: 1) - Please choose one

Which of the given decisional tool is mostly used in the production sector?

- ▶ Queuing
- ▶ Simulation
- ▶ Decision tree
- ▶ All of the given options

Question No: 33 (Marks: 1) - Please choose one

Which of the following equation represents break even point?

- ▶ **Revenue = Costs**
- ▶ Revenue > Costs
- ▶ Revenue < Costs
- ▶ All of the given options

Question No: 34 (Marks: 1) - Please choose one

All of the following are major elements of the mega environment, EXCEPT:

- ▶ Technology
- ▶ Economy
- ▶ Socio-cultural

▶ **Competitor**

Question No: 35 (Marks: 1) - Please choose one

Organizations prefer departmentalization on which of the following grounds?

- ▶ Maintain specific rules & policies overall the organization
- ▶ Facilitate decentralization within the organization
- ▶ Monitor the customers' trend in the market

▶ **All of the following options**

Question No: 36 (Marks: 1) - Please choose one

Which of the following is the crucial element of team structure?

▶ **Employee empowerment**

- ▶ Faster decision-making
- ▶ Inexpensive maintenance
- ▶ Clear chain of command

Question No: 37 (Marks: 1) - Please choose one

Which of the following group commonly improves interpersonal communication?

▶ **Task**

- ▶ Command
- ▶ Functional
- ▶ Friendship

Question No: 35 (Marks: 1) - Please choose one

Which of the given factor significantly differentiate 'Teams' from 'Groups'?

- ▶ Teams consisted of at least 5 members, whereas group with at least 2 members
- ▶ Teams have common goal which is missing among the groups
- ▶ Teams are more synergized than groups
- ▶ **Teams interact regularly while groups occasionally**

Question No: 39 (Marks: 1) - Please choose one

Call centers have been developed to record and put forward the customers' complaints to:

- ▶ **Problem solving teams**
- ▶ Cross functional teams
- ▶ Quality circles
- ▶ Work teams

Question No: 40 (Marks: 1) - Please choose one

Which of the given factor significantly differentiate 'Teams' from 'Groups'?

- ▶ Teams consisted of at least 5 members, whereas group with at least 2 members
- ▶ Teams have common goal which is missing among the groups
- ▶ Teams are more synergized than groups
- ▶ **Teams interact regularly while groups occasionally**

Question No: 41 (Marks: 1) - Please choose one

The bureaucratic organization believes in the implementation of:

- ▶ **Downward communication channel**
- ▶ Upwards communication channel
- ▶ Lateral communication channel
- ▶ Diagonal communication channel

Question No: 42 (Marks: 1) - Please choose one

In a growing number of organizations, the traditional team consisting of a manager and a team that reports directly to him or her is being replaced, into _____, by giving relative autonomy to them to form more flexible teams.

- ▶ Quality improvement teams
- ▶ Virtual teams
- ▶ **Self-managing teams**
- ▶ Cross-functional teams

Question No: 43 (Marks: 1) - Please choose one

A group phenomenon in which individual members reduce their individual efforts and contributions as the group increases in size is called:

- ▶ **Free rider tendency**
- ▶ Group think
- ▶ Carryover behavior
- ▶ None of the given options

Question No: 44 (Marks: 1) - Please choose one

Managers focus on problem solving whereas the focus of leader is on:

- ▶ Maintaining standards
- ▶ **Inspiring the individuals**
- ▶ Planning for short-term goals
- ▶ Concentrating on set instructions

Question No: 45 (Marks: 1) - Please choose one

In Pakistan China imported goods are relatively cheap. These companies are practicing which of the following strategies?

- ▶ Focus Strategy
- ▶ Differentiation strategy
- ▶ **Cost leadership strategy**
- ▶ Emergent strategy

Question No: 46 (Marks: 1) - Please choose one

Boredom, task repetition and fatigue are three negative consequences of which of the following organizational design process?

- ▶ Span of control
- ▶ Decentralization
- ▶ **Work specialization**
- ▶ Departmentalization

Question No: 47 (Marks: 1) - Please choose one

When public sector organizations serve in terms of varying needs of children, disabled & adults, it is said to be adopting which kind of departmentalization?

- ▶ Product
- ▶ Geographic
- ▶ Outcome
- ▶ **Customer**

Question No: 48 (Marks: 1) - Please choose one

An organization that groups activities according to women's footwear, men's footwear, apparel and accessories would use which of the following departmentalization?

- ▶ **Product**
- ▶ Operational
- ▶ Geographic

- ▶ Functional

PAPER NO 7

FINAL TERM EXAMINATION

Fall 2009

MGT503- Principles of Management (Session - 1)

Time: 120 min

Marks: 92

Question No: 1 (Marks: 1) - Please choose one

According to Fiedler's LPC Theory, the extent to which the leader delineates "which, what, how, and why" work should be performed is referred to as which of the following?

- ▶ Task structure
- ▶ Leader member relations
- ▶ Position power
- ▶ **Task oriented leadership**

Question No: 2 (Marks: 1) - Please choose one

Which of the following leaders can inspire followers above their own self-interests and can have a profound effect on their performance?

- ▶ Transactional leader
- ▶ **Transformational leader**
- ▶ Emotional leader
- ▶ Informational leader

Question No: 3 (Marks: 1) - Please choose one

Which of the following statements would be TRUE according to Theory Y manager?

- ▶ **Employees view work as being as natural as rest or play**
- ▶ Employees will shirk responsibilities whenever possible
- ▶ Employees dislike work
- ▶ Employees must be coerced, controlled, or threatened

Question No: 4 (Marks: 1) - Please choose one

The Great China Wall has been built in almost:

- ▶ 900 years
- ▶ **956 years**
- ▶ 856 years
- ▶ 1000 years

Question No: 5 (Marks: 1) - Please choose one

Which one of the following is explaining the Entrepreneur in the best way?

- ▶ Goals Setter
- ▶ Decision Maker
- ▶ Communicator
- ▶ **Initiator**

Question No: 6 (Marks: 1) - Please choose one

Determining the tasks to be accomplished, how the tasks are to be grouped and who is responsible for the various tasks is known as which of the following processes of management?

- ▶ Planning
- ▶ **Organizing**
- ▶ Leading
- ▶ Controlling

Question No: 7 (Marks: 1) - Please choose one

If you get more output from a given input, you have:

- ▶ Decreased effectiveness
- ▶ Increased effectiveness
- ▶ Decreased efficiency
- ▶ **Increased efficiency**

Question No: 8 (Marks: 1) - Please choose one

All of the following are titles of middle level managers EXCEPT:

- ▶ **Operator**
- ▶ District manager
- ▶ Dean
- ▶ Division manager

Question No: 9 (Marks: 1) - Please choose one

When management provides orderly personnel planning and ensures that replacements are available to fill vacancies, it is called :

- ▶ Division of work
- ▶ Discipline
- ▶ Unity of command
- ▶ **Stability of tenure of personnel**

Question No: 10 (Marks: 1) - Please choose one

A field of expertise that is responsible for the production and delivery of an organization's products and services is called:

- ▶ Management information system
- ▶ **Operations management**
- ▶ Marketing management
- ▶ Principles of management

Question No: 11 (Marks: 1) - Please choose one

Which of the following must be present in order to initiate the decision-making process?

- ▶ Plenty of time
- ▶ Pressure to act
- ▶ Time management
- ▶ **Effective use of resources**

Question No: 12 (Marks: 1) - Please choose one

Choosing the best alternative is a relatively simple matter if we have done a good job in step five of rational decision making process while assigning:

- ▶ The weighted criteria correctly
- ▶ Right decision criteria
- ▶ **Analyzing alternatives**
- ▶ The highest weighted score

Question No: 13 (Marks: 1) - Please choose one

Only employees with top-secret clearance may enter the sealed room, is an example of which of the following?

- ▶ **Rule**
- ▶ Procedure
- ▶ Policy
- ▶ Plan

Question No: 14 (Marks: 1) - Please choose one

Aisha uses a decision-making style characterized by low tolerance for ambiguity and a rational way of thinking. What style does Aisha use?

- ▶ Analytic
- ▶ Conceptual
- ▶ **Directive**
- ▶ Behavioral

Question No: 15 (Marks: 1) - Please choose one

Which of the following styles of decision making is characterized by individuals who prefer complete information and consider several alternatives?

- ▶ Analytic
- ▶ Conceptual
- ▶ **Directive**
- ▶ Behavioral

Question No: 16 (Marks: 1) - Please choose one

Sara has a new job and is learning to perform the tasks assigned to her. Different situations demand different decision-making processes. As she learns the general guidelines of the job, Sara is given more decision-making authority. The guidelines establish parameters for decision making and are referred as:

- ▶ Rule
- ▶ Policy
- ▶ Broad guideline
- ▶ **Procedure**

Question No: 17 (Marks: 1) - Please choose one

A few years ago Black and Decker bought general electric's small appliance business. 150 products were converted from GE to Black and Decker label. A total of 140 steps were used for each product. It took 3 years. The total conversion of product line was:

- ▶ A Program
- ▶ **A project**
- ▶ A policy
- ▶ A rule

Question No: 18 (Marks: 1) - Please choose one

Plans that apply to the entire organization, establish the organization's overall objectives and seek to position the organization in terms of its environment are called:

- ▶ Tactical plans
- ▶ **Strategic plans**
- ▶ Single-use plans
- ▶ Operational plans

Question No: 19 (Marks: 1) - Please choose one

Operational plans are normally associated with which of the following organizational level?

- ▶ Global level
- ▶ Corporate level
- ▶ Business level
- ▶ **Functional level**

Question No: 20 (Marks: 1) - Please choose one

In Pakistan film industry, all studios possess strengths in lighting, sound recording, set and costume design. It is called:

- ▶ Distinctive competencies
- ▶ **Common strength**
- ▶ Competitive edge
- ▶ Competitive parity

Question No: 21 (Marks: 1) - Please choose one

In Pakistan China imported goods are available on very inexpensive price. These companies are practicing which of the following strategies?

- ▶ Focus Strategy
- ▶ Differentiation strategy
- ▶ **Cost leadership strategy**
- ▶ Emergent strategy

Question No: 22 (Marks: 1) - Please choose one

A strategy in which an organization operates in several business that are some how linked with one another is called:

- ▶ Single product strategy
- ▶ **Related diversification**
- ▶ Unrelated diversification
- ▶ Conglomerate diversification

Question No: 23 (Marks: 1) - Please choose one

Which of the following is NOT a strategy implementation step?

- ▶ Define strategic tasks
- ▶ Develop implementation agenda
- ▶ Develop mission and goals
- ▶ **Assess organizational capabilities**

Question No: 24 (Marks: 1) - Please choose one

"Cost-savings advantages from specialization" is a feature of which kind of structural organization?

- ▶ Divisional
- ▶ Team
- ▶ Learning

▶ **Functional**

Question No: 25 (Marks: 1) - Please choose one

Which of the following is not among the three perspectives that should be considered in preparing a business plan?

- ▶ Marketing perspective
- ▶ Perspective of the entrepreneur
- ▶ Investor perspective
- ▶ **Technical perspective**

Question No: 26 (Marks: 1) - Please choose one

An owner of an organization hires a sales representative to market his products. He gave power to sale representative to make certain decision. He has been given:

- ▶ Responsibility
- ▶ Span of control
- ▶ **Authority**
- ▶ Accountability

Question No: 27 (Marks: 1) - Please choose one

While addressing the organizational design needs of the small organization which of the following is an important consideration?

- ▶ More formalization
- ▶ More specialization
- ▶ **More centralization**
- ▶ Tall hierarchy of authority

Question No: 28 (Marks: 1) - Please choose one

Which of the following is strength of an organization with a simple structure?

- ▶ Clear accountability
- ▶ **Rely on one person**
- ▶ Maintain as the organization grows
- ▶ Employees are more empowered

Question No: 29 (Marks: 1) - Please choose one

Which of the following is a contemporary organizational structural design?

- ▶ Functional
- ▶ Divisional
- ▶ **Learning**
- ▶ Simple

Question No: 30 (Marks: 1) - Please choose one

Suppose that motivated employees are in great tension. In order to relieve this tension they should:

- ▶ Involve in entertaining activities
- ▶ **Achieve their personal Goal**
- ▶ Reduce putting efforts
- ▶ Exert more efforts

Question No: 31 (Marks: 1) - Please choose one

What should a manager do while motivating employees?

- ▶ Increase wages and salaries
- ▶ Incorporate promotional opportunities
- ▶ **Recognize individual differences**
- ▶ Use employee-recognition program

Question No: 32 (Marks: 1) - Please choose one

According to Maslow, which hierarchy is in proper order from lowest to highest?

- ▶ Safety, physiological, esteem, self-actualization, social.
- ▶ Esteem, physiological, self-actualization, safety, social
- ▶ Self-actualization, physiological, social, esteem, safety
- ▶ **Physiological, safety, social, esteem, self-actualization**

Question No: 33 (Marks: 1) - Please choose one

According to Herzberg's Motivation-Hygiene Theory, which of the following is NOT a hygiene factor?

- ▶ Working Conditions
- ▶ Salary
- ▶ Relationship with supervisor
- ▶ **Work itself**

Question No: 34 (Marks: 1) - Please choose one

Which of the following is a special group presenting unique motivational challenges?

- ▶ Top management
- ▶ **Professionals**
- ▶ Stakeholders
- ▶ Competitors

Question No: 35 (Marks: 1) - Please choose one

The need for such factors as status, recognition, attention, self-respect, autonomy, and achievement are examples of which of the following needs according to Maslow's hierarchy of needs?

- ▶ Physiological
- ▶ **Esteem**
- ▶ Social
- ▶ Self-actualization

Question No: 36 (Marks: 1) - Please choose one

Groups that are determined by the organization chart and composed of individuals who report directly to a given manager are called:

- ▶ **Formal groups**
- ▶ Informal groups
- ▶ Task groups
- ▶ Command groups

Question No: 37 (Marks: 1) - Please choose one

Which of the following is a variation of the electronic meeting that links media from different locations?

- ▶ E-commerce
- ▶ The Delphi technique

► E-Brainstorming

► **Video conference**

Question No: 38 (Marks: 1) - Please choose one

Asif's work team does its own hiring and scheduling and is even responsible for evaluating each other's performance. Asif is part of which of the following team?

► Problem-solving

► **Cross-functional**

► Self-managed

► Virtual

Question No: 39 (Marks: 1) - Please choose one

Tone of voice, posture and nonverbal facial expressions are examples of which of the following?

► **Body language**

► Feelings

► Formal communication

► Informal Communication

Question No: 40 (Marks: 1) - Please choose one

Which of the following refers to the fact that individuals see and hear depending upon their needs, motivation, experience, background and other personal characteristics?

► Filtering

► Feedback

► Emotions

► **Selective Perception**

Question No: 41 (Marks: 1) - Please choose one

The organizational communication network that uses internet technology and allows authorized users inside the organization to communicate with certain outsiders such as customers or vendors is called:

► Intranet

► **Extranet**

► Videoconference

► E-mail

Question No: 42 (Marks: 1) - Please choose one

Which of the following is the most popular type of control?

► **Feed forward**

► Concurrent

- ▶ Feedback
- ▶ Budgetary

Question No: 43 (Marks: 1) - Please choose one

The supplies or raw materials needed to create a product are called:

▶ **Outputs**

- ▶ Investments
- ▶ Processes
- ▶ Inputs

Question No: 44 (Marks: 1) - Please choose one

Adam Smith wrote which of the following books?

▶ **Wealth of Nations**

- ▶ Behavioral Science
- ▶ Fundamentals of Management
- ▶ Organizational Behavior

Question No: 45 (Marks: 1) - Please choose one

Employees are also known as:

▶ Internal customers

▶ **Stock holders**

- ▶ Investors
- ▶ Shareholders

Question No: 46 (Marks: 1) - Please choose one

As managers move toward the organizational hierarchy, problems are more likely to become which of the following?

▶ Well-structured

▶ **Ill-structured**

- ▶ Programmed
- ▶ Non-programmed

Question No: 47 (Marks: 1) - Please choose one

Salman enjoys coming to work because of working in a team that is developing a new product. The sense of belonging and friendship he shares with them demonstrates what Maslow categorized as:

▶ Physiological needs

▶ Safety needs

▶ **Social needs**

▶ Power needs

Question No: 48 (Marks: 1) - Please choose one

ABC Corp. has turned each of its divisions into profit centers and evaluates each division by the percentage of total corporate profits that it generates. It uses which of the following control?

- ▶ **Accounting**
- ▶ Bureaucratic
- ▶ Market
- ▶ Sector

Question No: 49 (Marks: 1) - Please choose one

Mr. Ali, Production manager of Alpha Company has been assigned a task of completing an assignment in a specific time. Mr. Ali is assessing his efforts that will lead to the required level of performance. Mr. Ali is concentrating on which issue according to expectancy theory?

- ▶ **Effort- performance relationship**
- ▶ Performance- outcome relationship
- ▶ Performance- valence relationship
- ▶ All of the given options

Question No: 50 (Marks: 1) - Please choose one

A significant edge over the competition in dealing with competitive forces is called:

- ▶ Core Competencies
- ▶ **Competitive advantage**
- ▶ Competitive force
- ▶ Swot analysis

Question No: 51 (Marks: 1) - Please choose one

A company is having cost advantages due to its efficient process, this cost advantage of company will be traded as which of the following?

- ▶ Threat
- ▶ Opportunity
- ▶ Weakness
- ▶ **Strength**

Question No: 52 (Marks: 1) - Please choose one

Which of the following level strategy is narrow in scope than business level strategy?

- ▶ Corporate level
- ▶ **Functional level**
- ▶ Regional level
- ▶ National level

Question No: 53 (Marks: 1) - Please choose one

All of the following are defensive strategies **EXCEPT:**

- ▶ Divesture
- ▶ Bankruptcy
- ▶ **Stability**
- ▶ Harvest

Question No: 54 (Marks: 1) - Please choose one

What is one of the weaknesses of functional departmentalization?

- ▶ A limited view of organizational goals
- ▶ **Can only be used with certain types of products**
- ▶ Can feel isolated from other organizational areas
- ▶ A duplication of functions

Question No: 55 (Marks: 1) - Please choose one

In which of the following type of departmentalization, employees are more concern about specialty than the needs of organization overall.

- ▶ Product
- ▶ Customer
- ▶ **Functional**
- ▶ Geographic

Question No: 56 (Marks: 1) - Please choose one

Mr. A was given the task of making 100 questions per day and 600 questions after a week, but he was able to make 500 questions at the weekend. Now he is answerable for his performance which is below expected target. Which of the following title mostly suits Mr. A?

- ▶ Responsible
- ▶ Authoritative
- ▶ **Accountable**
- ▶ Autonomous

Question No: 57 (Marks: 1) - Please choose one

“What motivates us” relates to which of the following type of motivation theory?

- ▶ Content Theories of motivation
- ▶ Process theories of motivation
- ▶ **Reinforcement theories of motivation**
- ▶ Hawthorne studies

Question No: 58 (Marks: 1) - Please choose one

When we talk about risk taker, which name comes first in your mind?

► **Leader**

- ▶ Manager
- ▶ Businessman
- ▶ Entrepreneur

Question No: 59 (Marks: 1) - Please choose one

Challenging job itself is -----.

- ▶ Extrinsic satisfaction
- ▶ Achievement
- ▶ High target

► **intrinsic satisfaction**

Question No: 60 (Marks: 1) - Please choose one

Some students are planning to form a group. They have decided to serve their community by creating the awareness among the people about the adverse effects of pollution. This group will be named as:

- ▶ Command group
- ▶ Functional group
- ▶ Task group

► **Interest group**

Question No: 61 (Marks: 1) - Please choose one

Amir has very good communication skills and inspires his followers through his personal appeal and confidence. Which leadership styles Amir adopts?

- ▶ Visionary
- ▶ **Charismatic**
- ▶ Transformational
- ▶ Laissez fair

Question No: 62 (Marks: 1) - Please choose one

Which of the following is an example of a group that is formed by the employees themselves to serve the members' social needs?

- ▶ Cross functional group
- ▶ Command group
- ▶ Formal group

► **Informal group**

Question No: 63 (Marks: 1) - Please choose one

Which of the following is included in communication functions?

- ▶ Motivating
- ▶ Sharing information
- ▶ Conveying emotional expressions

► **All of the given options**

Question No: 64 (Marks: 1) - Please choose one

Letters, memos and manuals are the examples of which of the following type of communication?

- ▶ Non-verbal
- ▶ Verbal
- ▶ **Written**
- ▶ Oral

Paper No 8

FINALTERM EXAMINATION

Spring 2010

MGT503- Principles of Management

BY ADNAN AWAN

Adnanawan6@gmail.com

Question No: 1 (Marks: 1) - Please choose one

Through technological and managerial process inputs of an organization are transformed into:

- ▶ **Output**
- ▶ Feedback
- ▶ Feed forward
- ▶ Transformation

Question No: 2 (Marks: 1) - Please choose one

Promoting team spirit within the organization is called:

- ▶ Stability of tenure of personnel
- ▶ Remuneration

► Centralization

► **Esprit de corps**

Question No: 3 (Marks: 1) - Please choose one

Constituencies in an organization's external environment that are affected by the organization's decisions and actions are called:

► **Stakeholders**

► Advisories

► Beneficiaries

► Environmentalists

Question No: 4 (Marks: 1) - Please choose one

The culture of an organization is largely determined by:

► **Top management**

► Employees

► Stockholders

► The company founders

Question No: 5 (Marks: 1) - Please choose one

The set of processes involved in creating or determining the strategies of the organization is called:

► **Strategy formulation**

► Strategy implementation

► Strategy evaluation

► Strategy imitation

Question No: 6 (Marks: 1) - Please choose one

When the strength provides superior and unique customer value and is difficult to imitate then the distinctive competence creates a sustainable:

► **Competitive advantage**

► Scope

- ▶ Resource deployment
- ▶ Effective strategy

Question No: 7 (Marks: 1) - Please choose one

Most managers believe that if an MBO (management by objective) program is to be successful, it must start at:

- ▶ Non-managerial level
- ▶ Top Level
- ▶ **Middle level**
- ▶ Lower level

Question No: 8 (Marks: 1) - Please choose one

Which of the following is the set of strategic alternatives that an organization chooses from, as it manages its operations simultaneously across several industries and several markets?

- ▶ Business-level strategy
- ▶ **Corporate-level strategy**
- ▶ Functional-level strategy
- ▶ Market-level strategy

Question No: 9 (Marks: 1) - Please choose one

ABC Company continues to offer the same quality beauty products it has for the last 10 years. The company is successful and has no current plans for change. Which of the following types of strategies is it employing?

- ▶ Growth
- ▶ **Stability**
- ▶ Retrenchment
- ▶ Combination

Question No: 10 (Marks: 1) - Please choose one

A strategy in which an organization seeks to distinguish itself from competitors through the quality of its products or services is called:

- ▶ Deliberate strategy

► **Differentiation strategy**

► Emergent strategy

► Focus Strategy

Question No: 11 (Marks: 1) - Please choose one

In which organizational structure employee have two managers?

► Team

► Learning

► Boundaryless

► **Matrix**

Question No: 12 (Marks: 1) - Please choose one

Suppose that motivated employees are in great tension. In order to relieve this tension they should:

► **Involve in entertaining Strategy**

► Stability of tenure of personnel

► Remuneration

► Centralization

Question No: 13 (Marks: 1) - Please choose one

In Equity theory, which of the following term is used for persons, systems or selves against which individuals compare themselves?

► Model

► **Referent**

► Leader

► Professional

Question No: 14 (Marks: 1) - Please choose one

Which of the following is one of the seven traits associated with leadership?

► Fluency of speech

► **Honesty**

- ▶ Appearance
- ▶ Social class

Question No: 15 (Marks: 1) - Please choose one

Women tend to use which of the following leadership style?

- ▶ Autocratic
- ▶ Laissez-faire
- ▶ Dictatorial
- ▶ **Democratic**

Question No: 16 (Marks: 1) - Please choose one

It is most appropriate to use oral communication when you have to communicate:

- ▶ A monthly report to the CEO on company performance
- ▶ **An impersonal message to a group of people**
- ▶ A lengthy welcoming message to a new salesperson
- ▶ A brief, time sensitive personal message

Question No: 17 (Marks: 1) - Please choose one

Direct supervision is the best-known form of which of the following control?

- ▶ Feed forward
- ▶ Concurrent
- ▶ Feedback
- ▶ **Management**

Question No: 18 (Marks: 1) - Please choose one

Which of the following is a process that involves managers from all parts of the organization in the formulation of strategic goals?

- ▶ Strategic organizing
- ▶ **Strategic management**
- ▶ Strategic positioning

- ▶ Strategic planning

Question No: 19 (Marks: 1) - Please choose one

Which of the following is the disadvantage of the Process departmentalization?

- ▶ Time consuming process
- ▶ **Cost of Production is high**
- ▶ Can be used only with certain type of products
- ▶ Duplication of functions across the departments

Question No: 20 (Marks: 1) - Please choose one

According to Adam Smith, the division of labor results in:

- ▶ Increased worker's motivation
- ▶ Decreased worker's specialization
- ▶ **Increased worker's productivity**
- ▶ Decreased worker's motivation

Question No: 21 (Marks: 1) - Please choose one

Which of the following terms is sometimes used to describe picking a course of action that is satisfactory under the circumstances?

- ▶ Escalation of commitment
- ▶ **Satisfying**
- ▶ Risk
- ▶ Bounded rationality

Question No: 22 (Marks: 1) - Please choose one

Which of the following order is correct about strategy formulation?

- ▶ Developing specific strategies, identifying the mission and strategic goals, conducting competitive analysis
- ▶ **Identifying the mission and strategic goals, conducting competitive analysis, developing specific strategies**
- ▶ Identifying the mission and strategic goals, developing specific strategies, conducting competitive analysis

► Developing specific strategies, conducting competitive analysis, identifying the mission and strategic goals

Question No: 23 (Marks: 1) - Please choose one

When we talk about an organization's core technology, we mean organization's:

- Less important technology
- **Most important technology**
- All technologies the organization is using
- Technology that is never used

Question No: 24 (Marks: 1) - Please choose one

"What motivates us" relates to which of the following type of motivation theory?

- Content Theories of motivation
- Process theories of motivation
- **Reinforcement theories of motivation**
- Hawthorne studies

Question No: 25 (Marks: 1) - Please choose one

Mr. A is working as machine operator and he has to take precautionary measures to keep himself safe from any injury. Which of the following needs is critical for Mr. A?

- Social
- Self actualization
- Esteem
- **Safety**

Question No: 26 (Marks: 1) - Please choose one

Saad, a new employee has observed that one of his colleagues is being warned by the manager on coming late. Saad decided to come on time to avoid such warning, manager has used which of the following behaviour modification method?

- Extinction
- Negative reinforcement
- Punishment

► **Positive reinforcement**

Question No: 27 (Marks: 1) - Please choose one

According to Goal setting theory which of the following is important while setting the goals?

► Goal commitment

► **All of the given options**

► Goal specificity

► Goal acceptance

Question No: 28 (Marks: 1) - Please choose one

Mr. A has been given the project of collecting data on students' motivation from different institutes. He is performing the tasks by putting all of his efforts because he will be given bonus pay if he fulfills his task on time. He is influenced by which of the following powers of his boss?

► **Reward Power**

► Coercive Power

► Referent Power

► Expert Power

Question No: 29 (Marks: 1) - Please choose one

Amir has very good communication skills and inspires his followers through his personal appeal and confidence. Which leadership styles Amir adopts?

► Visionary

► **Charismatic**

► Transformational

► Laissez fair

Question No: 30 (Marks: 1) - Please choose one

The behavior that arises among individuals who have previously worked in any other groups is called:

► Primacy

► **Carryover behavior**

► Group cohesiveness

- ▶ Group behavior

Question No: 31 (Marks: 1) - Please choose one

Controlling function is important at which level of organizations?

- ▶ Strategic
- ▶ Tactic
- ▶ Operation

▶ **All of the given options**

Question No: 32 (Marks: 1) - Please choose one

A performance measurement tool that covers four areas "financial, customer, internal processes, and people" and that can enhance company's performance is called:

- ▶ Benchmarking
- ▶ Cyber control system
- ▶ Non-cybernetic control system

▶ **Balanced scorecard**

Question No: 33 (Marks: 1) - Please choose one

In order to successfully attain the organizational targets & customer satisfaction, in which of the following area managers have to concentrate?

- ▶ Co-ordination with subordinates & peers
- ▶ Feedback from internal & external environment
- ▶ Integrated network of departments & divisions

▶ **All of the given options**

Question No: 34 (Marks: 1) - Please choose one

In order to deal against global competition which of the given approach is generally adopted by different countries?

- ▶ Concentrate on producing cheap products
- ▶ Target the elite class of the society only

▶ **Draft cooperation agreement with other countries**

- ▶ Enhance profit margins by setting high prices

Question No: 35 (Marks: 1) - Please choose one

Cognitive ability of an individual affects the decision making process in which of the following manner?

- ▶ Can not utilize the available resources
- ▶ **Can not interpret all available information**
- ▶ Can not provide required financial resources
- ▶ Can not control the external situations

Question No: 36 (Marks: 1) - Please choose one

While scanning the environment, which of the given element is considered at the most, by the organizations?

- ▶ Internal environment
- ▶ **Task external environment**
- ▶ Mega external environment
- ▶ Domestic environment

Question No: 37 (Marks: 1) - Please choose one

Which of the element of SWOT analysis is most useful in developing competitive advantage of a firm?

- ▶ **Strength**
- ▶ Weakness
- ▶ Opportunity
- ▶ Threat

Question No: 38 (Marks: 1) - Please choose one

All of the following are the characteristics of Max Weber's ideal bureaucracy EXCEPT:

- ▶ Formalization of rules and procedures
- ▶ Impersonality in application of rules and sanctions
- ▶ **Production enhancement through employee empowerment**

- ▶ Specialization of labor

Question No: 39 (Marks: 1) - Please choose one

Which of the following is called an input to an organizational system?

- ▶ **Employees**

- ▶ Products

- ▶ Services

- ▶ Customers

Question No: 40 (Marks: 1) - Please choose one

Decisions should be made after a thorough:

- ▶ Action

- ▶ **Planning**

- ▶ Investigation

- ▶ Proceeding

Question No: 41 (Marks: 1) - Please choose one

In order to make organization more flexible and responsive through employee participation, organization should tend towards which of the following?

- ▶ **Decentralization**

- ▶ Globalization

- ▶ Departmentalization

- ▶ Widen the span of control

Question No: 42 (Marks: 1) - Please choose one

With respect to five hierarchical needs of Marlow's theory, at which level transformational style is more beneficial?

- ▶ Physical needs

- ▶ Safety needs

- ▶ Social needs

- ▶ **Self-actualization needs**

Question No: 43 (Marks: 1) - Please choose one

A third member in a group of three individuals significantly:

- ▶ **Assists in taking decisions through majority agreement**
- ▶ Adds valuable suggestions and ideas than other two
- ▶ Maintains unbiased environment within group
- ▶ Helps in decreasing individualism and enhances cohesiveness

Question No: 44 (Marks: 1) - Please choose one

Organic control is best described as the controlling mechanism of:

- ▶ **Learning organization**
- ▶ Bureaucratic organization
- ▶ Mechanistic organization
- ▶ Centralized organization

Question No: 45 (Marks: 1) - Please choose one

Which of the following groups usually adjourns?

- ▶ **Task group**
- ▶ Command group
- ▶ Friendship group
- ▶ Functional group

Question No: 46 (Marks: 1) - Please choose one

Which of the given factor significantly differentiate 'Teams' from 'Groups'?

- ▶ Teams consisted of at least 5 members, whereas group with at least 2 members
- ▶ Teams have common goal which is missing among the groups
- ▶ Teams are more synergized than groups
- ▶ **Teams interact regularly while groups occasionally**

Question No: 47 (Marks: 1) - Please choose one

MA. Sohail, CEO of Leads Group has to increase the salaries of marketing staff because of high turnover, demand of more salary and lack of motivation in the marketing department. Which of the following force created the need for change in the salary of marketing department?

- ▶ Change in implemented technology
- ▶ Change in the regional economy
- ▶ **Change in employees' behavior**
- ▶ Change in marketing strategy

Question No: 48 (Marks: 1) - Please choose one

When public sector organizations serve in terms of varying needs of children, disabled & adults, it is said to be adopting which kind of departmentalization?

- ▶ Product
- ▶ Geographic
- ▶ Outcome
- ▶ **Customer**

PAPER NO 9

FINAL TERM EXAMINATION
Fall 2008
MGT503- Principles of Management
BY ADNAN AWAN
Adnanawan6@gmail.com

Time: 120 min
Marks: 85

Question No: 1 (Marks: 1) - Please choose one

Which of the following statement shows the starting point in strategic management process?

- ▶ **Analyzing current mission, strategies and objectives**
- ▶ Identifying opportunities and threats

- ▶ Conducting an environmental scan
- ▶ Identifying opportunities and weaknesses

Question No: 2 (Marks: 1) - Please choose one

The supplies or raw materials needed to create a product are called:

- ▶ Outputs
- ▶ Investments
- ▶ Processes

▶ **Inputs**

Question No: 3 (Marks: 1) - Please choose one

Which one of the following roles is most important for managers in small firms?

- ▶ Disseminator
- ▶ **Leader**
- ▶ Spokesperson
- ▶ Figurehead

Question No: 4 (Marks: 1) - Please choose one

Adam Smith wrote his book “The Wealth of Nations” in:

- ▶ 20th century
- ▶ **18th century**
- ▶ 15th century
- ▶ 17th century

Question No: 5 (Marks: 1) - Please choose one

Tone of voice, posture and nonverbal facial expressions are examples of which of the following?

- ▶ **Body language**
- ▶ Feelings
- ▶ Formal communication
- ▶ Informal Communication

Question No: 6 (Marks: 1) - Please choose one

All of the following are advantages of oral communication **EXCEPT:**

- ▶ It is easy to use
- ▶ **It is accurate (Oral)**
- ▶ It facilitates feedback
- ▶ It can be done with little preparation

Question No: 7 (Marks: 1) - Please choose one

Control that prevents anticipated problems is called:

- ▶ **Feed forward control**
- ▶ Concurrent control
- ▶ Feedback control
- ▶ Management control

Question No: 8 (Marks: 1) - Please choose one
Women tend to use which of the following leadership style?

- ▶ Autocratic
- ▶ Laissez-faire
- ▶ Dictatorial
- ▶ **Democratic**

Question No: 9 (Marks: 1) - Please choose one
Which of the following is the correct order of the interpersonal communication process?

- ▶ Sender > message > encoding > receiver > feedback > decoding > message
- ▶ Sender > message > encoding > receiver > decoding > message > feedback
- ▶ **Sender > encoding > message > receiver > decoding > message > feedback**
- ▶ Sender > message > encoding > receiver > feedback > decoding > message

Question No: 10 (Marks: 1) - Please choose one
According to Herzberg's Motivation-Hygiene Theory, which of the following is NOT a motivator?

- ▶ Recognition
- ▶ Responsibility
- ▶ Advancement
- ▶ **Status**

Question No: 11 (Marks: 1) - Please choose one
"Employees dislike work, they are lazy, dislike responsibilities and must be coerced to perform". Which of the following best describes this statement?

- ▶ Hygiene Factor Theory
- ▶ Resistance theory
- ▶ **Theory X**
- ▶ Two factors theory

Question No: 12 (Marks: 1) - Please choose one
According to Maslow's hierarchy of needs, which needs are predominantly satisfied internally?

- ▶ Safety
- ▶ **Esteem**
- ▶ Physiological
- ▶ social

Question No: 13 (Marks: 1) - Please choose one
What should a manager do while motivating employees?

- ▶ Increase wages and salaries
- ▶ Incorporate promotional opportunities
- ▶ **Recognize individual differences**

- ▶ Use employee-recognition program

Question No: 14 (Marks: 1) - Please choose one

Which of the following factor is more important for men than women?

- ▶ Opportunity to learn
- ▶ Flexibility
- ▶ **Autonomy**
- ▶ Convenient

Question No: 15 (Marks: 1) - Please choose one

All of the following factors are the most challenging for the managers in today's competitive world EXCEPT:

- ▶ Meet the market demand of products
- ▶ Motivating competitors to do work efficiently
- ▶ Facing the competition
- ▶ **Environmental uncertainty**

Question No: 16 (Marks: 1) - Please choose one

Which of the following organization has a limitless span of control?

- ▶ **Learning**
- ▶ Boundaryless
- ▶ Team
- ▶ Matrix

Question No: 17 (Marks: 1) - Please choose one

A structure that is characterized by narrow span of management and many hierarchical levels is:

- ▶ **Tall Structure**
- ▶ Flat Structure
- ▶ Matrix Structure
- ▶ Divisional Structure

Question No: 18 (Marks: 1) - Please choose one

A company would have a characteristic of a mechanistic organization if:

- ▶ It contained cross-functional teams
- ▶ **It had narrow spans of control**
- ▶ There is low formalization
- ▶ There is a free flow of information

Question No: 19 (Marks: 1) - Please choose one

Which of the following processes allows lower level employees to be involved in decision-making?

- ▶ Departmentalization
- ▶ Unity of command

- ▶ Span of control
- ▶ **Decentralization**

Question No: 20 (Marks: 1) - Please choose one

Identify the organizational design process which has a potential weakness that, managers will not be able to provide necessary leadership and support?

- ▶ Span of control
- ▶ **Decentralization**
- ▶ Departmentalization
- ▶ Chain of command

Question No: 21 (Marks: 1) - Please choose one

An organization that wants to be more responsive to changes in its environment, especially to customers, is likely to have which kind of organization structure?

- ▶ Decentralized
- ▶ Very formal and rule oriented
- ▶ Highly centralized

▶ **Mechanistic**

Question No: 22 (Marks: 1) - Please choose one

Employees with more training and experience are able to work with less direct supervision which is the characteristics of which of the following?

- ▶ Wide span of control and a flatter organization
- ▶ Violates Fayol's principle of chain of command
- ▶ A highly centralized organization
- ▶ **Very narrow span of control and more levels of managers**

Question No: 23 (Marks: 1) - Please choose one

Explicit job descriptions and clearly defined procedures are part of which of the following organizational design process?

▶ **Formalized**

- ▶ Process
- ▶ Centralized
- ▶ Functional

Question No: 24 (Marks: 1) - Please choose one

The accounting department in an organization is an example of which of the following?

- ▶ Product departmentalization

- ▶ Customer departmentalization
- ▶ **Functional departmentalization**
- ▶ Geographical departmentalization

Question No: 25 (Marks: 1) - Please choose one

In BCG matrix which of the following businesses have a large share of a market that are not expected to grow substantially?

- ▶ Dogs
- ▶ Question mark
- ▶ Star
- ▶ **Cash cow**

Question No: 26 (Marks: 1) - Please choose one

A strategy in which an organization seeks to distinguish itself from competitors through the quality of its products or services is called:

- ▶ Deliberate strategy
- ▶ Differentiation strategy
- ▶ Emergent strategy
- ▶ **Focus Strategy**

Question No: 27 (Marks: 1) - Please choose one

ABC Company is in the process of buying a smaller competitor and incorporating that company's resources into his business. This is an example of which of the following types of strategies?

- ▶ Merger
- ▶ Stability
- ▶ Retrenchment
- ▶ **Acquisition**

Question No: 28 (Marks: 1) - Please choose one

Which one of the following is a strength of MBO?

- ▶ Overemphasis of quantitative goals
- ▶ **Requires training of employees**
- ▶ Clarify priorities and expectation
- ▶ Tends to falter without strong commitment

Question No: 29 (Marks: 1) - Please choose one

Most managers believe that if an MBO (management by objective) program is to be successful, it must start at:

- ▶ Non-managerial level
- ▶ Top Level
- ▶ **Middle level**
- ▶ Lower level

Question No: 30 (Marks: 1) - Please choose one

Organizations that exploit their distinctive competencies often attain above normal economic performance and obtain which of the following?

- ▶ Distinctive competencies
- ▶ Common strength
- ▶ **Competitive edge**
- ▶ Competitive parity

Question No: 31 (Marks: 1) - Please choose one

Which of the following is a strategy that promotes a superior alignment between the organization and its environment and the achievement of strategic goals?

- ▶ Effective strategy
- ▶ Scope
- ▶ **Emergent strategy**
- ▶ Deliberate strategy

Question No: 32 (Marks: 1) - Please choose one

Sony Recently set a goal of reducing its reliance on the consumer electronics market. Manager believes that the volatile nature of market made reliance too risky. It comes under which of the following goals?

- ▶ **Strategic goal**
- ▶ Operational goal
- ▶ Tactical goal
- ▶ Personal goal

Question No: 33 (Marks: 1) - Please choose one

Mission Statement of Hoover Universal Inc is:“Hoover universal is a diversified multi-industry corporation with strong manufacturing capabilities, entrepreneurial policies and individual business unit autonomy”

This statement shows which of the following attributes of mission statement?

- ▶ Customers
- ▶ Location
- ▶ Self concept
- ▶ **Desired public image**

Question No: 34 (Marks: 1) - Please choose one

Competitor intelligence allows managers to do which of the following?

- ▶ React to competitor actions
- ▶ Cut cost below the competition
- ▶ **Increase market diversification**
- ▶ Predict competitor actions

Question No: 35 (Marks: 1) - Please choose one

Tactical and strategic plans differ in all of the following ways EXCEPT:

- ▶ Time frame
- ▶ Scope
- ▶ Known set of organizational objectives
- ▶ **Environmental effects (correct)**

Question No: 36 (Marks: 1) - Please choose one

A single use plan of less scope and complexity which may be a part of broader program or may be a self contained plan is called:

- ▶ A Program
- ▶ **A project**
- ▶ A policy
- ▶ A rule

Question No: 37 (Marks: 1) - Please choose one

When a manager evaluates alternatives, selects it and then goes on to other problems without considering the remaining rational alternatives, it is known as:

- ▶ Optimizing
- ▶ Satisficing
- ▶ **Bounded Rationality**
- ▶ Rational decision-making

Question No: 38 (Marks: 1) - Please choose one

Suppose you need a subject to take in order to graduate. There are five different courses you could take. You call one friend and on the basis of her excellent experiences in mathematics, you choose it. Which of the following would best describe this situation?

- ▶ Bounded rationality
- ▶ Unbounded rationality
- ▶ Escalation of commitment
- ▶ **Rational decision-making**

Question No: 39 (Marks: 1) - Please choose one

Only employees with top-secret clearance may enter the sealed room, is an example of which of the following?

- ▶ **Rule**
- ▶ Procedure
- ▶ Policy
- ▶ Plan

Question No: 40 (Marks: 1) - Please choose one

"Whenever possible, we promote from within" is an example of which of the following?

- ▶ Rule
- ▶ **Procedure**
- ▶ Policy
- ▶ Plan

Question No: 41 (Marks: 1) - Please choose one

Once a manager has identified a problem, the next step would be the identification of:

- ▶ **Discrepancies**
- ▶ Decision criteria
- ▶ Scenarios
- ▶ Factor weights

Question No: 42 (Marks: 1) - Please choose one

In decision making process, ideas should be evaluated on the basis of:

- ▶ **Acceptability**
- ▶ Durability
- ▶ Accountability
- ▶ Liability

Question No: 43 (Marks: 1) - Please choose one

All of the following are the assumptions of rational decision making EXCEPT:

- ▶ Alternatives are known
- ▶ Possible outcomes known
- ▶ Optimal decision is possible
- ▶ **Information is unknown**

Question No: 44 (Marks: 1) - Please choose one

The choice of alternative is influenced by the limited amount of information available to the decision maker and by the psychological orientation of the decision maker under the conditions of:

- ▶ Certainty
- ▶ Uncertainty
- ▶ Risk
- ▶ **Intuition**

Question No: 45 (Marks: 1) - Please choose one

All of the following are Dimensions of organizational culture EXCEPT:

- ▶ Innovation
- ▶ Aggressiveness

- ▶ Stability
- ▶ **Customer orientation**

Question No: 46 (Marks: 1) - Please choose one

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

- ▶ **Human**
- ▶ Products
- ▶ Services
- ▶ Employee behavior

Question No: 47 (Marks: 1) - Please choose one

Group of studies that was conducted at Western Electric's during 1920 and 1930 are called:

- ▶ Social studies
- ▶ Moral studies
- ▶ Ethical studies
- ▶ **Hawthorne studies**

Question No: 48 (Marks: 1) - Please choose one

Which of the following is NOT one of Fredrick Taylor's four principles of management?

- ▶ **Avoid cooperation with workers**
- ▶ Scientifically select and then train workers
- ▶ Divide work and responsibility
- ▶ Study tasks scientifically and develop best method to perform it

Question No: 49 (Marks: 1) - Please choose one

Which of the following theory describes that effective group performance depends on the proper match between the leader's style of interacting with employees and the degree to which the situation gives control and influence to the leader?

- ▶ Fiedler's contingency model
- ▶ **Path-goal theory**
- ▶ Hersey and Blanchard's model
- ▶ The Ohio State studies

Question No: 50 (Marks: 1) - Please choose one

Which of the following is the obligation or expectation to perform a duty?

- ▶ **Responsibility**
- ▶ Unity of command
- ▶ Chain of command
- ▶ Span of control

PAPER NO 10

FINAL TERM EXAMINATION

Fall 2009
MGT503- Principles of Management

BY ADNAN AWAN
Adnanawan@gmail.com

Time: 120 min

Marks: 92

Question No: 1 (Marks: 1) - Please choose one

All of the following are said to be the early advocates of Behavioral viewpoints EXCEPT :

- ▶ Robert Owen
- ▶ Hugo Munsterberg
- ▶ Mary parker Follett
- ▶ **Max Weber**

Question No: 2 (Marks: 1) - Please choose one

An individual's belief that he or she is capable of performing a task is called:

- ▶ Self esteem
- ▶ Self direction
- ▶ **Self efficacy**
- ▶ Self confidence

Question No: 3 (Marks: 1) - Please choose one

The traditional shape of an organization was:

- ▶ Circle
- ▶ **Pyramid**
- ▶ Square

- ▶ Diamond

Question No: 4 (Marks: 1) - Please choose one

The basic purpose of the construction of China Wall was:

- ▶ To make territory clear
- ▶ To defend the area
- ▶ To protect the Silk Road
- ▶ **All of the given options**

Question No: 5 (Marks: 1) - Please choose one

The distinct purpose of an organization is typically expressed in terms of:

- ▶ **Systematic structure**
- ▶ A goal or set of goals
- ▶ Management competencies
- ▶ Vision & Mission statement

Question No: 6 (Marks: 1) - Please choose one

Amir is representing his company at the local Chamber of Commerce Annual Business Recognition luncheon. He is performing which of the following managerial role?

- ▶ Negotiation
- ▶ Monitor
- ▶ Figurehead
- ▶ **Liaison**

Question No: 7 (Marks: 1) - Please choose one

Munib is the CEO of a hospital. He has spent his day planning the schedules of employees for next month. He spent his day in:

▶ **Planning**

▶ Organizing

▶ Leading

▶ Controlling

Question No: 8 (Marks: 1) - Please choose one

NASA shoots a rocket and then continuously observes and makes whatever course corrections are needed to keep it on track. This process is called:

▶ Planning

▶ **Organizing**

▶ Leading

▶ Controlling

Question No: 9 (Marks: 1) - Please choose one

“Specialization increases output by making employees more efficient” it is called:

▶ **Division of work**

▶ Authority

▶ Scalar chain

▶ Order

Question No: 10 (Marks: 1) - Please choose one

Daimler- Benz, an automobile manufacturer use realistic computer simulations to study collision damage to cars. These simulations give them precise information and avoid the costs of crashing so many test cars. Which of the following approach of management is helping them in reducing their cost?

▶ **Management science**

- ▶ Operations management
- ▶ Total quality management
- ▶ Contingency perspective

Question No: 11 (Marks: 1) - Please choose one

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

- ▶ **The socio-cultural element**
- ▶ The international element
- ▶ The economic element
- ▶ The legal-political element

Question No: 12 (Marks: 1) - Please choose one

The belief that a firm's obligation goes beyond that required by law and economics, and includes a pursuit of long-term goals that are good for society is known as:

- ▶ Ethical responsibility
- ▶ **Social responsibility**
- ▶ Social obligation
- ▶ Social responsiveness

Question No: 13 (Marks: 1) - Please choose one

EU, NAFTA, FTAA and ASEAN are examples of:

▶ **Regional trade alliances**

- ▶ Foreign airlines
- ▶ Soccer teams in Europe
- ▶ New multinational corporations

Question No: 14 (Marks: 1) - Please choose one

When an organization encounters an issue that requires resolution, but not very immediate action, it is called:

- ▶ Crisis problem
- ▶ **Non- Crisis problem**
- ▶ Opportunity problem
- ▶ Financial Problem

Question No: 15 (Marks: 1) - Please choose one

Which of the following is NOT one of the three techniques for assessing the environment?

- ▶ **Project management**
- ▶ Benchmarking
- ▶ Forecasting
- ▶ Environmental scanning

Question No: 16 (Marks: 1) - Please choose one

Which of the following is the basic rule of brainstorming?

- ▶ **Criticism is not allowed**
- ▶ Ideas should be radical
- ▶ Improvement of ideas is encouraged

- ▶ Quantity of idea production is stressed

Question No: 17 (Marks: 1) - Please choose one

Few years ago Nike has problem with inconsistency of goals. The firm was producing high quality shoes but they were not stylish. As a result company lost substantial market share. In this situation which kind of goal was missing?

- ▶ Manufacturing goal
- ▶ Marketing goal
- ▶ Financial goal
- ▶ **Operational goal**

Question No: 18 (Marks: 1) - Please choose one

When objectives are not written down or rarely verbalized, and the planning is general and lacks continuity, which one of the following type of planning is used?

- ▶ Environmental planning
- ▶ Economic planning
- ▶ **Informal planning**
- ▶ Formal planning

Question No: 19 (Marks: 1) - Please choose one

Which of the following is the set of strategic alternatives that an organization chooses from, as it manages its operations simultaneously across several industries and several markets?

- ▶ Business-level strategy
- ▶ **Corporate-level strategy**
- ▶ Functional-level strategy
- ▶ Market-level strategy

Question No: 20 (Marks: 1) - Please choose one

ABC Company continues to offer the same quality beauty products it has for the last 10 years. The company is successful and has no current plans for change. Which of the following types of strategies is it employing?

- ▶ Growth
- ▶ **Stability**
- ▶ Retrenchment
- ▶ Combination

Question No: 21 (Marks: 1) - Please choose one

A firm that stops buying supplies from other companies and begins to provide its own supplies, has diversified through:

- ▶ Forward vertical integration
- ▶ **Backward vertical integration**
- ▶ Forward horizontal integration
- ▶ Backward horizontal integration

Question No: 22 (Marks: 1) - Please choose one

Which of the following is NOT a strategy implementation step?

- ▶ Define strategic tasks
- ▶ Develop implementation agenda
- ▶ **Develop mission and goals**
- ▶ Assess organizational capabilities

Question No: 23 (Marks: 1) - Please choose one

Which of the following is the set of elements that can be used to configure an organization?

- ▶ Organization structure

▶ **Organization design**

- ▶ Organization chart
- ▶ Organization rotation

Question No: 24 (Marks: 1) - Please choose one

What things the Organizations are doing to facilitate an effective wider span of control for their managers?

- ▶ Decentralizing management functions
- ▶ Increasing inventory levels
- ▶ Increasing budget allowances
- ▶ **Investing in employee training**

Question No: 25 (Marks: 1) - Please choose one

While addressing the organizational design needs of the small organization which of the following is an important consideration?

- ▶ More formalization
- ▶ More specialization
- ▶ **More centralization**
- ▶ Tall hierarchy of authority

Question No: 26 (Marks: 1) - Please choose one

Which type of organizational entity is more of an organizational mind-set than a structured design?

- ▶ Matrix
- ▶ **Boundary less**
- ▶ Functional
- ▶ Learning

Question No: 27 (Marks: 1) - Please choose one

Contemporary organizational design includes all of the following EXCEPT :

- ▶ Team based structure
- ▶ Matrix structure
- ▶ Project structure
- ▶ **Divisional structure**

Question No: 28 (Marks: 1) - Please choose one

Which of the following creates the “Dual Chain of Command?”

- ▶ Team based and Project Structure
- ▶ Functional and Simple structure
- ▶ **Project and matrix Structure**
- ▶ Simple and matrix Structure

Question No: 29 (Marks: 1) - Please choose one

Suppose that motivated employees are in great tension. In order to relieve this tension they should:

- ▶ Involve in entertaining activities
- ▶ Achieve their personal Goal
- ▶ **Reduce putting efforts**
- ▶ Exert more efforts

Question No: 30 (Marks: 1) - Please choose one

Canalized efforts are the result of which of the following?

- ▶ Right direction

- ▶ Centralization
- ▶ Proper guidance
- ▶ **Good hierarchy**

Question No: 31 (Marks: 1) - Please choose one

Researchers have emphasized upon which trait of leadership?

- ▶ Self-confidence
- ▶ Situations
- ▶ Behavior
- ▶ **Leader-member relations**

Question No: 32 (Marks: 1) - Please choose one

To motivate professionals what point should be in consideration?

- ▶ **Commitment to their field**
- ▶ Job security
- ▶ Offering high pay
- ▶ Promotions

Question No: 33 (Marks: 1) - Please choose one

Visionary leaders appear to have all of the following qualities related to effectiveness in their leadership roles EXCEPT:

- ▶ Ability to explain the vision
- ▶ Ability to express the vision
- ▶ Ability to extend the vision
- ▶ **Ability to enforce the vision**

Question No: 34 (Marks: 1) - Please choose one

Which of the following is a characteristic of a high-performing team that makes the group greater than the sum of its parts?

- ▶ A quality circle
- ▶ Group dynamics
- ▶ **Synergy**
- ▶ Cohesiveness

Question No: 35 (Marks: 1) - Please choose one

Students in the Management class were required to complete a group project worth 25% of their marks in the course. By the later part of the semester Group One had completed their project and dispersed, Group Two were putting the final touches on the presentation, Group Three were arguing over who would do which part of the project, and Group Four had met once and done nothing more. What stage of group development was Group Four in?

- ▶ Adjourning
- ▶ **Forming**
- ▶ Storming
- ▶ Norming

Question No: 36 (Marks: 1) - Please choose one

Which of the following is a major drawback of written communication?

- ▶ Lack of feedback
- ▶ Lack of precision
- ▶ **Less well thought out**
- ▶ Lack of verifiable permanent record

Question No: 37 (Marks: 1) - Please choose one

Which of the following is the most popular type of control?

► **Feed forward**

- Concurrent
- Feedback
- Budgetary

Question No: 38 (Marks: 1) - Please choose one

A large chemical company not only dispose off all toxic waste properly as outlined by law, but it also spends \$1 million dollars each year on research to determine better processes for all businesses to use in disposing of toxic wastes. This company is exhibiting which of the following?

- **Social responsibility**
- Social obligation
- Moral obligation
- Social responsiveness

Question No: 39 (Marks: 1) - Please choose one

Mr. Kamran is a manager at virtual university of Pakistan. His responsibilities include developing a organization-wide marketing strategy that plays on the synergies between institute's offered Programs in order to drive increased no. of students. Kamran is a:

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

Question No: 40 (Marks: 1) - Please choose one

Sulman thinks about his job while playing with his son on the weekend, and he continually volunteers to do extra assignments and project for his department. These suggest that Sulman has a strong need for :

- Esteem
- Security
- **Achievement**

- ▶ Power

Question No: 41 (Marks: 1) - Please choose one

According to University of Michigan studies, a leader who emphasizes the technical aspects of the job and is concerned with accomplishing the group's tasks is said to be which of the following?

- ▶ Employee-oriented
- ▶ Initiating
- ▶ Considerate
- ▶ **Production-oriented**

Question No: 42 (Marks: 1) - Please choose one

Which of the following factor is more important for men than women?

- ▶ Opportunity to learn
- ▶ Flexibility
- ▶ **Autonomy**
- ▶ Convenience

Question No: 43 (Marks: 1) - Please choose one

Which of the following group techniques allows group members to meet together, but also allows independent thinking?

- ▶ Groupthink
- ▶ Electronic meetings
- ▶ Brainstorming
- ▶ **Nominal group technique**

Question No: 44 (Marks: 1) - Please choose one

A mission statement of an organization provides a unique insight to its _____ regarding future growth.

- ▶ Employees
- ▶ Stockholders
- ▶ **External group**
- ▶ Customers

Question No: 45 (Marks: 1) - Please choose one

Which of the following order is correct about strategy formulation?

- ▶ Developing specific strategies, identifying the mission and strategic goals, conducting competitive analysis
- ▶ Identifying the mission and strategic goals, conducting competitive analysis, developing specific strategies
- ▶ **Identifying the mission and strategic goals, developing specific strategies, conducting competitive analysis**
- ▶ Developing specific strategies, conducting competitive analysis, identifying the mission and strategic goals

Question No: 46 (Marks: 1) - Please choose one

All are the strategic challenges for entrepreneurs EXCEPT:

- ▶ choosing an Industry in which to compete
- ▶ emphasizing distinctive competencies
- ▶ **writing a business plan**
- ▶ increasing the number of employees

Question No: 47 (Marks: 1) - Please choose one

A Company organizes its 20000 employees into five departments i.e. Finance, HR, Marketing , Collection & Tax Control. Company is using which of the following type of departmentalization?

- ▶ Geographic
- ▶ **Functional**
- ▶ Customers
- ▶ Product

Question No: 48 (Marks: 1) - Please choose one

Grouping of job activities is also known as:

- ▶ Job design
- ▶ Job specification
- ▶ **Departmentalization**
- ▶ Distributing authority

Question No: 49 (Marks: 1) - Please choose one

ABC manufacturers have broken jobs into small component and assigned each component to specialists, Company has implemented which of the following concept?

- ▶ Distributing authority
- ▶ Departmentalization
- ▶ **Job specification**
- ▶ Job design

Question No: 50 (Marks: 1) - Please choose one

All of the following are the core characteristics of a Job Characteristics Model EXCEPT:

- ▶ Autonomy
- ▶ Task significance
- ▶ Feedback
- ▶ **Opportunity**

Question No: 51 (Marks: 1) - Please choose one

Tall structure is more expensive because of:

- ▶ Few departments
- ▶ Lesser resources
- ▶ Fewer hierarchical levels
- ▶ **More hierarchical levels**

Question No: 52 (Marks: 1) - Please choose one

Sara has switched to a new job where she is handling a wide variety of communication tasks. She feels that she can utilize her full potential in new job as compare to previous job with more pay. In this situation which of the following need is more important for Sara?

- ▶ Physiological
- ▶ **Self actualization**
- ▶ Esteem
- ▶ Safety

Question No: 53 (Marks: 1) - Please choose one

Seema is preparing for exams; she is studying for 12 hours daily because it gives her a sense of satisfaction that she is working hard. What urges Seema to work hard?

- ▶ Extrinsic motivation
- ▶ Self confidence
- ▶ Self efficacy
- ▶ **intrinsic motivation**

Question No: 54 (Marks: 1) - Please choose one

Mr. Ali and Ms. Fatima work for ABC Company. Both are equally working hard and putting same amount of efforts, but Mr. Ali is paid more than Ms. Fatima.

What kind of condition is being perceived by Fatima?

▶ Equity

▶ **Inequity**

▶ Power need

▶ Growth need

Question No: 55 (Marks: 1) - Please choose one

ERG stands for:

▶ Esteem, Relatedness and Growth

▶ Existence, Recognition and Growth

▶ **Existence, Relatedness and Growth**

▶ Esteem, Recognition and Growth

Question No: 56 (Marks: 1) - Please choose one

If an employee A compares his equity ratio with the other employee B, in which case he will feel inequity due to being over rewarded?

▶ $O/I_a < O/I_b$

▶ **$O/I_a > O/I_b$**

▶ $O/I_a = O/I_b$

▶ $O/I_b > O/I_a$

Question No: 57 (Marks: 1) - Please choose one

According to Ohio State Studies, a leader will be more effective who is exhibiting;

▶ Low in initiating structure and low consideration

▶ **High in initiating structure and high consideration**

▶ Low in initiating structure and high consideration

▶ High in initiating structure and low consideration

Question No: 58 (Marks: 1) - Please choose one

“Delegating” leadership style of Hersey and Ken Blanchard Contingency Theory relates to which of the following leadership style of Path-goal theory?

- ▶ Achievement-oriented
- ▶ **Participative**
- ▶ Supportive
- ▶ Directive

Question No: 59 (Marks: 1) - Please choose one

To analyze the group performance, group should be viewed as:

- ▶ **System**
- ▶ Feedback
- ▶ Output
- ▶ Input

Question No: 60 (Marks: 1) - Please choose one

All of the following are the dimensions that make the concept of trust. EXCEPT:

- ▶ Competence
- ▶ Consistency
- ▶ Communication
- ▶ **Integrity**

Question No: 61 (Marks: 1) - Please choose one

The behavior that arises among individuals who have previously worked in any other groups is called:

- ▶ Group behavior
- ▶ **Carryover behavior** not sure
- ▶ Group cohesiveness

- ▶ Primacy

Question No: 62 (Marks: 1) - Please choose one

The process in which one party perceives that its interests are being opposed or adversely affected by some other parties is called:

- ▶ Crises
- ▶ **Conflict**
- ▶ Agreement
- ▶ Stress

Question No: 63 (Marks: 1) - Please choose one

Feed-forward, Feedback and Concurrent control are the types of control methods based on:

- ▶ Decision making
- ▶ Market information
- ▶ **Timing**
- ▶ Financial resource

Question No: 64 (Marks: 1) - Please choose one

----- is a tool for measuring corporate and divisional performance by calculating after-tax operating profit minus the total annual cost of capital.

- ▶ Market value added
- ▶ Economic value added
- ▶ **Balanced Scorecard**
- ▶ Benchmarking

PAPER NO 11

FINAL TERM EXAMINATION

MGT503- Principles of Management
Fall 2008
BY ADNAN AWAN
Adnanawan6@gmail.com

Time: 120 min
Marks: 85

Question No: 1 (Marks: 1) - Please choose one
Value chain partners are part of which of the following component of Value Chain Management.

- ▶ Technical investment
- ▶ Leadership
- ▶ **Coordination and Collaboration**
- ▶ Planning

Question No: 2 (Marks: 1) - Please choose one
The process of managing the entire sequence of integrated activities and information about product flow is called:

- ▶ Total Quality Management
- ▶ **Supply Chain Management**
- ▶ Kaizen
- ▶ Value Chain Management

Question No: 3 (Marks: 1) - Please choose one
Control that prevents anticipated problems is called:

- ▶ **Feed forward control**
- ▶ Concurrent control
- ▶ Feedback control
- ▶ Management control

Question No: 4 (Marks: 1) - Please choose one
The organizational communication network that uses internet technology and allows authorized users inside the organization to communicate with certain outsiders such as customers or vendors is called:

- ▶ **Intranet**
- ▶ Extranet
- ▶ Videoconference
- ▶ E-mail

Question No: 5 (Marks: 1) - Please choose one
A leader who involves employees in decision making, delegates authority and allows employees to have direct input into the final decision is using which of the following leadership style?

- ▶ **Democratic-participative**
- ▶ Laissez-faire
- ▶ Autocratic
- ▶ Democratic-consultative

Question No: 6 (Marks: 1) - Please choose one
According to Fiedler, in moderately favorable situations which of the following leader performs better?

- ▶ Structure oriented
- ▶ Position oriented
- ▶ Production oriented
- ▶ **Relationship oriented**

Question No: 7 (Marks: 1) - Please choose one

The recent survey depicts that in the opinion of employees the most powerful workplace motivator is:

- ▶ Flextime
- ▶ Recognition
- ▶ **Goals**
- ▶ Salary

Question No: 8 (Marks: 1) - Please choose one

Which theory includes the component that employee motivation is influenced by relative as well as absolute rewards?

- ▶ Expectancy
- ▶ Three-needs
- ▶ Goal-setting
- ▶ **Equity**

Question No: 9 (Marks: 1) - Please choose one

According to Herzberg's Motivation-Hygiene Theory, which of the following is NOT a hygiene factor?

- ▶ Working Conditions
- ▶ Salary
- ▶ Relationship with supervisor
- ▶ **Work itself**

Question No: 10 (Marks: 1) - Please choose one

According to Maslow's hierarchy of needs, which needs are predominantly satisfied internally?

- ▶ Safety
- ▶ **Esteem**
- ▶ Physiological
- ▶ social

Question No: 11 (Marks: 1) - Please choose one

Maslow's hierarchy of needs theory proposes that every person has a hierarchy of:

- ▶ Four needs
- ▶ **Five needs**
- ▶ Three needs
- ▶ Six needs

Question No: 12 (Marks: 1) - Please choose one

What should a manager do while motivating employees?

- ▶ Increase wages and salaries
- ▶ Incorporate promotional opportunities
- ▶ Recognize individual differences
- ▶ **Use employee-recognition program**

Question No: 13 (Marks: 1) - Please choose one

An unsatisfied need creates which type of emotion?

- ▶ Anxiety
- ▶ **Tension**
- ▶ Drive
- ▶ Pressure

Question No: 14 (Marks: 1) - Please choose one

Which of the following is the best description of effort?

- ▶ The level of willpower towards work
- ▶ **The measure of intensity or drive**
- ▶ One's ability to work
- ▶ The work required to complete a task

Question No: 15 (Marks: 1) - Please choose one

Contemporary organizational design includes all of the following EXCEPT :

- ▶ Team based structure
- ▶ **Matrix structure**
- ▶ Project structure
- ▶ Divisional structure

Question No: 16 (Marks: 1) - Please choose one

Which of the following is the crucial element of team structure?

- ▶ Employee empowerment
- ▶ **Faster decision-making**
- ▶ Inexpensive to maintain
- ▶ Clear chain of command

Question No: 17 (Marks: 1) - Please choose one

Which of the following factors influence an organization towards centralization?

- ▶ Lower-level managers want a part in decision making
- ▶ Environment is complex and uncertain
- ▶ **Decisions are significant**
- ▶ Company is geographically dispersed

Question No: 18 (Marks: 1) - Please choose one

Identify the organizational design process which has a potential weakness that, managers will not be able to provide necessary leadership and support?

- ▶ Span of control
- ▶ **Decentralization**
- ▶ Departmentalization
- ▶ Chain of command

Question No: 19 (Marks: 1) - Please choose one

An organization that groups activities according to women's footwear, men's footwear, apparel and accessories would use which of the following departmentalization?

- ▶ **Product**
- ▶ Customer
- ▶ Geographic
- ▶ Functional

Question No: 20 (Marks: 1) - Please choose one

What kind of departmentalization would be in place in a government organization where different public service responsibilities are divided into activities for employers, children, and the disabled?

- ▶ Product
- ▶ Geographic
- ▶ Outcome
- ▶ **Customer**

Question No: 21 (Marks: 1) - Please choose one

Which of the following is not among the three perspectives that should be considered in preparing a business plan?

- ▶ Marketing perspective
- ▶ Perspective of the entrepreneur
- ▶ **Investor perspective**
- ▶ Technical perspective

Question No: 22 (Marks: 1) - Please choose one

An organization's structure should facilitate which of the following?

- ▶ Chain of command
- ▶ Necessity of departmentalization
- ▶ **Achievement of goals**
- ▶ Span of control

Question No: 23 (Marks: 1) - Please choose one

In which organizational structure employee have two managers?

- ▶ Team
- ▶ Learning
- ▶ Boundary less
- ▶ **Matrix**

Question No: 24 (Marks: 1) - Please choose one

The fact that managers can become experts within their industry is a function of which kind of departmentalization?

- ▶ Process
- ▶ Geographical
- ▶ **Functional**
- ▶ Product

Question No: 25 (Marks: 1) - Please choose one

Which of the following is a process by which individuals pursue opportunities, fulfill needs and wants through innovation, without regard to the resources they currently control?

- ▶ Small business ownership
- ▶ Innovative Management
- ▶ **Entrepreneurship**
- ▶ Privatization

Question No: 26 (Marks: 1) - Please choose one

First step of strategic management process, the mission, answers which of the following question?

- ▶ What business should we be in?
- ▶ **What is our reason for being in business?**
- ▶ Who are our customers?
- ▶ Who are our creditors?

Question No: 27 (Marks: 1) - Please choose one

When the hierarchy of organizational goals is clearly defined, it forms an integrated network of goals which is called:

- ▶ Hierarchical-link chain
- ▶ **Means-ends chain**
- ▶ Weakest-link chain
- ▶ Level-level chain

Question No: 28 (Marks: 1) - Please choose one

Safeguard is an anti-bacterial soap that provides superior longer lasting germ protection. Through this soap Procter & Gamble is practicing which of the following strategies?

- ▶ Stability Strategy
- ▶ **Differentiation strategy**

- ▶ Emergent strategy
- ▶ Cost leadership strategy

Question No: 29 (Marks: 1) - Please choose one
At the first step of goal setting a manager should:

- ▶ Evaluate available resources
- ▶ **Review organization's mission**
- ▶ Write down goals
- ▶ Estimate expected benefits

Question No: 30 (Marks: 1) - Please choose one
Which of the following is a primary benefit of MBO?

- ▶ Avoid competition
- ▶ Resistance against new entrance
- ▶ **Improve employee motivation**
- ▶ Increase resources

Question No: 31 (Marks: 1) - Please choose one
Which of the following is an area in the environment that if exploited may generate high performance for organization?

- ▶ Strength
- ▶ Weakness
- ▶ **Opportunity**
- ▶ Threat

Question No: 32 (Marks: 1) - Please choose one
A skill and capability that does not enable an organization to choose and implement strategies that support its mission is called its:

- ▶ Strength
- ▶ **Weakness**
- ▶ Opportunity
- ▶ Threat

Question No: 33 (Marks: 1) - Please choose one
Which of the following strategy specifies the range of markets in which an organization will compete?

- ▶ **Scope**
- ▶ Distinctive Competency
- ▶ Resource deployment
- ▶ Effective strategy

Question No: 34 (Marks: 1) - Please choose one
Few years ago Nike has problem with inconsistency of goals. The firm was producing high quality shoes but they were not stylish. As a result company lost substantial market share. In this situation which kind of goal was missing?

- ▶ **Manufacturing goal**
- ▶ Marketing goal
- ▶ Financial goal
- ▶ Operational goal

Question No: 35 (Marks: 1) - Please choose one
Sony has a goal to acquire a firm in the entertainment industry. The goal was realized when Sony bought Columbia picture. It comes under which of the following?

- ▶ **Strategic goal**
- ▶ Operational goal
- ▶ Tactical goal
- ▶ Personal goal

Question No: 36 (Marks: 1) - Please choose one

Which of the following group technique allows group members to meet together, but also allows independent thinking?

- ▶ Groupthink
- ▶ Electronic meetings
- ▶ Brainstorming
- ▶ **Nominal group technique**

Question No: 37 (Marks: 1) - Please choose one

Many decisions fail after the final choice because of the occurrence of which of the following?

- ▶ Decision criteria weights were incorrect
- ▶ People affected failed to accept the solution
- ▶ Satisficing occurred
- ▶ **Choice was wrong**

Question No: 38 (Marks: 1) - Please choose one

Which of the following term sometimes used to describe picking a course of action that is satisfactory under the circumstances?

- ▶ Escalation of commitment
- ▶ **Satisficing**
- ▶ Risk
- ▶ Bounded rationality

Question No: 39 (Marks: 1) - Please choose one

Jay tends to always look at the broad picture and likes to look at many alternatives. He focuses on the long run and looks for creative solutions. He prefers which of the following styles of decision making?

- ▶ Analytic
- ▶ **Conceptual**
- ▶ Directive
- ▶ Behavioral

Question No: 40 (Marks: 1) - Please choose one

The decision-making model consists of four styles: directive, analytic, behavioral and

-
- ▶ **Conceptual**
 - ▶ Intuitive
 - ▶ Group interaction
 - ▶ Laggard

Question No: 41 (Marks: 1) - Please choose one

"Whenever possible, we promote from within" is an example of which of the following?

- ▶ Rule
- ▶ Procedure
- ▶ **Policy**
- ▶ Plan

Question No: 42 (Marks: 1) - Please choose one

A large chemical company not only disposes of all toxic waste properly as outlined by law, but it also spends \$1 million dollars each year on research to determine better processes for

all businesses to use in disposing of toxic wastes. This company is exhibiting which of the following?

- ▶ **Social responsibility**
- ▶ Social obligation
- ▶ Moral obligation
- ▶ Social responsiveness

Question No: 43 (Marks: 1) - Please choose one

Which of the following approaches recognize differences among organizations and categorizes variables that affect an organization's performance?

- ▶ **Process approach**
- ▶ Contingency approach
- ▶ Function approach
- ▶ System approach

Question No: 44 (Marks: 1) - Please choose one

Giving prestigious job titles would be one way to satisfy people's need for :

- ▶ **Esteem**
- ▶ Belongingness
- ▶ Self-actualization
- ▶ Safety

Question No: 45 (Marks: 1) - Please choose one

"Specialization increases output by making employees more efficient" it is called:

- ▶ **Division of work**
- ▶ Authority
- ▶ Scalar chain
- ▶ Order

Question No: 46 (Marks: 1) - Please choose one

Henry Fayol described principles of management in the form of:

- ▶ 11 points
- ▶ 12 points
- ▶ **14 points**
- ▶ 15 points

Question No: 47 (Marks: 1) - Please choose one

Which of the following functions or activities involve recruiting and placing qualified personnel needed for the organization so that it may achieve its objectives and goals?

- ▶ Planning
- ▶ Organizing
- ▶ **Staffing**
- ▶ Leading

Question No: 48 (Marks: 1) - Please choose one

An organized set of behavior that is associated with particular office or position is called:

- ▶ **Role**
- ▶ Obligation
- ▶ Responsibility
- ▶ Responsibility

Question No: 49 (Marks: 1) - Please choose one

The person who maintains network of connection outside the organization to obtain information is called:

- ▶ Entrepreneur
- ▶ Disseminator
- ▶ **Spokesperson**
- ▶ Liaison

Question No: 50 (Marks: 1) - Please choose one

Ali has a job that pays him well, he desires to make a contribution to the organization, and he has an active social life. His desire is to become all that he is capable of becoming. Ali is at which of the following need defined by maslow?

- ▶ **Self-actualization**
- ▶ Safety
- ▶ Social
- ▶ Esteem

PAPER NO 12

FINAL TERM EXAMINATION

MGT503- Principles of Management

By ADNAN AWAN

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Question No: 1 (Marks: 1) - Please choose one

All of the following are requirements for successful value chain management EXCEPT :

- ▶ Coordination and Collaboration
- ▶ Continuous Process Improvement
- ▶ **Organizational Processes**
- ▶ Technology Investment

Question No: 2 (Marks: 1) - Please choose one

An individual's belief that he or she is capable of performing a task is called:

- ▶ Self esteem
- ▶ Self direction
- ▶ **Self efficacy**
- ▶ Self confidence

Question No: 3 (Marks: 1) - Please choose one

The most important point of Prof. Edward Deming's Philosophy was:

- ▶ Achieving the Goals
- ▶ **Consistency of Purpose**
- ▶ Wastage of the resources should be minimized
- ▶ Collaboration among the members

Question No: 4 (Marks: 1) - Please choose one

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 managers are playing?

▶ **Liaison**

- ▶ Leader
- ▶ Disseminator
- ▶ Spokesperson

Question No: 5 (Marks: 1) - Please choose one

Munib is the CEO of a hospital. He has spent his day planning the schedules of employees for next month. He spent his day in:

- ▶ Planning
- ▶ **Organizing**
- ▶ Leading
- ▶ Controlling

Question No: 6 (Marks: 1) - Please choose one

Which type of managerial skill refers to the ability to analyze and diagnose complex situations?

- ▶ Problem-solving
- ▶ Interpersonal
- ▶ **Conceptual**
- ▶ Technical

Question No: 7 (Marks: 1) - Please choose one

Munsterberg is considered to be the father of _____ psychology.

- ▶ Clinical
- ▶ **Industrial**
- ▶ Behavior
- ▶ Theoretical

Question No: 8 (Marks: 1) - Please choose one

Two major characteristics of open system are :

► **Negative entropy and synergy**

- Positive entropy and synergy
- Entropy and synergy
- Anthropology and synergy

Question No: 9 (Marks: 1) - Please choose one

In Europe today banks and insurance companies are linking up in an effort to market a wide array of financial products that each would have trouble selling on its own. They are practicing which of the following concept?

- Transformation
- Entropy
- Negative Entropy

► **Synergy**

Question No: 10 (Marks: 1) - Please choose one

Few years ago, employees of a international company took wages cuts to help the firm offset large losses. Now firm is again earning profits and employees believe that their wages should be restored but company is not willing to restore their wages. Organization is showing which of the following behavior?

► **Unethical**

- Socially responsible
- Ethical
- Socioeconomic

Question No: 11 (Marks: 1) - Please choose one

Under which of the following approach, managers impose and enforce rules fairly and impartially and do so by following all legal rules and regulations. A manager using this theory would decide to provide the same rate of pay to individuals who are similar in their level of skills, performance and gender?

- Integrative social contracts
- Right view of ethics
- Utilitarian view of ethics

► **Theory of justice of ethics**

Question No: 12 (Marks: 1) - Please choose one

Only employees with top-secret clearance may enter the sealed room, is an example of which of the following?

- ▶ **Rule**
- ▶ Procedure
- ▶ Policy
- ▶ Plan

Question No: 13 (Marks: 1) - Please choose one

Jay tends to always look at the broad picture and likes to look at many alternatives. He focuses on the long run and looks for creative solutions. He prefers which of the following styles of decision making?

- ▶ Analytic
- ▶ **Conceptual**
- ▶ Directive
- ▶ Behavioral

Question No: 14 (Marks: 1) - Please choose one

The strap of Ali's bag tore off as he threw it over his shoulder. On the way to school, he stopped at the first store that carries bags, walked in and purchased one from the front rack. Ali has just made which of the following type of decision?

- ▶ Maximizing
- ▶ **Satisfying**
- ▶ Risky
- ▶ Optimal

Question No: 15 (Marks: 1) - Please choose one

All of the following include in the definition of planning EXCEPT:

- ▶ Defining organization's objectives or goals
- ▶ Establishing an overall strategy for achieving objectives or goals
- ▶ **Allocating resources and developing a chain of communication**
- ▶ Developing a hierarchy of plans to integrate and coordinate activities

Question No: 16 (Marks: 1) - Please choose one

Mission Statement of Johnson & Johnson is:

“We believe our first responsibility is to the doctors, nurses, and patients, to mothers and all others who use our products”

This statement shows which of the following attributes of mission statement?

- ▶ Location
- ▶ Customers
- ▶ Self concept
- ▶ **Desired public image**

Question No: 17 (Marks: 1) - Please choose one

When objectives are not written down or rarely verbalized, and the planning is general and lacks continuity, which one of the following type of planning is used?

- ▶ Environmental planning
- ▶ Economic planning
- ▶ **Informal planning**
- ▶ Formal planning

Question No: 18 (Marks: 1) - Please choose one

In those organizations where formal planning did not lead to higher performance, the culprit may be which of the following?

- ▶ Employees
- ▶ Marketing plan
- ▶ Management
- ▶ **Environment**

Question No: 19 (Marks: 1) - Please choose one

Which of the following is the set of strengths, characteristics and qualities including skills, technologies or resources that distinguish a firm from its competitors?

- ▶ Scope
- ▶ **Distinctive Competency**
- ▶ Resource deployment
- ▶ Effective strategy

Question No: 20 (Marks: 1) - Please choose one

A skill and capability that does not enable an organization to choose and implement strategies that support its mission is called its:

- ▶ Strength
- ▶ **Weakness**
- ▶ Opportunity
- ▶ Threat

Question No: 21 (Marks: 1) - Please choose one

ABC Company is in the process of buying a smaller competitor and incorporating that company's resources into his business. This is an example of which of the following types of strategies?

- ▶ Merger
- ▶ Stability
- ▶ Retrenchment
- ▶ **Acquisition**

Question No: 22 (Marks: 1) - Please choose one

Few years before Polka was a leading brand of ice-cream in Pakistan. Than it was purchased by Walls and all its products were replaced with “Walls” name. Here "Walls" adopted which of the following strategy?

- ▶ Merger
- ▶ Vertical integration
- ▶ **Acquisition**
- ▶ Horizontal integration

Question No: 23 (Marks: 1) - Please choose one

In BCG matrix which of the following businesses have only a small share of a quickly growing market?

- ▶ Star
- ▶ Dogs
- ▶ Cash cow
- ▶ **Question mark**

Question No: 24 (Marks: 1) - Please choose one

Which of the following is NOT a strategy implementation step?

- ▶ Define strategic tasks
- ▶ Develop implementation agenda
- ▶ **Develop mission and goals**
- ▶ Assess organizational capabilities

Question No: 25 (Marks: 1) - Please choose one

The degree to which tasks in an organization are divided into separate jobs is called:

- ▶ Centralization
- ▶ Span of control
- ▶ Chain of command
- ▶ **Work specialization**

Question No: 26 (Marks: 1) - Please choose one

While making a business plan an entrepreneur cannot conduct market research until he:

- ▶ Develops legal plan
- ▶ Develops insurance plan
- ▶ Writes cover letter
- ▶ **Chooses product or service**

Question No: 27 (Marks: 1) - Please choose one

Which of the following is the set of elements that can be used to configure an organization?

- ▶ **Organization structure**
- ▶ Organization design
- ▶ Organization chart
- ▶ Organization rotation

Question No: 28 (Marks: 1) - Please choose one

An owner of an organization hires a sales representative to market his products. He gave power to sales representative to make certain decision. He has been given:

- ▶ Responsibility

- ▶ Span of control
- ▶ **Authority**
- ▶ Accountability

Question No: 29 (Marks: 1) - Please choose one

What kind of departmentalization would be in place in a government organization where different public service responsibilities are divided into activities for employers, children, and the disabled?

- ▶ Product
- ▶ Geographic
- ▶ Outcome
- ▶ **Customer**

Question No: 30 (Marks: 1) - Please choose one

Identify the organizational design process which has a potential weakness that, managers will not be able to provide necessary leadership and support?

- ▶ **Decentralization**
- ▶ Departmentalization
- ▶ Chain of command
- ▶ Span of control

Question No: 31 (Marks: 1) - Please choose one

Today the concepts of Unity of Command, Authority and Responsibility are less important because of which of the following?

- ▶ Organizational structure
- ▶ Centralization and decentralization
- ▶ **Employee's Empowerment and Information Technology**
- ▶ Departmentalization

Question No: 32 (Marks: 1) - Please choose one

A structure that is characterized by narrow span of management and many hierarchical levels is:

- ▶ **Tall Structure**
- ▶ Flat Structure

- ▶ Matrix Structure
- ▶ Divisional Structure

Question No: 33 (Marks: 1) - Please choose one

Which of the following is a weakness of a simple structure?

- ▶ **It relies on one person**
- ▶ It is not flexible
- ▶ It is expensive
- ▶ There is unclear accountability

Question No: 34 (Marks: 1) - Please choose one

Which of the following is a contemporary organizational structural design?

- ▶ Functional
- ▶ Divisional
- ▶ **Learning**
- ▶ Simple

Question No: 35 (Marks: 1) - Please choose one

Which type of organizational entity is more of an organizational mind-set than a structured design?

- ▶ Matrix
- ▶ **Boundary less**
- ▶ Functional
- ▶ Learning

Question No: 36 (Marks: 1) - Please choose one

Which of the following creates the “Dual Chain of Command?”

- ▶ Team based and Project Structure
- ▶ Functional and Simple structure
- ▶ **Project and matrix Structure**
- ▶ Simple and matrix Structure

Question No: 37 (Marks: 1) - Please choose one

An unsatisfied need creates which type of emotion?

- ▶ Anxiety
- ▶ **Tension**
- ▶ Drive
- ▶ Pressure

Question No: 38 (Marks: 1) - Please choose one

People who want to exert more power often engage in which of the following activities?

- ▶ Visionary leadership
- ▶ Reward power
- ▶ **Office politics**
- ▶ Charismatic training

Question No: 39 (Marks: 1) - Please choose one

At Sony (an electronics manufacturer) a special team was selected to work out a marketing plan for its newest product, a voice-activated DVD player, that uses voice recognition commands instead of control buttons. During their most recent meeting, there was a conflict between a design manager and a marketing representative about whose responsibility it was to draft the marketing plan. Several members of the team got into a shouting match with one another. This team seems to be at which of the following stages of group development?

- ▶ Conflict
- ▶ Forming
- ▶ Norming
- ▶ **Storming**

Question No: 40 (Marks: 1) - Please choose one

A specific group of accountants at an accounting firm that meets regularly to develop better auditing procedures for the firm can be referred as which of the following?

- ▶ Task force
- ▶ **Functional team**
- ▶ Cross-functional team
- ▶ Virtual team

Question No: 41 (Marks: 1) - Please choose one

It is most appropriate to use oral communication when you have to communicate:

- ▶ A monthly report to the CEO on company performance
- ▶ **An impersonal message to a group of people**
- ▶ A lengthy welcoming message to a new salesperson
- ▶ A brief, time sensitive personal message

Question No: 42 (Marks: 1) - Please choose one

Atif just received the news that he has received the promotion for which he has been waiting for two years. He is ecstatic. Every communication for the rest of the day will be affected by which of the following?

- ▶ Filtering
- ▶ **Emotions**
- ▶ Language
- ▶ Nonverbal cues

Question No: 43 (Marks: 1) - Please choose one

Which of the following is a process that involves managers from all parts of the organization in the formulation of strategic goals?

- ▶ Strategic organizing
- ▶ Strategic management
- ▶ Strategic positioning
- ▶ **Strategic planning**

Question No: 44 (Marks: 1) - Please choose one

Which of the following is the obligation or expectation to perform a duty?

- ▶ **Responsibility**
- ▶ Unity of command
- ▶ Chain of command
- ▶ Span of control

Question No: 45 (Marks: 1) - Please choose one

Which one of Fayol's 14 principles of management helps preserve the concept of a continuous line of authority?

- ▶ Unity of demand
- ▶ **Unity of command**
- ▶ Demand structure
- ▶ Continuous demand

Question No: 46 (Marks: 1) - Please choose one

Mr. Kamran is a manager at virtual university of Pakistan. His responsibilities include developing a organization-wide marketing strategy that plays on the synergies between institute's offered Programs in order to drive increased no. of students. Kamran is a:

- ▶ Middle manager
- ▶ First-line manager
- ▶ **Top manager**
- ▶ Non-managerial

Question No: 47 (Marks: 1) - Please choose one

Which of the following was created by the unification of 12 countries in Europe?

- ▶ European Common Market
- ▶ **European Union**
- ▶ Western European Alliance
- ▶ Trans-European Market

Question No: 48 (Marks: 1) - Please choose one

Motivation is the result of interaction between which of the following?

- ▶ **Efforts and situation**
- ▶ Employee and manager
- ▶ Efforts and intention
- ▶ Individual and situation

Question No: 49 (Marks: 1) - Please choose one

Which of the following are the hygiene factors?

- ▶ Fringe benefits, recognition and motivation
- ▶ **Achievement, responsibility and growth**
- ▶ Friendship groups, working conditions and responsibilities

- ▶ Company policies, working conditions and salary

Question No: 50 (Marks: 1) - Please choose one

Which of the following is an example of body language?

- ▶ Eye contact
- ▶ Style of dress
- ▶ Facial expressions
- ▶ **All of the given options**

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PAPER NO 13

FINAL TERM EXAMINATION

Mgt503 principle of management

2009

By ADNAN AWAN

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Question No: 1 (Marks: 1) - Please choose one

What is the basic assumption of situational approaches to leadership?

- ▶ Increasing worker job satisfaction through consideration behavior will get leaders the best results
- ▶ Initiating structure for employees by telling them what to do and how to do.
- ▶ **The appropriate leadership style varies from one set of circumstances to another**
- ▶ Effective leaders possess certain traits that are situation specific

Question No: 2 (Marks: 1) - Please choose one

Which of the following statement is NOT true for productivity?

- ▶ Productivity is a major goal in virtually every organization
- ▶ For individual companies, increased productivity means a more competitive cost structure
- ▶ Productivity is a composite of people and operations variables
- ▶ **Productivity can be improved by dealing with large number of suppliers**

Question No: 3 (Marks: 1) - Please choose one

All of the following are primary management functions EXCEPT:

- ▶ Setting goals
- ▶ **Hiring employees**
- ▶ Monitoring activities
- ▶ Motivating employees

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Question No: 4 (Marks: 1) - Please choose one

Which one of the following is explaining the Entrepreneur in the best way?

- ▶ Goals Setter
- ▶ Decision Maker
- ▶ Communicator
- ▶ **Initiator**

Question No: 5 (Marks: 1) - Please choose one

The success of the business can be judged through:

- ▶ Customer satisfaction
- ▶ Achieving of Organizational Goals
- ▶ Cost price reduction
- ▶ **All of the given options**

Question No: 6 (Marks: 1) - Please choose one

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 managers are playing?

- ▶ **Liaison**
- ▶ Leader

- ▶ Disseminator
- ▶ Spokesperson

Question No: 7 (Marks: 1) - Please choose one

Determining the tasks to be accomplished, how the tasks are to be grouped and who is responsible for the various tasks is known as which of the following processes of management?

- ▶ Planning
- ▶ **Organizing**
- ▶ Leading
- ▶ Controlling

Question No: 8 (Marks: 1) - Please choose one

Which level of management is responsible for making organization wide decisions and establishing the plans and goals that affect the entire organization?

- ▶ Non managerial staff
- ▶ **Top management**
- ▶ Middle management
- ▶ First-line management

Question No: 9 (Marks: 1) - Please choose one

Henry Fayol described principles of management in the form of:

- ▶ 11 points
- ▶ 12 points
- ▶ **14 points**
- ▶ 15 points

Question No: 10 (Marks: 1) - Please choose one

When management provides orderly personnel planning and ensures that replacements are available to fill vacancies, it is called :

- ▶ Division of work
- ▶ Discipline
- ▶ Unity of command
- ▶ **Stability of tenure of personnel**

Question No: 11 (Marks: 1) - Please choose one

The father of industrial psychology is:

- ▶ Robert Owen
- ▶ **Hugo Munsterberg**
- ▶ Mary parker Follett
- ▶ Max Weber

Question No: 12 (Marks: 1) - Please choose one

Environment reacts to the output of organization and provides:

- ▶ Feed forward
- ▶ Input
- ▶ Output
- ▶ **Feedback**

Question No: 13 (Marks: 1) - Please choose one

Which of the following styles of decision making is characterized by individuals who prefer complete information and consider several alternatives?

- ▶ Analytic
- ▶ Conceptual
- ▶ **Directive**
- ▶ Behavioral.

Question No: 14 (Marks: 1) - Please choose one

The intent of which of the following is to reduce uncertainty by playing out potential situations under different specific conditions?

- ▶ Project management
- ▶ Scheduling
- ▶ Environmental analysis
- ▶ **Scenario planning**

Question No: 15 (Marks: 1) - Please choose one

Mission Statement of Dow Chemicals is:

“To share the world’s obligation for the protection of the environment.”

This statement shows which of the following attributes of mission statement?

► **Desired public image**

- Customers
- Location
- Self concept

Question No: 16 (Marks: 1) - Please choose one

Which of the following is an area in the environment that if exploited may generate high performance for organization?

- Strength
- Weakness
- **Opportunity**
- Threat

Question No: 17 (Marks: 1) - Please choose one

Which of the following is a system in which specific performance objectives are jointly determined by subordinates and their superiors and progress towards objectives is periodically reviewed?

► **Management by objective**

- Management by resources
- Management by authority
- Management by system

Question No: 18 (Marks: 1) - Please choose one

Most managers believe that if an MBO (program is to be successful, it must start at:

- Non-managerial level
- **Top Level**
- Middle level
- Lower level

Question No: 19 (Marks: 1) - Please choose one

A firm that stops buying supplies from other companies and begins to provide its own supplies, has diversified through:

- Forward vertical integration
- **Backward vertical integration**

- ▶ Forward horizontal integration
- ▶ Backward horizontal integration

Question No: 20 (Marks: 1) - Please choose one

In BCG matrix which of the following businesses have the largest share of a rapidly growing market?

- ▶ Cash cow
- ▶ Question mark
- ▶ **Star**
- ▶ Dogs

Question No: 21 (Marks: 1) - Please choose one

In BCG matrix which of the following businesses have a large share of a market that are not expected to grow substantially?

- ▶ Dogs
- ▶ **Question mark**
- ▶ Star
- ▶ Cash cow

Question No: 22 (Marks: 1) - Please choose one

The degree to which tasks in an organization are divided into separate jobs is called:

- ▶ Centralization
- ▶ Span of control
- ▶ Chain of command
- ▶ **Work specialization**

Work specialization is the degree to which the work necessary to achieve organizational goals is broken down into various jobs.

Question No: 23 (Marks: 1) - Please choose one

As the number of employees in an organization grows, structure tends to become more:

- ▶ Informal
- ▶ Centralized
- ▶ **Decentralized**
- ▶ Specialized

Question No: 24 (Marks: 1) - Please choose one

The fact that managers can become experts within their industry is a function of which kind of departmentalization?

▶ **Product**

- ▶ Functional
- ▶ Process
- ▶ Geographical

Question No: 25 (Marks: 1) - Please choose one

The organization structure in which separate business units are grouped under a manager who is responsible for performance, strategy and operations is called:

▶ Outdated structure

▶ **A divisional structure**

- ▶ Functional structure
- ▶ A simple structure

Question No: 26 (Marks: 1) - Please choose one

“CLEAR” shampoo introduced the first ever anti-dandruff shampoo range for men. Through this shampoo Unilever is practicing which of the following strategies?

▶ Focus Strategy

▶ **Differentiation strategy**

- ▶ Cost leadership strategy
- ▶ Emergent strategy

A differentiation strategy

involves attempting to develop products and services that are viewed as unique in the industry.

Question No: 27 (Marks: 1) - Please choose one

What things the Organizations are doing to facilitate an effective wider span of control for their managers?

▶ **Decentralizing management functions**

- ▶ Increasing inventory levels
- ▶ Increasing budget allowances
- ▶ Investing in employee training

Question No: 28 (Marks: 1) - Please choose one

A complex uncertain environment influences an organization toward which of the following?

- ▶ Work specification
- ▶ Departmentalization
- ▶ **Decentralization**
- ▶ Formalization

Question No: 29 (Marks: 1) - Please choose one

A company's "chain of command" is a part of which process?

- ▶ Span of control
- ▶ **Organizational design**
- ▶ Formalization
- ▶ Work specialization

Question No: 30 (Marks: 1) - Please choose one

While addressing the organizational design needs of the small organization which of the following is an important consideration?

- ▶ More formalization
- ▶ More specialization
- ▶ **More centralization**
- ▶ Tall hierarchy of authority

Question No: 31 (Marks: 1) - Please choose one

Which of the following is an internal state that makes certain outcomes appear attractive?

- ▶ Fad
- ▶ Desire
- ▶ **Need**
- ▶ Fashion

Question No: 32 (Marks: 1) - Please choose one

Which of the following is the best description of effort?

- ▶ The level of willpower towards work
- ▶ **The measure of intensity or drive**
- ▶ One's ability to work

- ▶ The work required to complete a task.

Question No: 33 (Marks: 1) - Please choose one

Which of the following factor is more important for men than women?

- ▶ Opportunity to learn
- ▶ Flexibility
- ▶ **Autonomy**
- ▶ Convenient

Question No: 34 (Marks: 1) - Please choose one

According to Maslow, which hierarchy is in proper order from lowest to highest?

- ▶ Safety, physiological, esteem, self-actualization, social.
- ▶ Esteem, physiological, self-actualization, safety, social
- ▶ Self-actualization, physiological, social, esteem, safety
- ▶ **Physiological, safety, social, esteem, self-actualization**

Question No: 35 (Marks: 1) - Please choose one

According to Herzberg's Motivation-Hygiene Theory, which of the following is NOT a motivator?

- ▶ Recognition
- ▶ Responsibility
- ▶ Advancement
- ▶ **Status**

Question No: 36 (Marks: 1) - Please choose one

According to McClelland's three-need theory, people who are striving for personal achievement rather than for the trappings and rewards of success have a high:

- ▶ Need for achievement
- ▶ Need for affiliation
- ▶ **Need for power**
- ▶ Need for sympathy.

Question No: 37 (Marks: 1) - Please choose one

While motivating Professionals which of the following is at the lowest Priority list?

- ▶ Challenging Goals

► **Money and Promotion**

- Appreciation letters
- Job satisfaction

Question No: 38 (Marks: 1) - Please choose one

Which of the following is NOT an option while motivating low skilled employees?

- Clarity of goals
- Security

► **High pay**

- Job satisfaction

Question No: 39 (Marks: 1) - Please choose one

Visionary leaders appear to have all of the following qualities related to effectiveness in their leadership roles EXCEPT:

- Ability to explain the vision
- Ability to express the vision
- Ability to extend the vision

► **Ability to enforce the vision**

Question No: 40 (Marks: 1) - Please choose one

Leaders who guide or motivate their followers toward established goals by clarifying role and task requirements are using which of the following?

- Charismatic
- Transformational

► **Transactional**

- Democratic-participative

Question No: 41 (Marks: 1) - Please choose one

Which of the following group engages in collective work that requires joint effort and generates a positive synergy?

► **Work group**

- Work team
- Quality circle
- Functional team

Question No: 42 (Marks: 1) - Please choose one

All of the following are advantages of oral communication EXCEPT:

- ▶ It is easy to use
- ▶ **It is accurate**
- ▶ It facilitates feedback
- ▶ It can be done with little preparation

Question No: 43 (Marks: 1) - Please choose one

Which of the following is the process of monitoring activities and correcting any significant deviations?

- ▶ **Controlling**
- ▶ Planning
- ▶ Organizing
- ▶ Leading

Question No: 44 (Marks: 1) - Please choose one

Which of the following is NOT a formal group?

- ▶ Command groups
- ▶ Task forces
- ▶ Cross-functional teams
- ▶ **Business unit alliances**

Question No: 45 (Marks: 1) - Please choose one

Decisions which deal with situations where the factors are fairly structured and occur with some frequency are called:

- ▶ Heuristic decision
- ▶ **Programmed decision**
- ▶ Satisficing decision
- ▶ Non-programmed decision

Question No: 46 (Marks: 1) - Please choose one

Which one of the following functions or activities involves in recruiting and placing qualified personnel needed for the organization so that it may achieve its objectives and goals?

- ▶ Planning

► **Organizing**

- Staffing
- Leading

Question No: 47 (Marks: 1) - Please choose one

An organized set of behavior that is associated with particular office or position is called:

► **Role**

- Obligation
- Responsibility
- Function

Question No: 48 (Marks: 1) - Please choose one

Which of the following is the disadvantage of the Process departmentalization?

- Time consuming process
- **Cost of Production is high**
- Can be used only with certain type of products
- Duplication of functions across the departments

Question No: 49 (Marks: 1) - Please choose one

Which of the following are groups defined by the organization's structure, that have designated work assignments and specific tasks?

► **Formal groups**

- Informal groups
- Command groups
- Interest groups

Question No: 50 (Marks: 1) - Please choose one

There are three different approaches to designing control systems. Which of the following is used primarily in team-based or less bureaucratic types of organizations?

- Market control
- Economic control
- Bureaucratic control

► **Clan control**

PAPER NO 14

FINAL TERM EXAMINATION

MGT503- Principles of Management

Fall 2008

By ADNAN AWAN

Adnanawan6@gmail.com

Question No: 1 (Marks: 1) - Please choose one

Value chain partners are part of which of the following component of Value Chain Management.

- ▶ Technical investment
- ▶ Leadership
- ▶ **Coordination and Collaboration**
- ▶ Planning

Question No: 2 (Marks: 1) - Please choose one

The process of managing the entire sequence of integrated activities and information about product flow is called:

- ▶ Total Quality Management
- ▶ **Supply Chain Management**
- ▶ Kaizen
- ▶ Value Chain Management

Question No: 3 (Marks: 1) - Please choose one

Control that prevents anticipated problems is called:

- ▶ **Feed forward control**
- ▶ Concurrent control
- ▶ Feedback control

- ▶ Management control

Question No: 4 (Marks: 1) - Please choose one

The organizational communication network that uses internet technology and allows authorized users inside the organization to communicate with certain outsiders such as customers or vendors is called:

- ▶ Intranet
- ▶ **Extranet**
- ▶ Videoconference
- ▶ E-mail

Question No: 5 (Marks: 1) - Please choose one

A leader who involves employees in decision making, delegates authority and allows employees to have direct input into the final decision is using which of the following leadership style?

- ▶ **Democratic-participative**
- ▶ Laissez-faire
- ▶ Autocratic

- ▶ Democratic-consultative

Question No: 6 (Marks: 1) - Please choose one

According to Fiedler, in moderately favorable situations which of the following leader performs better?

- ▶ Structure oriented

- ▶ Position oriented
- ▶ Production oriented

▶ Relationship oriented

Question No: 7 (Marks: 1) - Please choose one

The recent survey depicts that in the opinion of employees the most powerful workplace motivator is:

- ▶ Flextime
- ▶ Recognition
- ▶ Goals
- ▶ Salary

Question No: 8 (Marks: 1) - Please choose one

Which theory includes the component that employee motivation is influenced by relative as well as absolute rewards?

- ▶ Expectancy
- ▶ Three-needs
- ▶ Goal-setting
- ▶ Equity

Equity

theory recognizes that individuals are concerned with their absolute rewards as well as the relationship of those rewards to what others receive.

Question No: 9 (Marks: 1) - Please choose one

According to Herzberg's Motivation-Hygiene Theory, which of the following is NOT a hygiene factor?

- ▶ Working Conditions
- ▶ Salary
- ▶ Relationship with supervisor

▶ Work itself

Question No: 10 (Marks: 1) - Please choose one

According to Maslow's hierarchy of needs, which needs are predominantly satisfied internally?

- ▶ Safety
- ▶ Esteem
- ▶ Physiological
- ▶ social

Question No: 11 (Marks: 1) - Please choose one

Maslow's hierarchy of needs theory proposes that every person has a hierarchy of:

- ▶ Four needs
- ▶ **Five needs**
- ▶ Three needs
- ▶ Six needs

Question No: 12 (Marks: 1) - Please choose one

What should a manager do while motivating employees?

- ▶ Increase wages and salaries
- ▶ Incorporate promotional opportunities
- ▶ Recognize individual differences
- ▶ **Use employee-recognition program**

Question No: 13 (Marks: 1) - Please choose one

An unsatisfied need creates which type of emotion?

- ▶ Anxiety
- ▶ **Tension**
- ▶ Drive
- ▶ Pressure

Question No: 14 (Marks: 1) - Please choose one

Which of the following is the best description of effort?

- ▶ The level of willpower towards work
- ▶ **The measure of intensity or drive**
- ▶ One's ability to work
- ▶ The work required to complete a task

Question No: 15 (Marks: 1) - Please choose one

Contemporary organizational design includes all of the following EXCEPT :

- ▶ Team based structure
- ▶ Matrix structure
- ▶ Project structure
- ▶ **Divisional structure**

Question No: 16 (Marks: 1) - Please choose one

Which of the following is the crucial element of team structure?

- ▶ **Employee empowerment**
- ▶ faster decision-making

- ▶ Inexpensive to maintain
- ▶ Clear chain of command

Question No: 17 (Marks: 1) - Please choose one

Which of the following factors influence an organization towards centralization?

- ▶ Lower-level managers want a part in decision making
- ▶ Environment is complex and uncertain
- ▶ **Decisions are significant**
- ▶ Company is geographically dispersed

Question No: 18 (Marks: 1) - Please choose one

Identify the organizational design process which has a potential weakness that, managers will not be able to provide necessary leadership and support?

- ▶ Span of control
- ▶ **Decentralization**
- ▶ Departmentalization
- ▶ Chain of command

Question No: 19 (Marks: 1) - Please choose one

An organization that groups activities according to women's footwear, men's footwear, apparel and accessories would use which of the following departmentalization?

- ▶ **Product**
- ▶ Customer
- ▶ Geographic
- ▶ Functional

Question No: 20 (Marks: 1) - Please choose one

What kind of departmentalization would be in place in a government organization where different public service responsibilities are divided into activities for employers, children, and the disabled?

- ▶ Product
- ▶ Geographic
- ▶ Outcome
- ▶ **Customer**

Question No: 21 (Marks: 1) - Please choose one

Which of the following is not among the three perspectives that should be considered in preparing a business plan?

- ▶ Marketing perspective
- ▶ Perspective of the entrepreneur
- ▶ Investor perspective
- ▶ **Technical perspective**

Question No: 22 (Marks: 1) - Please choose one

An organization's structure should facilitate which of the following?

- ▶ Chain of command
- ▶ Necessity of departmentalization
- ▶ **Achievement of goals**
- ▶ Span of control

Question No: 23 (Marks: 1) - Please choose one

In which organizational structure employee have two managers?

- ▶ Team
- ▶ Learning
- ▶ Boundary less
- ▶ **Matrix**

Question No: 24 (Marks: 1) - Please choose one

The fact that managers can become experts within their industry is a function of which kind of departmentalization?

- ▶ Process
- ▶ Geographical
- ▶ **Functional**
- ▶ Product

Question No: 25 (Marks: 1) - Please choose one

Which of the following is a process by which individuals pursue opportunities, fulfill needs and wants through innovation, without regard to the resources they currently control?

- ▶ Small business ownership
- ▶ Innovative Management
- ▶ **Entrepreneurship**
- ▶ Privatization

Question No: 26 (Marks: 1) - Please choose one

First step of strategic management process, the mission, answers which of the following question?

- ▶ What business should we be in?
- ▶ **What is our reason for being in business?**
- ▶ Who are our customers?
- ▶ Who are our creditors?

Question No: 27 (Marks: 1) - Please choose one

When the hierarchy of organizational goals is clearly defined, it forms an integrated network of goals which is called:

- ▶ Hierarchical-link chain
- ▶ **Means-ends chain**
- ▶ Weakest-link chain
- ▶ Level-level chain

Question No: 28 (Marks: 1) - Please choose one

Safeguard is an anti-bacterial soap that provides superior longer lasting germ protection. Through this soap Procter & Gamble is practicing which of the following strategies?

- ▶ Stability Strategy
- ▶ **Differentiation strategy**
- ▶ Emergent strategy
- ▶ Cost leadership strategy

Question No: 29 (Marks: 1) - Please choose one

At the first step of goal setting a manager should:

- ▶ Evaluate available resources
- ▶ **Review organization's mission**
- ▶ Write down goals
- ▶ Estimate expected benefits

Question No: 30 (Marks: 1) - Please choose one

Which of the following is a primary benefit of MBO?

- ▶ Avoid competition
- ▶ Resistance against new entrance
- ▶ **Improve employee motivation**
- ▶ Increase resources

Question No: 31 (Marks: 1) - Please choose one

Which of the following is an area in the environment that if exploited may generate high performance for organization?

- ▶ Strength
- ▶ Weakness
- ▶ **Opportunity**
- ▶ Threat

Question No: 32 (Marks: 1) - Please choose one

A skill and capability that does not enable an organization to choose and implement strategies that support its mission is called its:

- ▶ Strength
- ▶ **Weakness**
- ▶ Opportunity
- ▶ Threat

Question No: 33 (Marks: 1) - Please choose one

Which of the following strategy specifies the range of markets in which an organization will compete?

- ▶ **Scope**
- ▶ Distinctive Competency
- ▶ Resource deployment
- ▶ Effective strategy

Question No: 34 (Marks: 1) - Please choose one

Few years ago Nike has problem with inconsistency of goals. The firm was producing high quality shoes but they were not stylish. As a result company lost substantial market share. In this situation which kind of goal was missing?

- ▶ **Manufacturing goal**
- ▶ Marketing goal
- ▶ Financial goal
- ▶ Operational goal

Question No: 35 (Marks: 1) - Please choose one

Sony has a goal to acquire a firm in the entertainment industry. The goal was realized when Sony bought Columbia picture. It comes under which of the following?

- ▶ **Strategic goal**
- ▶ Operational goal
- ▶ Tactical goal
- ▶ Personal goal

Question No: 36 (Marks: 1) - Please choose one

Which of the following group technique allows group members to meet together, but also allows independent thinking?

- ▶ Groupthink
- ▶ Electronic meetings
- ▶ Brainstorming

▶ **Nominal group technique**

Question No: 37 (Marks: 1) - Please choose one

Many decisions fail after the final choice because of the occurrence of which of the following?

- ▶ Decision criteria weights were incorrect
- ▶ People affected failed to accept the solution
- ▶ Satisfying occurred

▶ **Choice was wrong**

Question No: 38 (Marks: 1) - Please choose one

Which of the following term sometimes used to describe picking a course of action that is satisfactory under the circumstances?

- ▶ Escalation of commitment

▶ **Satisficing**

- ▶ Risk
- ▶ Bounded rationality

Question No: 39 (Marks: 1) - Please choose one

Jay tends to always look at the broad picture and likes to look at many alternatives. He focuses on the long run and looks for creative solutions. He prefers which of the following styles of decision making?

- ▶ Analytic

▶ **Conceptual**

- ▶ Directive
- ▶ Behavioral

Question No: 40 (Marks: 1) - Please choose one

The decision-making model consists of four styles: directive, analytic, behavioral and _____.

▶ **Conceptual**

- ▶ Intuitive

- ▶ Group interaction
- ▶ Laggard

Question No: 41 (Marks: 1) - Please choose one

"Whenever possible, we promote from within" is an example of which of the following?

- ▶ Rule
- ▶ Procedure
- ▶ **Policy**
- ▶ Plan

Question No: 42 (Marks: 1) - Please choose one

A large chemical company not only disposes of all toxic waste properly as outlined by law, but it also spends \$1 million dollars each year on research to determine better processes for all businesses to use in disposing of toxic wastes. This company is exhibiting which of the following?

- ▶ **Social responsibility**
- ▶ Social obligation
- ▶ Moral obligation
- ▶ **Social responsiveness**

Question No: 43 (Marks: 1) - Please choose one

Which of the following approaches recognize differences among organizations and categorizes variables that affect an organization's performance?

- ▶ **Process approach**
- ▶ Contingency approach
- ▶ Function approach
- ▶ System approach

Question No: 44 (Marks: 1) - Please choose one

Giving prestigious job titles would be one way to satisfy people's need for :

- ▶ **Esteem**
- ▶ Belongingness
- ▶ Self-actualization
- ▶ Safety

Question No: 45 (Marks: 1) - Please choose one

"Specialization increases output by making employees more efficient" it is called:

- ▶ **Division of work**
- ▶ Authority

- ▶ Scalar chain
- ▶ Order

Question No: 46 (Marks: 1) - Please choose one

Henry Fayol described principles of management in the form of:

- ▶ 11 points
- ▶ 12 points
- ▶ 14 points
- ▶ 15 points

Question No: 47 (Marks: 1) - Please choose one

Which of the following functions or activities involve recruiting and placing qualified personnel needed for the organization so that it may achieve its objectives and goals?

- ▶ Planning
- ▶ Organizing
- ▶ Staffing
- ▶ Leading

Question No: 48 (Marks: 1) - Please choose one

An organized set of behavior that is associated with particular office or position is called:

- ▶ Role
- ▶ Obligation
- ▶ Responsibility
- ▶ Responsibility

Question No: 49 (Marks: 1) - Please choose one

The person who maintains network of connection outside the organization to obtain information is called:

- ▶ Entrepreneur
- ▶ Disseminator
- ▶ Spokesperson
- ▶ Liaison

Liaison

Is maintains a network of contacts outside the work unit to obtain information.

Question No: 50 (Marks: 1) - Please choose one

Ali has a job that pays him well, he desires to make a contribution to the organization, and he has an active social life. His desire is to become all that he is capable of becoming. Ali is at which of the following need defined by maslow?

► **Self-actualization**

- Safety
- Social
- Esteem

PAPER NO 15

FINAL TERM EXAMINATION
MGT503- Principles of Management
BY ADNAN AWAN
Adnanawan@gmail.com

Time: 120 min
Marks: 92

Question No: 1 (Marks: 1) - Please choose one
Sociology can be defined as:

► **The study of people in relation to their fellow human beings**

- The study of societies which help to learn about human and their activities
- It is the study of behavior of the individuals or groups within the political environment
- The science that seeks to measure and explains human behavior

Question No: 2 (Marks: 1) - Please choose one
The basic purpose of the construction of China Wall was:

- To make territory clear
- To defend the area
- To protect the Silk Road
- **All of the given options**

Question No: 3 (Marks: 1) - Please choose one
The person who maintains network of connection outside the organization to obtain information is called:

- Entrepreneur
- Disseminator
- Spokesperson
- **Liaison**

Question No: 4 (Marks: 1) - Please choose one
Jamshed is a CFO at Mutual Saving Bank. According to research studies, which management activities are likely to take up the greatest amount of his time?

- **Planning**
- Organizing
- Controlling
- Leading

Question No: 5 (Marks: 1) - Please choose one
All of the following are called "Classical Viewpoints" EXCEPT:
► Scientific management

▶ **Industrial management**

- ▶ Administrative management
- ▶ Bureaucratic management

Question No: 6 (Marks: 1) - Please choose one

Munsterberg is considered to be the father of _____ psychology.

- ▶ Clinical
- ▶ **Industrial**
- ▶ Behavior
- ▶ Theoretical

Question No: 7 (Marks: 1) - Please choose one

Viewpoint arguing that appropriate managerial action depends on the particular parameters of the situation is called:

- ▶ **Contingency theory**
- ▶ Behavioral theory
- ▶ Administrative theory
- ▶ Social theory

Question No: 8 (Marks: 1) - Please choose one

An organization that has developed the capacity to continuously learn, adapt and change is called:

- ▶ **Learning organization**
- ▶ Open organization
- ▶ Leading organization
- ▶ Close organization

Question No: 9 (Marks: 1) - Please choose one

System approach recognizes that organizations are not:

- ▶ **Self-contained**
- ▶ Self-controlled
- ▶ Self-discipline
- ▶ Self-motivated

Question No: 10 (Marks: 1) - Please choose one

Which of the following is called output of a system?

- ▶ Human
- ▶ Information resource
- ▶ **Employee behavior**
- ▶ Material

Question No: 11 (Marks: 1) - Please choose one

All of the following are Dimensions of organizational culture EXCEPT:

- ▶ Innovation
- ▶ Aggressiveness
- ▶ Stability
- ▶ **Customer orientation**

Question No: 12 (Marks: 1) - Please choose one

If an individual knows the price of three similar cars at different dealerships, he or she is operating under what type of decision-making condition?

- ▶ Risk

- ▶ Uncertainty
- ▶ **Certainty**
- ▶ Factual

Question No: 13 (Marks: 1) - Please choose one

In decision making process, ideas should be evaluated on the basis of:

- ▶ **Acceptability**
- ▶ Durability
- ▶ Accountability
- ▶ Liability

Question No: 14 (Marks: 1) - Please choose one

Asad spoke out in a meeting in favor of a potential cost savings that would result from a new employee benefits program offered by the company. He later received information that showed that his initial decision about the cost savings was incorrect, but he was too embarrassed to publicly admit that he was wrong, so he stuck by his original statement. Asad is practicing which of the following?

- ▶ **Bounded rationality**
- ▶ Satisfying
- ▶ Escalation of commitment
- ▶ Maximizing

Question No: 15 (Marks: 1) - Please choose one

Which of the following is NOT one of the three techniques for assessing the environment?

- ▶ **Project management**
- ▶ Benchmarking
- ▶ Forecasting
- ▶ Environmental scanning

Question No: 16 (Marks: 1) - Please choose one

In terms of linear programming, profit margins on different products that a company can produce represent which of the following?

- ▶ **Constraints**
- ▶ Feasibility regions
- ▶ Scenarios
- ▶ Basis for the objective function

Question No: 17 (Marks: 1) - Please choose one

Plans that apply to the entire organization, establish the organization's overall objectives and seek to position the organization in terms of its environment are called:

- ▶ Tactical plans
- ▶ **Strategic plans**
- ▶ Single-use plans
- ▶ Operational plans

Question No: 18 (Marks: 1) - Please choose one

Starbuck's _____ of opening one hundred stores per year helps everyone in the firm recognize the strong emphasis on growth.

- ▶ Goal
- ▶ Mission
- ▶ Vision

► **Plan**

Question No: 19 (Marks: 1) - Please choose one

Mission Statement of Johnson & Johnson is:

“We believe our first responsibility is to the doctors, nurses, and patients, to mothers and all others who use our products”

This statement shows which of the following attributes of mission statement?

- Location
- Customers
- Self concept
- **Desired public image**

Question No: 20 (Marks: 1) - Please choose one

A skill and capability that does not enable an organization to choose and implement strategies that support its mission is called its:

- Strength
- **Weakness**
- Opportunity
- Threat

Question No: 21 (Marks: 1) - Please choose one

At the first step of goal setting a manager should:

- Evaluate available resources
- **Review organization's mission**
- Write down goals
- Estimate expected benefits

Question No: 22 (Marks: 1) - Please choose one

In which of the following methods goals are defined at the top of the organization and then broken down into sub groups?

- Directional goal setting
- Stated goal setting
- **Traditional goal setting**
- Specific goal setting

Question No: 23 (Marks: 1) - Please choose one

A strategy in which an organization operates in several business that are some how linked with one another is called:

- Single product strategy
- **Related diversification**
- Unrelated diversification
- Conglomerate diversification

Question No: 24 (Marks: 1) - Please choose one

As the number of employees in an organization grows, structure tends to become more:

- Informal
- Centralized
- Decentralized
- **Specialized**

Question No: 25 (Marks: 1) - Please choose one

Being "closer to customers" is a strength of which form of departmentalization?

- ▶ Functional
- ▶ Geographic
- ▶ **Product**
- ▶ Process

Question No: 26 (Marks: 1) - Please choose one

What kind of structure does the parent company often provide to support services of its child company?

- ▶ Matrix
- ▶ **Divisional**
- ▶ Functional
- ▶ Team

Question No: 27 (Marks: 1) - Please choose one

Which type of organizational structure is made up of autonomous and self-contained units?

- ▶ **Divisional**
- ▶ Functional
- ▶ Bureaucracy
- ▶ Customer

Question No: 28 (Marks: 1) - Please choose one

The "degree of environmental uncertainty" affects a company's:

- ▶ **Unit production**
- ▶ Structure
- ▶ Technology
- ▶ Flow of information

Question No: 29 (Marks: 1) - Please choose one

An organization that wants to be more responsive to changes in its environment, especially to customers, is likely to have which kind of organization structure?

- ▶ **Decentralized**
- ▶ Very formal and rule oriented
- ▶ Highly centralized
- ▶ Mechanistic

Question No: 30 (Marks: 1) - Please choose one

A structure that is characterized by narrow span of management and many hierarchical levels is:

- ▶ **Tall Structure**
- ▶ Flat Structure
- ▶ Matrix Structure
- ▶ Divisional Structure

Question No: 31 (Marks: 1) - Please choose one
Which of the following is a weakness of a simple structure?

- ▶ **It relies on one person**
- ▶ It is not flexible
- ▶ It is expensive
- ▶ There is unclear accountability

Question No: 32 (Marks: 1) - Please choose one
Which of the following is the crucial element of team structure?

- ▶ **Employee empowerment**
- ▶ Faster decision-making
- ▶ Inexpensive to maintain
- ▶ Clear chain of command

Question No: 33 (Marks: 1) - Please choose one
Which type of organizational entity is more of an organizational mind-set than a structured design?

- ▶ Matrix
- ▶ **Boundary less**
- ▶ Functional
- ▶ Learning

Question No: 34 (Marks: 1) - Please choose one
All of the following factors are the most challenging for the managers in today's competitive world EXCEPT:

- ▶ Meet the market demand of products
- ▶ **Motivating competitors to do work efficiently**
- ▶ Facing the competition
- ▶ Environmental uncertainty

Question No: 35 (Marks: 1) - Please choose one
Which of the following characteristics is NOT a part of Theory X?

- ▶ Employees will dislike work
- ▶ Employees will need to be closely controlled
- ▶ **Employees will consider work to be a natural activity**
- ▶ Employees will have little ambition

Question No: 36 (Marks: 1) - Please choose one
Which of the following are the motivating variables of equity theory?

- ▶ Gender, tenure, education and level in organization
- ▶ Inputs, outputs, gender and time duration
- ▶ Level in organization, power and responsibility
- ▶ **Outputs, inputs, education and experience**

Question No: 37 (Marks: 1) - Please choose one
Which theory includes the component that employee motivation is influenced by relative as well as absolute rewards?

- ▶ **Expectancy**
- ▶ Three-needs
- ▶ Goal-setting
- ▶ Equity

Question No: 38 (Marks: 1) - Please choose one

People who want to exert more power often engage in which of the following activities?

- ▶ Visionary leadership
- ▶ Reward power
- ▶ **Office politics**
- ▶ Charismatic training

Question No: 39 (Marks: 1) - Please choose one

A leader who involves employees in decision-making, delegate's authority and gathers input from employees, but makes the final decision, he is using which of the following leadership style?

- ▶ Democratic-participative
- ▶ Laissez-faire
- ▶ Autocratic
- ▶ **Democratic-consultative**

Question No: 40 (Marks: 1) - Please choose one

A leader who involves employees in decision making, delegates authority and allows employees to have direct input into the final decision is using which of the following leadership style?

- ▶ Democratic-participative
- ▶ Laissez-faire
- ▶ Autocratic
- ▶ **Democratic-consultative**

Question No: 41 (Marks: 1) - Please choose one

Visionary leaders appear to have all of the following qualities related to effectiveness in their leadership roles EXCEPT:

- ▶ Ability to explain the vision
- ▶ Ability to express the vision
- ▶ Ability to extend the vision
- ▶ **Ability to enforce the vision**

Question No: 42 (Marks: 1) - Please choose one

Inputs into the operation system include all of the following EXCEPT:

- ▶ People
- ▶ Information
- ▶ Capital
- ▶ **Strategies**

Question No: 43 (Marks: 1) - Please choose one

Ali is especially good at communicating company goals to his employees and motivating them to achieve these goals. Ali is practicing which of the following skills?

- ▶ Conceptual skills
- ▶ Organizational skills
- ▶ Technical skills
- ▶ **Human skills**

Question No: 44 (Marks: 1) - Please choose one

The supplier is late with the order of papers that is needed by the college during final exams. The secretary is sent to Urdu Bazar to purchase papers until the delivery of order. This is an example of which of the following problem?

- ▶ Well-structured
- ▶ **Ill-structured**
- ▶ Programmed
- ▶ Non-programmed

Question No: 45 (Marks: 1) - Please choose one

Departmental store structured around home accessories, appliances, women's clothing, men's clothing and children's clothing is an example of which of the following?

- ▶ Functional departmentalization
- ▶ **Product departmentalization**
- ▶ Process departmentalization
- ▶ Geographical departmentalization

Question No: 46 (Marks: 1) - Please choose one

Which of the following is TRUE about the goal of Open-Book Management?

- ▶ **Get employees to think like owners**
- ▶ Help employees determine whether their salary is fair or not
- ▶ Allow employees to see the company's profitability
- ▶ Allow employees to seek other positions

Question No: 47 (Marks: 1) - Please choose one

Mr. A wants to earn a master's degree within two years from a native university. Which of the following SMART objective Mr. A has missed while setting this goal?

- ▶ Time-bound
- ▶ Acceptable
- ▶ **Measurable**
- ▶ Specific

Question No: 48 (Marks: 1) - Please choose one

Which of the following plan will be exercised for a situation where the company has to prepare a plan for the repairs of a newly introduced mobile in the market in case of any malfunctioning?

- ▶ Specific plan
- ▶ **Operational plan**
- ▶ Standing plan
- ▶ Single-use plan

Question No: 49 (Marks: 1) - Please choose one

Which of the following is not TRUE about strategic management?

- ▶ It's involved in many of the decisions that managers make
- ▶ Companies with formal strategic management systems had higher financial returns than those companies with no such systems
- ▶ **It makes decisions by focusing on the targets or future end results set by lower management that address specific, measurable outcomes required from the lower levels**
- ▶ It has moved beyond for-profit organizations to include all types of organizations, including not-for-profit

Question No: 50 (Marks: 1) - Please choose one

A significant edge over the competition in dealing with competitive forces is called:

- ▶ Core Competencies
- ▶ **Competitive advantage**
- ▶ Competitive force
- ▶ Swot analysis

Question No: 51 (Marks: 1) - Please choose one

Entrepreneurs can act as:

- ▶ Idea sponsor
- ▶ Idea champion
- ▶ Idea generator
- ▶ **All of the following options**

Question No: 52 (Marks: 1) - Please choose one

A Company is dealing in many businesses, for its fertilizer's business , company will require which of the following level strategy?

- ▶ Corporate level
- ▶ **Business level**
- ▶ Functional level
- ▶ Operational level

Question No: 53 (Marks: 1) - Please choose one

In which of the following type of departmentalization, employees are more concern about specialty than the needs of organization overall.

- ▶ Product
- ▶ Customer
- ▶ **Functional**
- ▶ Geographic

Question No: 54 (Marks: 1) - Please choose one

Degree to which the job provides clear and timely information about performance results is called:

- ▶ Autonomy
- ▶ **Feedback**
- ▶ Supervision
- ▶ Responsibility

Question No: 55 (Marks: 1) - Please choose one

When we talk about an organization's core technology, we mean organization's:

- ▶ Less important technology
- ▶ **Most important technology**
- ▶ All technologies the organization is using
- ▶ Technology that is never used

Question No: 56 (Marks: 1) - Please choose one

The structure of a learning organization should be:

- ▶ Mechanistic
- ▶ **Organic**
- ▶ Rigid
- ▶ Inflexible

Question No: 57 (Marks: 1) - Please choose one

Mr. A is a marketing manger of an organization where he is controlling six employees whereas Mr. B is a production manager of the same organization and he is controlling Fifteen employees. Mr. B is having _____ as compare to Mr. A.

- ▶ Narrow span of control
- ▶ **Wide span of control**
- ▶ Central span of control
- ▶ All of the given options

Question No: 58 (Marks: 1) - Please choose one

Mr. A is working as machine operator and he has to take precautionary measures to keep himself safe from any injury. Which of the following needs is critical for Mr. A?

- ▶ Social
- ▶ Self actualization
- ▶ Esteem
- ▶ **Safety**

Question No: 59 (Marks: 1) - Please choose one

Which of the following can be used by the mangers to weaken the behavior by not providing a desirable outcome to employees?

- ▶ Avoidance
- ▶ Positive reinforcement
- ▶ Extinction
- ▶ **Punishment**

Question No: 60 (Marks: 1) - Please choose one

The president of ABC Company asks his employees to follow the rule and regulations and all of his employees comply with his order. President influences the employees by which of the following power?

- ▶ Referent Power
- ▶ Coercive Power
- ▶ Expert Power
- ▶ **Legitimate Power**

Question No: 61 (Marks: 1) - Please choose one

Martin Luther king was a passionate leader with influencing personality and had the ability to make stirring, emotionally arousing speeches. Which leadership style he had?

- ▶ Transactional
- ▶ Transformational
- ▶ **Charismatic**
- ▶ Visionary

Question No: 62 (Marks: 1) - Please choose one

Workers in the production department are given a manual having information regarding the machine operations. This is an example of:

- ▶ Non-verbal
- ▶ Verbal
- ▶ **Written**
- ▶ Oral

Question No: 63 (Marks: 1) - Please choose one

The process in which one party perceives that its interests are being opposed or adversely affected by some other parties is called:

- ▶ Crises
- ▶ **Conflict**
- ▶ Agreement
- ▶ Stress

Question No: 64 (Marks: 1) - Please choose one

A performance measurement tool that covers four areas "financial, customer, internal processes, and people" and that can enhance company's performance is called:

- ▶ Benchmarking
- ▶ Cyber control system
- ▶ Non-cybernetic control system
- ▶ **Balanced scorecard**

REMEMBER ME IN YOUR Prayer

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