

***Management, 13e, Global Edition (Robbins)***

**Chapter 1 Managers in the Workplace**

1) Because this is her first job, Melanie was unclear about what managers actually do. Fortunately her training materials explained that a manager's job focuses on \_\_\_\_\_.

- A) performing clerical duties
- B) personal achievement
- C) helping others accomplish their work goals
- D) supervising groups rather than individual employees

Answer: C

Diff: 2

AACSB: Application of knowledge; Analytical thinking

Learning Obj.: LO 1.1: Explain why managers are important to organizations

Classification: Application

2) A great manager can inspire employees professionally and personally.

Answer: TRUE

Diff: 1

AACSB: Reflective thinking

Learning Obj.: LO 1.1: Explain why managers are important to organizations

Classification: Concept

3) Managers play an important role in dealing with various challenges being faced by organizations today.

Answer: TRUE

Diff: 1

AACSB: Reflective thinking

Learning Obj.: LO 1.1: Explain why managers are important to organizations

Classification: Concept

4) As part of the orientation for her internship, Rebecca was informed that \_\_\_\_\_ are the people who direct the activities of others in an organization.

- A) directors
- B) managers
- C) subordinates
- D) line workers

Answer: B

Diff: 1

AACSB: Application of knowledge; Analytical thinking

Learning Obj.: LO 1.2: Tell who managers are and where they work

Classification: Application

5) Alice is responsible for getting work done through others. Alice is a \_\_\_\_\_.

- A) consultant
- B) middle manager
- C) supervisor
- D) top manager

Answer: C

Diff: 2

AACSB: Application of knowledge; Analytical thinking

Learning Obj.: LO 1.2: Tell who managers are and where they work

Classification: Application

6) An individual who works with and through other people by coordinating their work activities in order to accomplish organizational goals is \_\_\_\_\_.

- A) an assembly line worker
- B) a laborer
- C) a manager
- D) a salesperson

Answer: C

Diff: 1

AACSB: Reflective thinking

Learning Obj.: LO 1.2: Tell who managers are and where they work

Classification: Concept

7) Supervisor is another name for \_\_\_\_\_.

- A) team leader
- B) middle manager
- C) first-line manager
- D) top manager

Answer: C

Diff: 1

AACSB: Reflective thinking

Learning Obj.: LO 1.2: Tell who managers are and where they work

Classification: Concept

8) A \_\_\_\_\_ is an example of a first-line manager.

- A) division manager
- B) store manager
- C) regional manager
- D) shift manager

Answer: D

Diff: 1

AACSB: Reflective thinking

Learning Obj.: LO 1.2: Tell who managers are and where they work

Classification: Concept

9) Kelly, a production supervisor, is responsible for ten employees who assemble components into a finished product. Kelly is a \_\_\_\_\_.

- A) top manager
- B) nonmanagerial employee
- C) middle manager
- D) first-line manager

Answer: D

Diff: 1

AACSB: Application of knowledge; Analytical thinking

Learning Obj.: LO 1.2: Tell who managers are and where they work

Classification: Application

10) Managers with titles such as regional manager, project leader, or division manager are \_\_\_\_\_.

- A) first-line managers
- B) top managers
- C) production managers
- D) middle managers

Answer: D

Diff: 1

AACSB: Reflective thinking

Learning Obj.: LO 1.2: Tell who managers are and where they work

Classification: Concept

11) Ben, a production plant manager, reports to Dan, a general manager. Ben and Dan are \_\_\_\_\_.

- A) top managers
- B) middle managers
- C) supervisors
- D) first-line managers

Answer: B

Diff: 2

AACSB: Application of knowledge; Analytical thinking

Learning Obj.: LO 1.2: Tell who managers are and where they work

Classification: Application

12) \_\_\_\_\_ are responsible for making organization-wide decisions and establishing the plans and goals that affect the entire organization.

- A) Middle managers
- B) Top managers
- C) Production managers
- D) Research managers

Answer: B

Diff: 2

AACSB: Reflective thinking

Learning Obj.: LO 1.2: Tell who managers are and where they work

Classification: Concept

13) Tom is responsible for project managers who supervise others who perform manual work.

He reports to a vice president on another continent. Tom is a \_\_\_\_\_.

- A) first line manager
- B) middle manager
- C) top manager
- D) nonmanager

Answer: B

Diff: 2

AACSB: Application of knowledge; Analytical thinking

Learning Obj.: LO 1.2: Tell who managers are and where they work

Classification: Application

14) \_\_\_\_\_ have titles such as executive vice president, chief operating officer, and chief executive officer.

- A) Supervisors
- B) Middle managers
- C) First-line managers
- D) Top managers

Answer: D

Diff: 2

AACSB: Reflective thinking

Learning Obj.: LO 1.2: Tell who managers are and where they work

Classification: Concept

15) Kenneth is a vice president of operations. His position would be regarded as a \_\_\_\_\_.

- A) top manager
- B) supervisor
- C) middle manager
- D) first-line manager

Answer: A

Diff: 2

AACSB: Analytical thinking

Learning Obj.: LO 1.2: Tell who managers are and where they work

Classification: Application

16) Blue Fin and ChrisCraft, two boat manufacturers, have merged. Top managers now must decide how the work will be divided and who will do what work. Such an arrangement makes up a(n) \_\_\_\_\_.

- A) strategic partnership
- B) coalition
- C) organization
- D) affinity group

Answer: C

Diff: 2

AACSB: Application of knowledge; Analytical thinking

Learning Obj.: LO 1.2: Tell who managers are and where they work

Classification: Application

17) The organizational chart shows titles such as front-line manager, plant manager, and vice president of operations. It is very likely this organization has a \_\_\_\_\_.

- A) traditional committee structure
- B) traditional pyramid structure
- C) modern matrix structure
- D) flexible structure

Answer: B

Diff: 2

AACSB: Application of knowledge; Analytical thinking

Learning Obj.: LO 1.2: Tell who managers are and where they work

Classification: Application

18) If your team quickly painted the wall but discovered afterward it was the wrong wall, your team would be \_\_\_\_\_.

- A) efficient but ineffective
- B) efficient and effective
- C) effective but inefficient
- D) neither effective nor efficient

Answer: A

Diff: 3

AACSB: Application of knowledge; Analytical thinking

Learning Obj.: LO 1.2: Tell who managers are and where they work

Classification: Application

19) Andrew is reviewing next week's orders, scheduling orders to machines, and assigning employees to run those machines. Andrew is engaged in \_\_\_\_\_.

- A) planning
- B) organizing
- C) leading
- D) controlling

Answer: A

Diff: 2

AACSB: Application of knowledge; Analytical thinking

Learning Obj.: LO 1.2: Tell who managers are and where they work

Classification: Application

20) Today's managers are just as likely to be women as they are men.

Answer: TRUE

Diff: 1

AACSB: Diverse and multicultural work environments

Learning Obj.: LO 1.2: Tell who managers are and where they work

Classification: Concept

21) A manager must coordinate and oversee the work of other people so that organizational goals can be accomplished.

Answer: TRUE

Diff: 1

AACSB: Reflective thinking

Learning Obj.: LO 1.2: Tell who managers are and where they work

Classification: Concept

22) A manager's job is all about personal achievement.

Answer: FALSE

Diff: 1

AACSB: Reflective thinking

Learning Obj.: LO 1.2: Tell who managers are and where they work

Classification: Concept

23) In traditionally structured organizations, managers can be classified as first-line managers, middle managers, or top managers.

Answer: TRUE

Diff: 1

AACSB: Reflective thinking

Learning Obj.: LO 1.2: Tell who managers are and where they work

Classification: Concept

24) Middle managers are responsible for making organization-wide decisions and establishing the plans and goals that affect the entire organization.

Answer: FALSE

Diff: 1

AACSB: Reflective thinking

Learning Obj.: LO 1.2: Tell who managers are and where they work

Classification: Concept

25) Describe and provide examples of first-line, middle, and top managers.

Answer:

- a. First-line managers are the lowest level of management and manage the work of nonmanagerial individuals who are directly involved with the production or creation of the organization's products. First-line managers are often called supervisors or even shift managers, district managers, department managers, or office managers.
- b. Middle managers are found between the lowest and top levels of the organization. These managers manage the work of first-line managers and may have titles such as department head, project leader, store manager, or division manager.
- c. Top managers are responsible for making organization-wide decisions and establishing the plans and goals that affect the entire organization. These individuals typically have titles such as executive vice president, president, managing director, chief operating officer, or chief executive officer.

Diff: 3

AACSB: Reflective thinking; Written and oral communication

Learning Obj.: LO 1.2: Tell who managers are and where they work

Classification: Concept

26) Donald's ability to complete activities efficiently and effectively with and through other people is known as \_\_\_\_\_.

- A) management
- B) leadership
- C) entrepreneurship
- D) delegation

Answer: A

Diff: 2

AACSB: Application of knowledge; Analytical thinking

Learning Obj.: LO 1.3: Describe the functions, roles, and skills of managers

Classification: Application

27) \_\_\_\_\_ involves ensuring that work activities are completed efficiently and effectively by the people responsible for doing them.

- A) Leading
- B) Managing
- C) Planning
- D) Organizing

Answer: B

Diff: 2

AACSB: Reflective thinking

Learning Obj.: LO 1.3: Describe the functions, roles, and skills of managers

Classification: Concept

28) Which of the following is an example of an efficient manufacturing technique?

- A) reducing product costs
- B) increasing the amount of time to manufacture products
- C) increasing product reject rates
- D) meeting customers' rigorous demand

Answer: A

Diff: 2

AACSB: Reflective thinking

Learning Obj.: LO 1.3: Describe the functions, roles, and skills of managers

Classification: Application

29) Wasting resources is considered to be an example of \_\_\_\_\_.

- A) inefficacy
- B) ineffableness
- C) inefficiency
- D) ineffectiveness

Answer: C

Diff: 1

AACSB: Reflective thinking

Learning Obj.: LO 1.3: Describe the functions, roles, and skills of managers

Classification: Concept

30) An automobile manufacturer increased the total number of cars produced while keeping the production costs the same. The manufacturer \_\_\_\_\_.

- A) increased its equity
- B) increased its efficiency
- C) increased its effectiveness
- D) increased its effort

Answer: B

Diff: 2

AACSB: Application of knowledge; Analytical thinking

Learning Obj.: LO 1.3: Describe the functions, roles, and skills of managers

Classification: Application



31) Ellen's ability to produce the same amount of product with fewer personnel is a reflection of her \_\_\_\_\_.

- A) effectiveness
- B) organizing skills
- C) leadership
- D) efficiency

Answer: D

Diff: 3

AACSB: Application of knowledge; Analytical thinking

Learning Obj.: LO 1.3: Describe the functions, roles, and skills of managers

Classification: Application

32) Effectiveness is associated with \_\_\_\_\_.

- A) reducing inventory
- B) decreasing production time
- C) doing the right things
- D) doing things right

Answer: C

Diff: 2

AACSB: Reflective thinking

Learning Obj.: LO 1.3: Describe the functions, roles, and skills of managers

Classification: Concept

33) Whereas \_\_\_\_\_ is concerned with the means of getting things done, \_\_\_\_\_ is concerned with the ends, or attainment of organizational goals.

- A) effectiveness; efficiency
- B) efficiency; effectiveness
- C) effort; efficiency
- D) efficiency; experience

Answer: B

Diff: 2

AACSB: Reflective thinking

Learning Obj.: LO 1.3: Describe the functions, roles, and skills of managers

Classification: Concept

34) The fact that Eileen achieves her departmental goals is an indication of her \_\_\_\_\_ as a manager.

- A) leadership
- B) effectiveness
- C) efficiency
- D) attention to detail

Answer: B

Diff: 2

AACSB: Application of knowledge; Analytical thinking

Learning Obj.: LO 1.3: Describe the functions, roles, and skills of managers

Classification: Application

35) If Fiona accomplishes her projects with high-quality results, but takes more time than other managers in the process, as a manager she is \_\_\_\_\_.

- A) efficient, but ineffective
- B) a leader, but not a top manager
- C) project oriented, but not effective
- D) effective, but inefficient

Answer: D

Diff: 2

AACSB: Application of knowledge; Analytical thinking

Learning Obj.: LO 1.3: Describe the functions, roles, and skills of managers

Classification: Application

36) More than a hundred years ago, Henri Fayol proposed that managers performed five functions. They were \_\_\_\_\_.

- A) planning, organizing, directing, evaluating, and controlling
- B) organizing, directing, coordinating, evaluating, and controlling
- C) planning, organizing, directing, coordinating, and controlling
- D) planning, organizing, commanding, coordinating, and controlling

Answer: D

Diff: 3

AACSB: Application of knowledge; Analytical thinking

Learning Obj.: LO 1.3: Describe the functions, roles, and skills of managers

Classification: Application

37) Today, the basic management functions include \_\_\_\_\_.

- A) planning, organizing, commanding, and coordinating
- B) planning, organizing, coordinating, and controlling
- C) planning, organizing, directing, and controlling
- D) planning, organizing, leading, and controlling

Answer: D

Diff: 2

AACSB: Reflective thinking

Learning Obj.: LO 1.3: Describe the functions, roles, and skills of managers

Classification: Concept

38) Establishing strategies for achieving organizational goals is a part of the \_\_\_\_\_ function.

- A) leading
- B) coordinating
- C) planning
- D) organizing

Answer: C

Diff: 1

AACSB: Reflective thinking

Learning Obj.: LO 1.3: Describe the functions, roles, and skills of managers

Classification: Concept

39) When Gavin decides as to how many units of output his employees should produce, he is performing which of the following management functions?

- A) controlling
- B) leading
- C) planning
- D) organizing

Answer: C

Diff: 2

AACSB: Application of knowledge; Analytical thinking

Learning Obj.: LO 1.3: Describe the functions, roles, and skills of managers

Classification: Application

40) Organizing includes \_\_\_\_\_.

- A) setting organizational goals
- B) hiring organizational members
- C) motivating organizational members
- D) determining who does what tasks

Answer: D

Diff: 2

AACSB: Reflective thinking

Learning Obj.: LO 1.3: Describe the functions, roles, and skills of managers

Classification: Concept

41) The human resources manager is meeting with the production manager to write job descriptions and to decide how to group jobs for a new production line. These two are engaged in \_\_\_\_\_.

- A) planning
- B) organizing
- C) leading
- D) controlling

Answer: B

Diff: 2

AACSB: Application of knowledge; Analytical thinking

Learning Obj.: LO 1.3: Describe the functions, roles, and skills of managers

Classification: Application

42) Two of Brent's subordinates have not been getting along, a situation that has now interfered with their productivity. When Brent meets with them to resolve the conflict, he is engaged in \_\_\_\_\_.

- A) planning
- B) organizing
- C) leading
- D) controlling

Answer: C

Diff: 2

AACSB: Application of knowledge; Analytical thinking

Learning Obj.: LO 1.3: Describe the functions, roles, and skills of managers

Classification: Application

43) Motivating subordinates is primarily associated with the management function of \_\_\_\_\_.

- A) planning
- B) organizing
- C) leading
- D) directing

Answer: C

Diff: 2

AACSB: Reflective thinking

Learning Obj.: LO 1.3: Describe the functions, roles, and skills of managers

Classification: Concept

44) When Fred tells the employees that he is sure they can fulfill the schedule because they are good and skilled employees, he is performing which of the following management functions?

- A) controlling
- B) leading
- C) negotiating
- D) delegating

Answer: B

Diff: 3

AACSB: Application of knowledge; Analytical thinking

Learning Obj.: LO 1.3: Describe the functions, roles, and skills of managers

Classification: Application

45) The process of monitoring, comparing, and correcting is called \_\_\_\_\_.

- A) controlling
- B) planning
- C) leading
- D) evaluating

Answer: A

Diff: 2

AACSB: Reflective thinking

Learning Obj.: LO 1.3: Describe the functions, roles, and skills of managers

Classification: Concept

46) When Joe checks the amount of output that the employees have completed and the number of units that have been rejected, he is performing which of the following management functions?

- A) controlling
- B) leading
- C) evaluating
- D) monitoring

Answer: A

Diff: 3

AACSB: Application of knowledge; Analytical thinking

Learning Obj.: LO 1.3: Describe the functions, roles, and skills of managers

Classification: Application

47) \_\_\_\_\_ developed a categorization scheme for defining what managers do, consisting of ten different but highly interrelated roles.

- A) Henri Fayol
- B) Abraham Maslow
- C) Henry Mintzberg
- D) Peter Drucker

Answer: C

Diff: 1

AACSB: Reflective thinking

Learning Obj.: LO 1.3: Describe the functions, roles, and skills of managers

Classification: Concept

48) According to Mintzberg's managerial roles, the \_\_\_\_\_ roles are ones that involve people and other duties that are ceremonial and symbolic in nature.

- A) informational
- B) interpersonal
- C) technical
- D) decisional

Answer: B

Diff: 1

AACSB: Reflective thinking

Learning Obj.: LO 1.3: Describe the functions, roles, and skills of managers

Classification: Concept

49) The \_\_\_\_\_ roles involve collecting, receiving, and disseminating information, according to Mintzberg's managerial roles.

- A) interpersonal
- B) informational
- C) technical
- D) decisional

Answer: B

Diff: 1

AACSB: Reflective thinking

Learning Obj.: LO 1.3: Describe the functions, roles, and skills of managers

Classification: Concept

50) When Brandi is sharing with her team members the information she received at this morning's production meeting, she is performing the Mintzberg role of \_\_\_\_\_.

- A) liaison

- B) monitor
- C) entrepreneur
- D) disseminator

Answer: D

Diff: 3

AACSB: Application of knowledge; Analytical thinking

Learning Obj.: LO 1.3: Describe the functions, roles, and skills of managers

Classification: Application

51) When the mayor officiates at the ribbon-cutting ceremony for the new bridge, he is performing one of Mintzberg's \_\_\_\_\_ roles.

- A) interpersonal
- B) informational
- C) decisional
- D) organizing

Answer: A

Diff: 3

AACSB: Application of knowledge; Analytical thinking

Learning Obj.: LO 1.3: Describe the functions, roles, and skills of managers

Classification: Application

52) Connie has an idea for a new product she would like to produce and market. Mintzberg would consider the activities necessary to form and launch her company to be part of the \_\_\_\_\_ role.

- A) planning
- B) resource allocator
- C) negotiator
- D) entrepreneur

Answer: D

Diff: 3

AACSB: Application of knowledge; Analytical thinking

Learning Obj.: LO 1.3: Describe the functions, roles, and skills of managers

Classification: Application

53) The \_\_\_\_\_ role (as Mintzberg defined it) is more important for lower-level managers than it is for either middle- or top-level managers.

- A) leader
- B) figurehead
- C) negotiator
- D) disseminator

Answer: A

Diff: 1

AACSB: Reflective thinking

Learning Obj.: LO 1.3: Describe the functions, roles, and skills of managers

Classification: Concept

54) When Calvin helps one of his employees troubleshoot a machine problem, he is using his \_\_\_\_\_ skills.

- A) negotiator
- B) technical
- C) interpersonal
- D) conceptual

Answer: B

Diff: 3

AACSB: Application of knowledge; Analytical thinking

Learning Obj.: LO 1.3: Describe the functions, roles, and skills of managers

Classification: Application

55) Technical skills include \_\_\_\_\_.

- A) experience gained by experiments that are used in performing managerial tasks
- B) job specific knowledge needed to proficiently perform work tasks
- C) the ability to work well with individuals and groups
- D) skills managers use to think and to conceptualize about abstract and complex situations

Answer: B

Diff: 1

AACSB: Reflective thinking

Learning Obj.: LO 1.3: Describe the functions, roles, and skills of managers

Classification: Concept

56) \_\_\_\_\_ skills tend to be more important for first-line managers since they manage employees who produce the organization's product.

- A) Human
- B) Technical
- C) Conceptual
- D) Empirical

Answer: B

Diff: 1

AACSB: Reflective thinking

Learning Obj.: LO 1.3: Describe the functions, roles, and skills of managers

Classification: Concept

57) Understanding machine operating instructions would be considered a(n) \_\_\_\_\_ skill for a production manager.

- A) interpersonal
- B) technical
- C) conceptual
- D) empirical

Answer: B

Diff: 2

AACSB: Application of knowledge; Analytical thinking

Learning Obj.: LO 1.3: Describe the functions, roles, and skills of managers

Classification: Application

58) \_\_\_\_\_ skills involve the ability to work well with other people, both individually and in a group.

- A) Technical
- B) Assessment
- C) Planning
- D) Interpersonal

Answer: D

Diff: 1

AACSB: Reflective thinking

Learning Obj.: LO 1.3: Describe the functions, roles, and skills of managers

Classification: Concept

59) When Michael meets with the human resources manager to discuss a complaint filed by one of the employees in the production department, he requires which of the following managerial skills?

- A) conceptual skills
- B) interpersonal skills
- C) negotiator skills
- D) disturbance handler skills

Answer: B

Diff: 3

AACSB: Application of knowledge; Analytical thinking

Learning Obj.: LO 1.3: Describe the functions, roles, and skills of managers

Classification: Application



60) When Sam Walton visited his Walmart stores, he would often lead the employees in cheers and give inspiring speeches. Sam knew the importance of \_\_\_\_\_ skills.

- A) decisional
- B) technical
- C) interpersonal
- D) conceptual

Answer: C

Diff: 3

AACSB: Application of knowledge; Analytical thinking

Learning Obj.: LO 1.3: Describe the functions, roles, and skills of managers

Classification: Application

61) Ralph's search for new technologies that can be used in the production processes of his plant is an example of which type of management skill?

- A) conceptual
- B) communication
- C) effectiveness
- D) monitor

Answer: A

Diff: 3

AACSB: Application of knowledge; Analytical thinking

Learning Obj.: LO 1.3: Describe the functions, roles, and skills of managers

Classification: Application

62) Which of the following is true concerning the three managerial skills?

- A) Technical skills tend to be most important for middle-level managers.
- B) Conceptual skills are most important for lower-level managers.
- C) Interpersonal skills remain equally important to all levels of management.
- D) Technical skills increase and conceptual skills decrease in importance as a manager climbs the organizational chart.

Answer: C

Diff: 2

AACSB: Analytical thinking

Learning Obj.: LO 1.3: Describe the functions, roles, and skills of managers

Classification: Concept

63) Because Sterling is a shift manager, \_\_\_\_\_.

- A) his technical skills are of the utmost priority
- B) his conceptual skills are of the utmost priority
- C) his interpersonal skills are not important
- D) he need not have any empirical skills

Answer: A

Diff: 2

AACSB: Application of knowledge; Analytical thinking

Learning Obj.: LO 1.3: Describe the functions, roles, and skills of managers

Classification: Application

64) Terry has recently been promoted from shift manager to department manager. As a result, \_\_\_\_\_.

- A) his empirical skills are going to be most important
- B) the importance of his technical skills is reduced
- C) his conceptual skills are going to take the priority
- D) the importance of his interpersonal skills is reduced

Answer: B

Diff: 2

AACSB: Application of knowledge; Analytical thinking

Learning Obj.: LO 1.3: Describe the functions, roles, and skills of managers

Classification: Application

65) Ethan is the managing director of his organization. Therefore, \_\_\_\_\_.

- A) he should be very sound in his technical skills
- B) he can manage with limited financial skills
- C) conceptual skills are the most important skills that Ethan requires
- D) his interpersonal skills are not important

Answer: C

Diff: 2

AACSB: Application of knowledge; Analytical thinking

Learning Obj.: LO 1.3: Describe the functions, roles, and skills of managers

Classification: Application

66) Managers with good \_\_\_\_\_ know how to communicate, motivate and lead to get the best out of their people.

- A) interpersonal skills
- B) conceptual skills
- C) technical skills
- D) empirical skills

Answer: A

Diff: 1

AACSB: Reflective thinking

Learning Obj.: LO 1.3: Describe the functions, roles, and skills of managers

Classification: Concept

67) When Paul manages the employees who produce the product, he is utilizing his \_\_\_\_\_.

- A) conceptual skills
- B) disseminator skills
- C) technical skills
- D) interpersonal skills

Answer: C

Diff: 3

AACSB: Application of knowledge; Analytical thinking

Learning Obj.: LO 1.3: Describe the functions, roles, and skills of managers

Classification: Application

68) Conceptual skills involve \_\_\_\_\_.

- A) managing employees who use tools to produce the organization's products
- B) communicating with customers
- C) thinking about abstract and complex situations
- D) inspiring enthusiasm and trust among employees

Answer: C

Diff: 2

AACSB: Reflective thinking

Learning Obj.: LO 1.3: Describe the functions, roles, and skills of managers

Classification: Concept

69) The CEO of MindWerks must understand the industry in which his business competes, the future of that industry, and the competition. This requires strong \_\_\_\_\_ skills.

- A) technical
- B) interpersonal
- C) conceptual
- D) controlling

Answer: C

Diff: 3

AACSB: Application of knowledge; Analytical thinking

Learning Obj.: LO 1.3: Describe the functions, roles, and skills of managers

Classification: Application

70) Effectiveness refers to getting the most output from the least amount of input.

Answer: FALSE

Diff: 1

AACSB: Reflective thinking

Learning Obj.: LO 1.3: Describe the functions, roles, and skills of managers

Classification: Concept

71) Efficiency is described as "doing things right."

Answer: TRUE

Diff: 1

AACSB: Reflective thinking

Learning Obj.: LO 1.3: Describe the functions, roles, and skills of managers

Classification: Concept

72) The four contemporary functions of management are planning, organizing, leading, and controlling.

Answer: TRUE

Diff: 1

AACSB: Reflective thinking

Learning Obj.: LO 1.3: Describe the functions, roles, and skills of managers

Classification: Concept

73) Determining who reports to whom is part of the controlling function of management.

Answer: FALSE

Diff: 1

AACSB: Reflective thinking

Learning Obj.: LO 1.3: Describe the functions, roles, and skills of managers

Classification: Concept

74) Directing and motivating are part of the controlling function of management.

Answer: FALSE

Diff: 1

AACSB: Reflective thinking

Learning Obj.: LO 1.3: Describe the functions, roles, and skills of managers

Classification: Concept

75) When a manager performs the controlling function of management, he must monitor and evaluate performance.

Answer: TRUE

Diff: 1

AACSB: Reflective thinking

Learning Obj.: LO 1.3: Describe the functions, roles, and skills of managers

Classification: Concept

76) Figurehead, leader, and liaison are all interpersonal managerial roles according to Mintzberg.

Answer: TRUE

Diff: 1

AACSB: Reflective thinking

Learning Obj.: LO 1.3: Describe the functions, roles, and skills of managers

Classification: Concept

77) Disturbance handler is one of Mintzberg's interpersonal roles.

Answer: FALSE

Diff: 1

AACSB: Reflective thinking

Learning Obj.: LO 1.3: Describe the functions, roles, and skills of managers

Classification: Concept

78) According to Robert L. Katz, managers need to have technical, interpersonal, and conceptual skills.

Answer: TRUE

Diff: 1

AACSB: Reflective thinking

Learning Obj.: LO 1.3: Describe the functions, roles, and skills of managers

Classification: Concept

79) Technical skills become less important as a manager moves into higher levels of management.

Answer: TRUE

Diff: 1

AACSB: Reflective thinking

Learning Obj.: LO 1.3: Describe the functions, roles, and skills of managers

Classification: Concept

80) Conceptual skills are less important to top managers.

Answer: FALSE

Diff: 1

AACSB: Reflective thinking

Learning Obj.: LO 1.3: Describe the functions, roles, and skills of managers

Classification: Concept

81) Explain briefly how the definition of a manager has changed over time.

Answer: Managers used to be defined as the organizational members who told others what to do and how to do it. In the past, it was easy to differentiate managers from nonmanagerial employees. Nonmanagers were organizational members who worked directly on a job or task and had no one reporting to them. Managers were those who supervised other employees. Today, the changing nature of organizations and work has blurred the distinction between managers and nonmanagerial employees. Many traditional nonmanagerial jobs now include managerial activities. Most employees are multi-skilled and are being cross trained. Within a single shift, an employee can be a team leader, equipment operator, maintenance technician, quality inspector, or improvement planner.

Diff: 3

AACSB: Reflective thinking; Written and oral communication

Learning Obj.: LO 1.3: Describe the functions, roles, and skills of managers

Classification: Concept

82) Briefly discuss the difference between efficiency and effectiveness.

Answer:

a. Efficiency refers to getting the most output from the least amount of inputs. Because managers deal with scarce inputs – including resources such as people, money, and equipment – they are concerned with the efficient use of resources. It's often referred to as "doing things right" – that is, not wasting resources. For instance, efficient manufacturing techniques can be implemented by doing things such as cutting inventory levels, decreasing the amount of time to manufacture products, and lowering product reject rates.

b. Effectiveness is often described as "doing the right things" – that is, doing those work activities that will help the organization reach its goals. For instance, goals can include meeting customers' rigorous demands, executing world-class manufacturing strategies, and making employee jobs easier and safer. Through various work initiatives these goals can be pursued and achieved. Whereas efficiency is concerned with the means of getting things done, effectiveness is concerned with the ends, or attainment of organizational goals.

Diff: 3

AACSB: Reflective thinking; Written and oral communication

Learning Obj.: LO 1.3: Describe the functions, roles, and skills of managers

Classification: Concept

83) List and explain the four basic functions of management.

Answer: The four basic functions of management are: (a) Planning, (b) Organizing, (c) Leading, and (d) Controlling.

a. When managers engage in planning, they set goals, establish strategies for achieving those goals, and develop plans to integrate and coordinate activities.

b. When managers organize, they determine what tasks are to be done, who is to do them, how the tasks are to be grouped, who reports to whom, and where decisions are to be made.

c. When managers engage in leading, they motivate subordinates, help resolve work group conflicts, influence individuals or teams as they work, select the most effective communication channel, or deal in any way with employee behavior issues.

d. When managers control, they ensure that goals are being met and that work is being done as it should be. They monitor and evaluate performance. They compare actual performance with the set goals. If those goals aren't being achieved, it's the manager's job to get work back on track.

This process of monitoring, comparing, and correcting is the controlling function.

Diff: 3

AACSB: Reflective thinking; Written and oral communication

Learning Obj.: LO 1.3: Describe the functions, roles, and skills of managers

Classification: Concept

84) List the ten managerial roles developed by Mintzberg.

Answer: Mintzberg described ten managerial roles grouped around interpersonal relationships, the transfer of information, and decision making.

A. The interpersonal roles are ones that involve people (subordinates and persons outside the organization) and other duties that are ceremonial and symbolic in nature. The three interpersonal roles include:

- a. figurehead
- b. leader
- c. liaison

B. The informational roles involve collecting, receiving, and disseminating information. The three informational roles include:

- a. monitor
- b. disseminator
- c. spokesperson

C. Finally, the decisional roles entail making decisions or choices. The four decisional roles include:

- a. entrepreneur
- b. disturbance handler
- c. resource allocator
- d. negotiator

Diff: 3

AACSB: Reflective thinking; Written and oral communication

Learning Obj.: LO 1.3: Describe the functions, roles, and skills of managers

Classification: Concept

85) Describe the three main types of managerial skills identified by Robert Katz. Which skills are most important to each level of management, and why?

Answer: Robert L. Katz proposed that managers need three critical skills in managing: technical, interpersonal, and conceptual.

a. Technical skills are the job specific knowledge and techniques needed to proficiently perform work tasks. These skills tend to be more important for first-line managers because they typically manage employees who use tools and techniques to produce the organization's products or service the organization's customers. Often, employees with excellent technical skills get promoted to first-line manager.

b. Human skills involve the ability to work well with other people both individually and in a group. Because all managers deal with people, these skills are equally important to all levels of management. Managers with good interpersonal skills get the best out of their people. They know how to communicate, motivate, lead, and inspire enthusiasm and trust.

c. Conceptual skills are the skills managers use to think and to conceptualize about abstract and complex situations. Using these skills, managers see the organization as a whole, understand the relationships among various subunits, and visualize how the organization fits into its broader environment. These skills are most important to top managers.

Diff: 3

AACSB: Reflective thinking; Written and oral communication

Learning Obj.: LO 1.3: Describe the functions, roles, and skills of managers

Classification: Concept

86) \_\_\_\_\_ resulted in the shifting of organizational boundaries.

A) Digitization has

- B) Increased emphasis on organizational ethics has
- C) Increased competitiveness has
- D) Changing security threats have

Answer: A

Diff: 3

AACSB: Reflective thinking

Learning Obj.: LO 1.4: Describe the factors that are reshaping and redefining the manager's job

Classification: Concept

87) Increased accountability of employees is typically caused by \_\_\_\_\_.

- A) increased digitization
- B) increased emphasis on organizational ethics
- C) security threats to the organization
- D) discrimination concerns

Answer: B

Diff: 2

AACSB: Reflective thinking

Learning Obj.: LO 1.4: Describe the factors that are reshaping and redefining the manager's job

Classification: Concept

88) What is the connection between managers and customers?

- A) Today, managers are expected to interact regularly with customers.
- B) Managers in service industries are expected to deliver customer service but managers in manufacturing are not.
- C) Managers must create a customer-responsive organization in order to survive successfully in today's environment.
- D) There is no connection between managers and customers.

Answer: C

Diff: 3

AACSB: Application of knowledge; Analytical thinking

Learning Obj.: LO 1.4: Describe the factors that are reshaping and redefining the manager's job

Classification: Application

89) Social media is a communications tool which should be \_\_\_\_\_.

- A) used to publish one-way messages from managers to employees
- B) banned from the workplace
- C) limited only to top managers
- D) used to tap into innovation and talent

Answer: D

Diff: 3

AACSB: Reflective thinking

Learning Obj.: LO 1.4: Describe the factors that are reshaping and redefining the manager's job

Classification: Concept



90) From a business perspective, a company's ability to achieve its business goals and increase long-term shareholder value by integrating economic, environmental, and social opportunities into its business strategies is known as \_\_\_\_\_.

- A) accountability
- B) universality
- C) equitability
- D) sustainability

Answer: D

Diff: 3

AACSB: Reflective thinking

Learning Obj.: LO 1.4: Describe the factors that are reshaping and redefining the manager's job

Classification: Concept

91) Because of the emphasis her company has placed on sustainability, Darlene, a first-line manager, must now consider \_\_\_\_\_.

- A) how to handle new employee legislation
- B) the impact of her department's waste on the environment
- C) how to retain employees even during a recession
- D) her company's competitive advantage when scheduling workers

Answer: B

Diff: 3

AACSB: Application of knowledge; Analytical thinking

Learning Obj.: LO 1.4: Describe the factors that are reshaping and redefining the manager's job

Classification: Application

92) In order for organizations to survive successfully, managers must create a customer-responsive organization.

Answer: TRUE

Diff: 1

AACSB: Reflective thinking

Learning Obj.: LO 1.4: Describe the factors that are reshaping and redefining the manager's job

Classification: Concept

93) Managers must understand and manage both the power and the peril of social media.

Answer: TRUE

Diff: 1

AACSB: Reflective thinking

Learning Obj.: LO 1.4: Describe the factors that are reshaping and redefining the manager's job

Classification: Concept

94) Innovation is confined to high-tech and other technologically sophisticated organizations.

Answer: FALSE

Diff: 1

AACSB: Reflective thinking

Learning Obj.: LO 1.4: Describe the factors that are reshaping and redefining the manager's job

Classification: Concept

95) In a short essay, describe the importance of customers to the manager's job.

Answer: Organizations need customers. Without them, most organizations would cease to exist.

Yet, focusing on the customer has long been thought to be the responsibility of marketing types. However, employee attitudes and behaviors play a big role in customer satisfaction. Managers are recognizing that delivering consistent high-quality customer service is essential for survival and success in today's competitive environment and that employees are an important part of that equation. Managers must create a customer-responsive organization where employees are friendly and courteous, accessible, knowledgeable, prompt in responding to customer needs, and willing to do what's necessary to please the customer.

Diff: 3

AACSB: Reflective thinking; Written and oral communication

Learning Obj.: LO 1.4: Describe the factors that are reshaping and redefining the manager's job

Classification: Concept

96) Briefly describe the importance of innovation and sustainability to the manager's job.

Answer: Innovation means doing things differently, exploring new territory, and taking risks. It is not just for high-tech or other technologically sophisticated organizations. Innovative efforts can be found in all types of organizations. If a firm does not innovate, it undertakes great risks. Innovation is critical to today's organizations.

The concept of managing in a sustainable way, has had the effect of widening corporate responsibility not only to managing in an efficient and effective way, but also to responding strategically to a wide range of environmental and societal challenges. From a business perspective, sustainability is defined as a company's ability to achieve its business goals and increase long-term shareholder value by integrating economic, environmental, and social opportunities into its business strategies. Sustainability issues are now moving up the agenda of business leaders and the boards of thousands of companies. Running an organization in a more sustainable way means that managers have to make informed business decisions based on thorough communication with various stakeholders, understanding their requirements, and starting to factor economic, environmental, and social aspects into how they pursue their business goals.

Diff: 3

AACSB: Reflective thinking; Written and oral communication

Learning Obj.: LO 1.4: Describe the factors that are reshaping and redefining the manager's job

Classification: Concept

97) Management is needed in all types and sizes of organizations, at all organizational levels and in all organizational work areas, and in all organizations, no matter where they are located. This principle is known as the \_\_\_\_\_.

- A) impartiality of management
- B) neutrality of management
- C) universality of management
- D) reality of management

Answer: C

Diff: 1

AACSB: Reflective thinking

Learning Obj.: LO 1.5: Explain the value of studying management

Classification: Concept

98) The universality of management means that \_\_\_\_\_.

- A) all managers in all organizations perform the four management functions
- B) all managers in all organizations perform the same quantity of managerial functions

- C) all managers in all organizations perform managerial functions in similar ways
- D) any manager can work in any organization and perform any management function

Answer: A

Diff: 2

AACSB: Reflective thinking

Learning Obj.: LO 1.5: Explain the value of studying management

Classification: Concept

99) Which of the following types of managerial positions is most likely to involve clerical duties?

- A) supervisor
- B) regional manager
- C) project leader
- D) president

Answer: A

Diff: 2

AACSB: Reflective thinking

Learning Obj.: LO 1.5: Explain the value of studying management

Classification: Concept

100) Which of the following represents one of the challenges of management?

- A) creating an environment in which organizational members can do their best work
- B) helping others find meaning and fulfillment in their work
- C) influencing organizational outcomes
- D) having to deal with a variety of personalities

Answer: D

Diff: 3

AACSB: Reflective thinking

Learning Obj.: LO 1.5: Explain the value of studying management

Classification: Concept

101) Which of the following represents one of the rewards of being a manager?

- A) operating with limited resources
- B) receiving recognition in the organization
- C) motivating workers in chaotic situations
- D) performing duties that are more clerical than managerial

Answer: B

Diff: 1

AACSB: Reflective thinking

Learning Obj.: LO 1.5: Explain the value of studying management

Classification: Concept

102) Management is universally needed in all organizations.

Answer: TRUE

Diff: 1

AACSB: Reflective thinking

Learning Obj.: LO 1.5: Explain the value of studying management

Classification: Concept

103) A portion of a manager's job, especially at lower organizational levels, may entail duties that are often more clerical than managerial.

Answer: TRUE

Diff: 1

AACSB: Reflective thinking

Learning Obj.: LO 1.5: Explain the value of studying management

Classification: Concept

104) What is universality of management? Why is it important?

Answer: Management is needed in all types and sizes of organizations, at all organizational levels and in all organizational work areas, and in all organizations, no matter where they're located. This is known as the universality of management. In all organizations, managers must plan, organize, lead, and control.

Management is universally needed in all organizations. So it is necessary to find ways to improve the way organizations are managed. Organizations that are well managed develop a loyal customer base, grow, and prosper, even during challenging times. Those that are poorly managed find themselves losing customers and revenues. By studying management and its universality, an individual will be able to recognize poor management and work to get it corrected.

Diff: 3

AACSB: Reflective thinking; Written and oral communication

Learning Obj.: LO 1.5: Explain the value of studying management

Classification: Concept

105) List at least five rewards and five challenges of being a manager.

Answer: Rewards of Being a Manager:

- a. Managers create a work environment in which organizational members can work to the best of their ability.
- b. Managers have opportunities to think creatively and use their imagination.
- c. Managers help others find meaning and fulfillment in work.
- d. Managers get to support, coach, and nurture others.
- e. Managers get to work with a variety of people.
- f. Managers receive recognition and status in organization and community.
- g. Managers play a role in influencing organizational outcomes.
- h. Managers receive appropriate compensation in the form of salaries, bonuses, and stock options.

Challenges of Being a Manager:

- a. Managers have to do hard work.
- b. Managers have to deal with a variety of personalities.
- c. Managers often have to make do with limited resources.
- d. Managers have to motivate workers in chaotic and uncertain situations.
- e. Managers should be able to successfully blend knowledge, skills, ambitions, and experiences of a diverse work group.

Diff: 3

AACSB: Reflective thinking; Written and oral communication

Learning Obj.: LO 1.5: Explain the value of studying management

Classification: Concept