

College Management Pre-Assessment #1

1. The three types of managers are
 - a. General, functional, and project
 - b. General, functional, and specific
 - c. Functional, project, and specific
 - d. Functional, project and staff

2. Conceptual and decision making skills are most needed by _____ managers.
 - a. Top
 - b. Middle
 - c. First-line
 - d. General

3. While women hold about 37 percent of all domestic U.S. management positions, they hold only about five percent of top management positions at large companies. This is an example of
 - a. Prejudice
 - b. Stereotyping
 - c. The glass ceiling
 - d. Diversity

4. The management style which is most correlated to a theory X manager is:
 - a. Participative
 - b. Autocratic
 - c. Consultative
 - d. Empowerment

5. A _____ identifies the skills a position requires of the candidate.
 - a. Job description
 - b. Job analysis
 - c. Job specification
 - d. Task analysis

6. The phrase “a dollar today is worth more than a dollar tomorrow” best describes:
 - a. Queuing theory
 - b. Probability theory
 - c. Capital budgeting
 - d. Break even analysis

7. The process of evaluating employee performance is
 - a. Performance management
 - b. Coaching
 - c. Performance appraisal
 - d. Counseling

8. The _____ question requires a yes or no answer.
- Closed-ended
 - Probing
 - Hypothetical
 - Open-ended
9. All of the following are management skills except
- Technical
 - Human
 - Psychological
 - Conceptual
10. An advantage of decentralized authority is:
- Easier to control
 - Fewer risks
 - Reduced duplication
 - Managers are less challenged and motivated to solve their own problems.
11. Which of the following is not a part of job expansion?
- Job Rotation
 - Job Simplification
 - Job Enlargement
 - Job Enrichment
12. Brainstorming is the process of
- suggesting and evaluating as many ideas as possible
 - using a structured voting method
 - suggesting as many possible alternatives without evaluation
 - developing group agreement on a solution to a problem
13. Nominal grouping is the process of
- suggesting and evaluating as many ideas as possible
 - using a structured voting method
 - suggesting possible alternatives without evaluation
 - developing group agreement on a solution to a problem
14. An Autocratic Manager is:
- Low Directive/High Support
 - Low Directive/Low Support
 - High Directive/Low Support
 - High Directive/ High Support
15. Angela is a type of manager who spends the most time delegating tasks. Planning and organizing are major parts of her day because her employees are motivated and highly capable. She is a(n) _____ manager.
- Autocratic
 - Consultative
 - Participative
 - Empowerment

16. In comparison to middle and first line managers, top managers have a greater need for
- a balance of three skills
 - technical skills
 - human and communication skills
 - conceptual and decision-making skills
17. What are the four levels of social responsibility in order of lowest to highest?
- Social obstruction, social involvement, social reaction, social obligation
 - Social obligation, social reaction, social involvement, social obstruction
 - Social obstruction, social obligation, social involvement, social reaction,
 - Social obstruction, social obligation, social reaction, social involvement.
18. "Ronald McDonald House" is an example of:
- Social obstruction
 - Social reaction
 - Social obligation
 - Social involvement
19. Consensus mapping is the process of
- suggesting and evaluating as many ideas as possible
 - using a structured voting method
 - suggesting possible alternatives without evaluation
 - developing group agreement on a solution to a problem
20. To determine how many units you must sell to yield a profit, use
- break even
 - capital budgeting
 - linear programming
 - queuing
21. _____ theory assigns the possibility of success and failure to alternatives.
- break even
 - probability
 - linear programming
 - queuing
22. Dolphin-Safe tuna is an example of:
- Social obstruction
 - Social reaction
 - Social obligation
 - Social involvement
23. This manager's resource is said to be the most important.
- Human
 - Informational
 - Financial
 - Physical

24. The type of authority that can be easily lost is:
- Formal authority
 - Scope of authority
 - Span of authority
 - Informal authority
25. A disadvantage of job simplification is:
- Employees are easy to train
 - May become boring
 - It enables employees to work harder, not smarter
 - Training is easily standardized.
26. Departmentalizing Volkswagen into marketing, finance, human resources, etc. is known as:
- Functional
 - Product
 - Customer
 - Territory
27. Which of the following is not a manager's resource?
- Human
 - Physical
 - Financial
 - Technical
28. What is recruiting?
- Process of staffing the organization to meet its objectives.
 - Process of attracting qualified candidates to apply for job openings.
 - Process of comparing the candidates without bias and deciding who is best suited for the job
 - Process of judging the skill set of the candidates
29. What is not part of internal recruiting?
- Promoting from within
 - Hiring employee referrals
 - Hiring walk-ins
 - Hiring prior applicants
30. Which is the most heavily weighed part of the job selection process?
- Interview
 - Application
 - Background check
 - Testing

31. Which is true about the difference between a screening interview and a call back interview?

- a. There are more candidates for call back interview
- b. The screening interview is generally longer
- c. Both interviews are the same
- d. Call back interview is generally more in depth

32. What are the four types of questions?

- a. Closed ended, probing, rhetorical, open ended
- b. Closed ended, open ended, situational, probing
- c. Open ended, rhetorical, hypothetical, probing
- d. Closed ended, open ended, rhetorical, hypothetical

33. Which is not a type of interview?

- a. Panel
- b. One-on-one
- c. Conference
- d. Group

34. The last step to preparing an interview is to:

- a. plan type of interview
- b. develop questions for individual candidates
- c. develop the interview form
- d. plan realistic job preview

35. The performance formula indicates that:

- a. $\text{performance} = \text{ability} \times \text{motivation} \times \text{resources}$
- b. $\text{performance} = \text{expectancy} \times \text{valence}$
- c. $\text{performance} = \text{stimulus} \times \text{responding theory} \times \text{consequence}$
- d. $\text{performance} = \text{stimulus} \times \text{valance}$

36. This is the value a person places on the outcome or reward:

- a. Expectancy
- b. Valence
- c. Motivation
- d. Output

37. I used to be the top-grossing sales person in my department, but lately I've gotten so lazy."

- a. ability
- b. resources
- c. motivation
- d. stimulus

38. What is reinforcement theory?
- employees are motivated to accomplish tasks when they feel the effort is worth the reward.
 - people compare their inputs to their outputs.
 - achievable but difficult goals motivate employees
 - employees behave in pre-determined ways based on consequences
39. Withholding reinforcement is known as:
- Avoidance
 - Positive
 - Punishment
 - Extinction
40. Which of the following would be used to change poor behavior:
- positive and avoidance
 - extinction and punishment
 - positive and extinction
 - avoidance and punishment
41. The CEO joining employees in diversity training classes exemplifies
- Planning
 - Organizing
 - Leading
 - Controlling
42. A _____ identifies the tasks and responsibilities of a position
- Job description
 - Job analysis
 - Job specification
 - Task analysis
43. Ethics are defined as
- Standards of right and wrong that influence behavior
 - Creating a win-win situation for all stakeholders
 - Adhering to legal limits
 - None of the above
44. Span of Management:
- results from a wide span of management.
 - is when everyone has balanced authority and responsibility.
 - is when employees are working towards the same goal.
 - is the number of people who report to a manager

45. Tommy believes his employees are responsible, creative and are able to work with minimal direction. He is a
- Theory X manager
 - Theory Y manager
 - Theory Z manager
 - Theory A manager
46. The “golden rule of ethics” advises you to treat others
- as you would want to be treated
 - fairly
 - with respect
 - none of the above
47. Employees who are willing to disclose illegal, immoral, or illegitimate practices by their employer are known as
- Stakeholders
 - Spies
 - Whistleblowers
 - Tattle tales
48. _____ is a system of shared values, assumptions, beliefs and norms that unite members of an organization.
- Profit sharing
 - Organizational culture
 - Organizational design
 - Ethnocentrism
49. Through the _____ employees go from need to motive to behavior to consequences to satisfaction or dissatisfaction.
- Performance Formula
 - Pygmalion Effect
 - Motivation Process
 - ERG Theory
50. The _____ states that managers attitudes and expectations of employees and how they treat them largely determine their motivation and performance
- Pygmalion Effect
 - Two Factor Theory
 - Equity Theory
 - Reinforcement Theory

Answer Key

1. A
2. A
3. C
4. B
5. C
6. C
7. C
8. A
9. C
10. A
11. D
12. C
13. B
14. C
15. D
16. D
17. D
18. D
19. D
20. A
21. B
22. B
23. A
24. D
25. D

26. A
27. D
28. B
29. C
30. A
31. D
32. B
33. C
34. B
35. A
36. B
37. C
38. D
39. D
40. B
41. C
42. A
43. A
44. D
45. B
46. A
47. C
48. B
49. C
50. A