

time

- _____ 11. The difference between what a business earns (revenue) and what it spends (costs) is known as _____.
a. profit
b. opportunity cost
c. equilibrium price
d. expected cost
- _____ 12. An agreement that permits one company to sell another company's products abroad in return for a percentage of the company's revenues is known as a(n) _____.
a. export agreement
b. import agreement
c. international trade agreement
d. licensing agreement
- _____ 13. Companies can sell their products or services in foreign countries in any of the following ways EXCEPT _____.
a. forming a strategic alliance
b. becoming a multinational corporation
c. working through a foreign intermediary
d. creating an embargo to transfer power to the host country
- _____ 14. The largest exporter in the world is _____.
a. the United States
b. IBM
c. Japan
d. China
- _____ 15. When a leader presents group members with a problem situation and asks the group to write down their ideas rather than saying them aloud, he or she is encouraging creativity through _____.
a. brainstorming
b. brainwriting
c. wish lists
d. multi-dimensional frameworks
- _____ 16. All of the following are positive aspects of group decision making EXCEPT _____.
a. the group possesses a wider range of alternatives in the decision process
b. participation in the decision-making process increases the acceptance of the decision by group members
c. an individual may dominate and/or control the group
d. group members better understand the decision and the alternatives considered
- _____ 17. In the semi-autocratic management decision style, _____.
a. subordinates influence the ultimate decision
b. subordinates may or may not be informed of the decision
c. subordinates discuss the situation as a group with the manager
d. subordinates and the manager meet as a group and come up with a solution together
- _____ 18. A manager will most likely use intuitive decision making when any of the following exist EXCEPT _____.
a. there is no time to conduct research or to do further study on a particular situation
b. all of the facts cannot be gathered to make a rational decision
c. several possible decision options are presented
d. the manager feels like the decision is right regardless of what the facts say
- _____ 19. Communicating well verbally is important to managers because _____.
a. it can set the tone within a department or company
b. it can motivate and persuade other people
c. it forces management demands to be followed without fail
d. it enables managers to give clear instructions
- _____ 20. _____ strategy is a plan to reverse negative trends in a company, such as the losses in sales.
a. Growth
b. Grand
c. Stability
d. Retrenchment
- _____ 21. A detailed series of related steps or tasks written to implement a policy is called a _____.
a. policy
b. procedure
c. rule
d. goal

- ___ 22. Strategies that deal with the most important aspects of the company's operations and provide overall direction for the company are known as ____.
- a. corporate strategies
 - b. functional strategies
 - c. business strategies
 - d. planning strategies
- ___ 23. Operating systems are made up of all of the following EXCEPT ____.
- a. people
 - b. sales
 - c. facilities
 - d. materials
- ___ 24. Because production occurs continuously throughout the year, the 3-M company can best be described as using ____.
- a. a successful operating system
 - b. a labor intensive operating system
 - c. a continuous-flow operating system
 - d. an intermittent-flow operating system
- ___ 25. Two significant advantages to using CAD are: ____.
- a. it allows companies to try various product designs and reduces the time it takes to design new products
 - b. it allows companies to try various product designs and allows companies time to spend significant money on the project.
 - c. it allows companies to keep the original product design and reduces the time it takes to design new products
 - d. CAD doesn't really give companies any significant advantages
- ___ 26. Span of management is also known as ____.
- a. job rotation
 - b. span of responsibility
 - c. span of control
 - d. job sharing
- ___ 27. The idea that managers lose control is a criticism of ____.
- a. standardization
 - b. job scope
 - c. decentralization
 - d. specialization
- ___ 28. Confusion results if a person reports to two people at once, according to ____.
- a. decentralization
 - b. accountability
 - c. unity of command
 - d. standardization
- ___ 29. When a task is too time consuming for a manager to handle alone, he or she may ____.
- a. delegate the task
 - b. ask for advice from employees
 - c. perform an audit of the organization
 - d. seek a new job to avoid responsibility
- ___ 30. Senior company managers who serve on the company's board of directors are known as ____.
- a. outside board members
 - b. inside board members
 - c. top board members
 - d. retired board members
- ___ 31. In a ____ authority originates at the top and moves downward in a line.
- a. matrix organization
 - b. team organization
 - c. line and staff organization
 - d. line organization
- ___ 32. The company founder is no longer solely responsible for all decision making during the ____.
- a. growth through creativity stage
 - b. growth through direction state
 - c. growth through delegation, coordination, and collaboration stage
 - d. growth through new ideas stage
- ___ 33. The person who sets the company's objectives is the ____.
- a. product manager
 - b. line manager
 - c. production manager
 - d. chief executive officer
- ___ 34. Informal work groups can affect ____.
- a. productivity
 - b. the morale of other employees
 - c. the success of managers
 - d. all of the above

- ___ 35. Individual members tend to conform to group norms under which of the following conditions?
- when group norms are similar to personal attitudes, beliefs, and behavior
 - when they do not agree with the group's norms but feel pressure to accept them
 - neither a nor b
 - both a and b
- ___ 36. A special type of informal group whose members share a purpose or concern are known as a(n) ____.
- shared work group
 - individual work group
 - interest work group
 - all of the above
- ___ 37. Employees learn new concepts and gain new skills through ____.
- termination
 - training
 - timing
 - transferring
- ___ 38. Employees are empowered by involving them in personal goal setting in ____.
- Management By Objectives
 - aptitude testing
 - focus group interviews
 - promotion
- ___ 39. Employees view material at individual computer workstations and answer questions at their own pace through ____.
- apprenticeship training
 - classroom training
 - computer-based training
 - aptitude testing
- ___ 40. Managers can manage conflict by ____.
- creating an atmosphere that promotes partnership and problem solving among employees
 - keeping an open mind
 - both a and b
 - neither a nor b
- ___ 41. A corporation's culture is determined by the company's ____.
- history
 - environment
 - selection process
 - all of the above
- ___ 42. Setting standards is most closely associated with ____.
- behavioral considerations
 - requirements for control
 - analyzing information
 - none of the above
- ___ 43. The most complex control processes are ____.
- operator controls
 - automatic controls
 - informational controls
 - economic controls
- ___ 44. The point at which increasing controls no longer increase performance or reduce costs is determined through ____.
- cost-benefit analysis
 - economic behaviors
 - setting standards
 - analyzing behavior
- ___ 45. A detailed look at an organization's financial or other practices is known as a(n) ____.
- standard
 - control
 - audit
 - feedback loop
- ___ 46. Discounts given for ordering in bulk are known as ____.
- scale discounts
 - real discounts
 - simple discounts
 - expensive discounts
- ___ 47. Involvement by management, an understanding of the benefits, and user training are all necessary to successful ____.
- data processing
 - transaction processing
 - MIS
 - data mining
- ___ 48. An interactive tool that provides high-level managers with access to information about the general condition of the business is a(n) ____.

- a. group decision support system c. expert system
b. executive information system d. information center
- ___ 49. The lowest level of management is _____.
a. supervisory management c. senior management
b. middle management d. upper management
- ___ 50. This theory assumes people are basically lazy and will avoid working if they can.
a. Theory X c. Theory Z
b. Theory Y d. TQM
- ___ 51. Achievement and recognition are examples of _____.
a. skills c. résumés
b. values d. roles
- ___ 52. Specific information on careers can be found in the _____.
a. Occupational Outlook Handbook c. résumé guide
b. values journal d. special interest log
- ___ 53. A membership or group of people in the same field is known as a(n) _____.
a. nonprofit organization c. network
b. career d. professional association
- ___ 54. In deciding on a possible career, your choice will be influenced by all of the following EXCEPT _____.
a. your interests and abilities c. your personal values
b. your personality d. your past employers
- ___ 55. Rules that government agencies issue to implement laws are called _____.
a. patents c. copyrights
b. trademarks d. regulations
- ___ 56. The obligation that individuals or businesses have to help solve social problems is called _____.
a. employment response c. conditional help
b. social responsibility d. management strategy
- ___ 57. Taxes levied against the property, buildings, or land owned by a business are called _____.
a. property taxes c. income taxes
b. illegal taxes d. necessary taxes
- ___ 58. This reveals how many units of a good or service a business needs to sell before it begins earning a profit.
a. cost analysis c. asset analysis
b. breakeven analysis d. justification analysis
- ___ 59. This law guards against false advertising.
a. Sherman Act of 1890
b. Wheeler-Lea Act of 1938
c. Clayton Act of 1914
d. Federal Food, Drug, and Cosmetic Act of 1938
- ___ 60. A word, name, symbol, or slogan a business uses to identify its own goods and set them apart from others is called a _____.
a. copyright c. trademark
b. patent d. symbol
- ___ 61. This law made it illegal to charge different prices to different wholesale customers.
a. Sherman Act of 1890
b. Clayton Act of 1914
c. Wheeler-Lea Act of 1938
d. Federal Food, Drug, and Cosmetic Act of 1938
- ___ 62. Restrictions on the quantity of a good that can enter a country are called _____.
a. quotas c. imports

- b. timing
d. retrenchment
- ___ 79. The level of impact a job has on the whole organization is known as ____.
a. autonomy
b. task significance
c. task identity
d. feedback
- ___ 80. Concise statements that provide direction for employees and set standards for achieving the company's strategic plan are called ____.
a. strategies
b. performance rules
c. goals
d. production plans
- ___ 81. The extent to which managers let workers know how they are performing is known as ____.
a. autonomy
b. task significance
c. task identity
d. feedback
- ___ 82. This involves periodically moving workers from one job to another.
a. job scope
b. job sharing
c. job rotation
d. division of labor
- ___ 83. This structure allows employees from different departments to come together temporarily to work on special project teams.
a. line structure
b. matrix structure
c. line and staff structure
d. team structure
- ___ 84. A special type of informal group whose members share a purpose or concern are known as a(n) ____.
a. shared work group
b. interest work group
c. individual work group
d. quality circle
- ___ 85. An organization that has many levels with small spans of management is called a ____.
a. tall structure
b. flat structure
c. short structure
d. team structure
- ___ 86. An employee moves into another position within the company in a ____.
a. separation
b. promotion
c. transfer
d. termination
- ___ 87. The idea that because managers are members of overlapping groups, they link formal work groups to the total organization, is most closely related to the ____.
a. linking-group concept
b. linking-communication concept
c. linking-pin concept
d. linking-manager concept
- ___ 88. The first step in the selection procedure of new employees is ____.
a. testing
b. preliminary screening
c. interviewing
d. personal judgment
- ___ 89. The idea that personality, social, or even physical traits determine good leadership is associated with ____.
a. reinforcement theory
b. trait theory
c. path-goal theory
d. leadership theory
- ___ 90. Negative effects of stress include all of the following EXCEPT ____.
a. backache
b. substance abuse
c. loss of appetite
d. increased concentration
- ___ 91. Changes affecting consumer tastes and social trends are said to be ____.
a. internal
b. technological
c. environmental
d. external
- ___ 92. A corporation's course is determined by the company's ____.
a. history
b. selection
c. environment
d. all of the above
- ___ 93. This approach assumes the best approach to leadership depends on the situation.
a. universal
c. contingent

- b. trait
d. motivation
- ___ 94. In addition to looking out for their employees, managers need to manage their own ____.
a. stress
b. money
c. families
d. relationships
- ___ 95. The degree of assistance and warmth provided by managers to their subordinates is known as ____.
a. support.
b. strategy
c. alienation
d. management
- ___ 96. Positive effects of conflict include ____.
a. creating a positive atmosphere
b. keeping an open mind
c. both a and b
d. neither a nor b
- ___ 97. Hardware, software, data, and people are components of ____.
a. MIS.
b. data mining
c. knowledge workers
d. management processing
- ___ 98. This is designed to prevent problems from occurring.
a. concurrent control
b. output control
c. preliminary control
d. standard
- ___ 99. To pay another company to manage the MIS function in an organization is known as ____.
a. insourcing
b. outsourcing
c. control
d. groupware building
- ___ 100. This focuses on things that happen during the work process.
a. concurrent control
b. output control
c. preliminary control
d. standard