

PRINCIPLES OF MANAGEMENT

QUIZ 1

MA/CE/MC/EL/RN 458

TIME: 30 MINUTES

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CLASS: 1

INDEX NUMBER: 7

1. Modern managers are
A. Action oriented
C. Able to manage change efficiently
B. Able to build a sense of shared values
 D. All of the above
2. Planning, organizing, directing and controlling are the
 A. Functions of management
C. Results of management
B. Goals of management
D. All of the above
3. Coordinating people and resources to accomplish organizational goals is the process of
A. Planning
B. Directing
 C. Management
D. Leadership
4. Which of the following would be included in the *controlling* function of management?
 A. Measuring results against corporate objectives.
 C. Setting standards
B. Explaining routines
D. Giving assignments
5. Specific, short-term statements detailing how to achieve an organization's goals is known as its:
A. Vision
 B. Mission statement
 C. Objectives
D. Operational planning
6. Strategic planning is done by:
 A. Top managers of the firm
C. Supervisory managers.
B. Middle managers.
D. Non-supervisory employees.
7. The most effective leader is one who
A. Makes managerial decisions without consulting others
B. Works with managers and employees to make decisions
 C. Has the leadership style most appropriate to the situation and the employee involved.
D. None of the above
8. Motivation is related to:
A. Planning.
B. Controlling
 C. Leading
 D. Tactical decisions
9. An organized set of behaviour is known as a
 A. Role
B. Action
C. Job description
D. Work
10. The actual metrics used to gauge performance on objectives is called
A. Measures
B. Procedures
C. Processes
 D. Evaluation
11. What are the characteristics of a programmed decision?
A. Complex and risky
 C. Low risk and certain
B. Uncertain and non-routine
 D. Routine and non-complex
12. To meet the many demands of performing their functions, managers assume multiple roles.
 A. True
B. False

13. The development of management thought has been evolutionary under the following headings except
 A. Post-Scientific Management Era (Before 1880) C. Neo-Classical Management Era (1930-1950)
 B. Classical Management Era (1880-1930) D. Modern Management Era (1950 onwards)
14. is known as the father of functional management.
 A. Peter F. Drucker. B) F. W Taylor C) Henri Fayol D) Koontz .H.
15. gave more emphasis to the office of the management process as a whole.
 A. Peter F. Drucker. B. F. W Taylor C. Henri Fayol D. Koontz .H.
16. The process of planning typically involves the following activities EXCEPT
 A. Laying down objectives B. Developing employees
 C. Searching for alternative courses of action D. Preparing schedules, programmes and budgets
17. Esi Benyiwa Amoah, the newly appointed manager of Tema Oil Refinery views management as the use scientific management approach and wants to apply it to revive this national asset. In other words, she will use the art of knowing exactly what is to be done and the best way of doing it in managing the business concern. Benyiwa agrees with
- A. F. W. Taylor B. Henri Yayol C. George Elton Mayo D. F. Herzberg
18. Arnold Quainoo suggested that if the Supervisors of Ghana Railways Corporation develop effective human relation skills, employee productivity will be enhanced greatly. Which school of thought had the result of its experiment supporting his suggestion?
- A. The Human Relations School B. The Empirical School
 C. The Behavioural Sciences School D. The Social System School
19. Semetey Company Ltd. decided to adopt Improvement in total sales, profitability, efficiencies, or stock price to indicate its financial position. These are examples of financial performance
- A. Metrics B. Objectives c. Management d. Administration
20. The performance of employees in an organisation is determined by,
 A. Ability and motivation B. Ability and strength
 C. Influence and motivation D. Ability and dependence
21. Making choices among alternative courses of action, which may also include inaction is known as
 A. Strategic thinking B. Decision making C. Planning D. Evaluation
22. Safura Younis wanted to make on a decision on returned vehicle repair job in relation to his work as an Service Manager at Toyota Ghana Company Ltd. For this reason, he decided to honestly know if: he was fair; felt better or worse; broke any organizational rules and laws; and also felt good after it had been made public. According to William Morrow, Younis was trying assess the
- A. principles of decision making. B. ethics of decision making.
 C. rules of non-programmed decision. D. rational decision-making model
23. As a salesperson, as part of the usual workflow process of his company, immediately invoices new vehicles sold to customers. The is an example of a
- A. programmed decision B. non-programmed decision.
 C. strategic decision D. processed decision

24. Ghana Manganese Company took an emergency decision to look for another mining explosive supplier to support their operations when Maxam, their contractor, suspended their deliveries after they were involved in the Appiaste disaster the 20th of January 2022. This is a

- A. tactical decision B. programmed decision
 C. non-programmed decision D. difficult operational decision

25. The automated response we use to make Non-programmed decision is called the decision Rule.

- A. True B. False

26. An engineer, Innocentia Adjah, is applying the creative decision model to solve the problem of persistent reduction in the electric power produced in their combined cycle power plant at Aboadze. At the stage, Adjah thinks about the problem consciously and gathers information on it.

- A. problem identification B. immersion C. incubation D. illumination

27. After buying a hybrid power generator, data revealed it was a poor path to follow. However, because of the initial investment in acquiring it, the manager decided to continue with it. This faulty decision is due to commitment/bias.

- ~~A. an escalation of~~ B. a hindsight C. Framing D. Over confidence

28. It is an activity of establishing contact between employers and applicants.

- A. Recruitment. B. Selection. C. Training D. Development

29. The tendency for individuals to rely too heavily on a single piece of information and in the end makes faulty decision is known as _____ bias/commitment.

- A. Hindsight B. Escalation of C. Anchoring D. Overconfidence

30. Evans Akokyi receives as a result of his position as an Operations Manager of Ghana Gas Company.

- A. Legitimate Power B. Reward Power C. Coercive Power D. Expert Power