

PRINCIPLES OF MANAGEMENT AND ORGANIZATION BEHAVIOR

Mock Examination

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Multiple Choice Questions

1. The people with the responsibility and authority to determine the overall direction of the organization are often referred to as the management of the organization.

True OR False

2. Management DO NOT have the authority to decide what the goals of the organization should be and how those goals will be achieved.

True OR False

3. Individuals in upper management must be aware of conditions in the organization's environment and have knowledge of the total resources of the organization.

True OR False

4 Decision making and planning are required before actions are taken in organizations

True OR False

5. Defining the goals of the organization, planning the actions to meet the goals, and organizing the resources needed to carry out the actions are NOT all vital functions of management.

True or False

7. Planning and organizing ensures that everyone in the organization is working together toward meeting goals.

True or False

8. In large organizations, the goals are usually formally defined. A corporate goal may be to increase market share by 12 percent in two years or to provide 250 free meals per week to a local shelter.

True OR False

9. All organizations—businesses, the military, government departments, nonprofit service providers, or public school systems—require management because they all are trying to achieve goals.

True OR False

10. The management process is complex. In most cases, management functions include:

- applying and distributing organizational resources effectively
- acquiring new resources when necessary
- analyzing and adapting to the ever-changing environment in which the organization operates
- NONE OF ALL THE ABOVE

TRUE OR FALSE

11. These are all functions of Management but one; Which one?

A) Planning,

B) organizing,

C) controlling,

D) Visioning

12. In the early 20th century a French industrialist named Henri Fayol stated that management had five main functions: planning, organizing, commanding (that is, leading), coordinating, and controlling.

True OR False

13. Scientific management tenet includes three of its principles; Scientific Management means knowing what you want done and getting it done in the cheapest way.

TRUE OR FALSE

14. SCIENTIFIC MANAGEMENT means applying standardized methods and tools to increase output to reduce cost and wastage; It emphasizes rule of thumb, cooperation and harmony.

TRUE OR FALSE

15 When people talk about **management**, they may be referring to very different aspects. They may be talking about; the people or The Customers

TRUE OR FALSE

ESSAY QUESTIONS: CHOOSE 2 Questions. NO 5 IS COMPULSORY

1. Compare and contrast two schools of thought in the Management Theory; Henry Fayol, and Herzberg Hygiene Theory
2. Analyze the five functions of Management in the context of today's organization
3. Define culture and analyze the role of culture in defining organizations.
4. Organization behavior is the study of human behavior in organizations, how can managers motivate the employee in this generation.

5. CASE ANALYSIS

Question why was there so much dissatisfaction in this organization, what motivated the employee to turn in his Tie and Tag.

CASE STUDY

Earl and Randy don't usually set the alarm clock, but today is their first day at their new jobs, stocking appliances for Mr. Waadt. Up until now, Earl has kept himself from becoming an adult, #273B on his list. Once he got his GED, it was time to start looking for a job. Earl learned that it's easy to get a job, but hard to find one you want to keep.

While Earl's feeling good to be part of the workforce, Joy is enjoying her own little dose of reality. After stocking up on green punch, she and Darnell run into her deaf lawyer's word talker Doug in a parking lot. Joy insults Doug, mistaking his old-looking wife for his mother. Miffed, Doug reminds Joy that her trial starts next week, and maybe she shouldn't have bought all that punch - Joy might be going to jail.

Supervisor Reggie explains the perks of the job to Randy and Earl: everyone gets a one-week vacation and a store credit card. Twice a day the guys eat snacks from the vending machine.

After four hours, Earl's already not sure if he can perform this job for the rest of his life. When salesman Ricky calls Earl to the sales floor, it's just like the first day he drank chocolate milk and realized he wanted to have a moustache for the rest of his life - Earl wants to sell appliances in the front of the store.

Reggie explains that no one's ever moved from the back to the front of the store. It's a little ironic: the salesman all wear Dockers, but they call the guys who work in the back Dockers, because they work on the loading dock. The Dockers wear Dickies, which is what they call the guys who work in the front, because they are. Meanwhile, Joy prepares for the possibility of prison by trading in the Subaru BRAT for a car that will accommodate her family, buying a life-like sex doll for Darnell, and learning to speak Mexican.

Earl goes the extra mile to show Mr. Waadt that he wants to be a salesman. The Dockers think Earl is sucking up, despite his claims of being a regular guy. Earl remarks that he's spent his whole life making fun of people who try to get ahead - maybe he was wrong. All the Dockers, even Randy, try to sabotage Earl, but Mr. Waadt takes notice of his hard work, and gives Earl a shot. If he can sell \$5000 in appliances by end of day Sunday, he's in.

Now that Earl's wearing Dockers, all the salesman, led by smarmy Ricky, promise they'll do whatever it takes to keep Earl from joining their ranks. On Sunday, it looks like Earl has failed to reach his goal, when a little old church lady comes in to the store to purchase a boatload of appliances for a soup kitchen. Earl asks the Dockers to load the truck, but they refuse, so Earl

does it himself. The guys are amazed - no Dickie has ever pulled his own stock! While he's busy, Ricky lies to the church lady and scoops the sale.

Stress will make you do crazy things, as Darnell finds out, when he wakes up next to the sex doll. Joy has left him a video, explaining that she traded in the Brat because she needed a bigger trunk, and learned Mexican because she's going on the lam to Mexico to escape prison! She begs Darnell's forgiveness and promises to send for him and the kids as soon as she can. It's closing time at the store, and despite a rousing don't-give-up speech from Reggie, Earl turns in his tie and name tag to Mr. Waadt.