

FINALTERM EXAMINATION Spring 2010  
MGT503- Principles of Management (Session - 2)

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**Rechecked by Maqsoom Raza**

Question No: 1 ( M - 1 ) .

Promoting team spirit within the organization is called:

- ▶ Stability of tenure of personnel
- ▶ Remuneration
- ▶ Centralization
- ▶ **Esprit de corps**

Question No: 2 ( M - 1 ) .

Through technological and managerial process inputs of an organization are transformed into:

- ▶ **Output**
- ▶ Feedback
- ▶ Feed forward
- ▶ Transformation

Question No: 3 ( M - 1 ) .

Constituencies in an organization's external environment that are affected by the organization's decisions and actions are called:

- ▶ **Stakeholders**
- ▶ Advisories
- ▶ Beneficiaries
- ▶ Environmentalists

Question No: 4 ( M - 1 ) .

The culture of an organization is largely determined by:

- ▶ **Top management**
- ▶ Employees
- ▶ Stockholders
- ▶ The company founders

Question No: 5 ( M - 1 ) .

The set of processes involved in creating or determining the strategies of the organization is called:

- ▶ **Strategy formulation**
- ▶ Strategy implementation
- ▶ Strategy evaluation

- ▶ Strategy imitation

Question No: 6 ( M - 1 ) .

When the strength provides superior and unique customer value and is difficult to imitate then the distinctive competence creates a sustainable:

- ▶ Competitive advantage

- ▶ Scope
- ▶ Resource deployment
- ▶ Effective strategy

Question No: 7 ( M - 1 ) .

Most managers believe that if an MBO (management by objective) program is to be successful, it must start at:

- ▶ Non-managerial level

- ▶ Top Level

- ▶ Middle level
- ▶ Lower level

Question No: 8 ( M - 1 ) .

Which of the following is the set of strategic alternatives that an organization chooses from, as it manages its operations simultaneously across several industries and several markets?

- ▶ Business-level strategy
- ▶ Corporate-level strategy
- ▶ Functional-level strategy
- ▶ Market-level strategy

Question No: 9 ( M - 1 ) .

ABC Company continues to offer the same quality beauty products it has for the last 10 years. The company is successful and has no current plans for change. Which of the following types of strategies is it employing?

- ▶ Growth
- ▶ Stability
- ▶ Retrenchment
- ▶ Combination

Question No: 10 ( M - 1 ) .

A strategy in which an organization seeks to distinguish itself from competitors through the quality of its products or services is called:

▶ Deliberate strategy

▶ Differentiation strategy

▶ Emergent strategy

▶ Focus Strategy

Question No: 11 ( M - 1 ) .

In which organizational structure employee have two managers?

▶ Team

▶ Learning

▶ Boundaryless

▶ Matrix

Question No: 12 ( M - 1 ) .

Suppose that motivated employees are in great tension. In order to relieve this tension they should:

▶ Involve in entertaining

▶ Stability of tenure of personnel

▶ Remuneration

▶ Centralization

Question No: 13 ( M - 1 ) .

In Equity theory, which of the following term is used for persons, systems or selves against which individuals compare themselves?

▶ Model

▶ Referent

▶ Leader

▶ Professional

Question No: 14 ( M - 1 ) .

Which of the following is one of the seven traits associated with leadership?

▶ Fluency of speech

▶ Honesty

▶ Appearance

▶ Social class

Question No: 15 ( M - 1 ) .

Women tend to use which of the following leadership style?

- ▶ Autocratic
- ▶ Laissez-faire
- ▶ Dictatorial
- ▶ Democratic

Question No: 16 ( M - 1 ) .

It is most appropriate to use oral communication when you have to communicate:

- ▶ A monthly report to the CEO on company performance
- ▶ An impersonal message to a group of people
- ▶ A lengthy welcoming message to a new salesperson
- ▶ A brief, time sensitive personal message

Question No: 17 ( M - 1 ) .

Direct supervision is the best-known form of which of the following control?

- ▶ Feed forward
- ▶ Concurrent
- ▶ Feedback
- ▶ Management

Question No: 18 ( M - 1 ) .

Which of the following is a process that involves managers from all parts of the organization in the formulation of strategic goals?

- ▶ Strategic organizing
- ▶ Strategic management
- ▶ Strategic positioning
- ▶ Strategic planning

Question No: 19 ( M - 1 ) .

Which of the following is the disadvantage of the Process departmentalization?

- ▶ Time consuming process
- ▶ Cost of Production is high
- ▶ Can be used only with certain type of products
- ▶ Duplication of functions across the departments

Question No: 20 ( M - 1 ) .

According to Adam Smith, the division of labor results in:

- ▶ Increased worker's motivation

▶ Decreased worker's specialization

▶ Increased worker's productivity

▶ Decreased worker's motivation

Question No: 21 ( M - 1 ) .

Which of the following terms is sometimes used to describe picking a course of action that is satisfactory under the circumstances?

▶ Escalation of commitment

▶ Satisficing

▶ Risk

▶ Bounded rationality

Question No: 22 ( M - 1 ) .

Which of the following order is correct about strategy formulation?

▶ Developing specific strategies, identifying the mission and strategic goals, conducting competitive analysis

▶ Identifying the mission and strategic goals, conducting competitive analysis, developing specific strategies

▶ Identifying the mission and strategic goals, developing specific strategies, conducting competitive analysis

▶ Developing specific strategies, conducting competitive analysis, identifying the mission and strategic goals

Question No: 23 ( M - 1 ) .

When we talk about an organization's core technology, we mean organization's:

▶ Less important technology

▶ Most important technology

▶ All technologies the organization is using

▶ Technology that is never used

Question No: 24 ( M - 1 ) .

"What motivates us" relates to which of the following type of motivation theory?

▶ Content Theories of motivation

▶ Process theories of motivation

▶ Reinforcement theories of motivation

▶ Hawthorne studies

Question No: 25 ( M - 1 ) .

Mr. A is working as machine operator and he has to take precautionary measures to keep himself safe from any injury. Which of the following needs is critical for Mr. A?

- ▶ Social
- ▶ Self actualization
- ▶ Esteem
- ▶ **Safety**

Question No: 26 ( M - 1 ) .

Saad, a new employee has observed that one of his colleagues is being warned by the manager on coming late. Saad decided to come on time to avoid such warning, manager has used which of the following behavior modification method?

- ▶ Extinction
- ▶ Negative reinforcement
- ▶ Punishment
- ▶ **Positive reinforcement**

Question No: 27 ( M - 1 ) .

According to Goal setting theory which of the following is important while setting the goals?

- ▶ Goal commitment
- ▶ **All of the given options**
- ▶ Goal specificity
- ▶ Goal acceptance

Question No: 28 ( M - 1 ) .

Mr. A has been given the project of collecting data on students' motivation from different institutes. He is performing the tasks by putting all of his efforts because he will be given bonus pay if he fulfills his task on time. He is influenced by which of the following powers of his boss?

- ▶ **Reward Power**
- ▶ Coercive Power
- ▶ Referent Power
- ▶ Expert Power

Question No: 29 ( M - 1 ) .

Amir has very good communication skills and inspires his followers through his personal appeal and confidence. Which leadership styles Amir adopts?1

- ▶ Visionary
- ▶ **Charismatic**

▶ Transformational

▶ Laissez fair

Question No: 30 ( M - 1 ) .

The behavior that arises among individuals who have previously worked in any other groups is called:

▶ Primacy

▶ Carryover behavior

▶ Group cohesiveness

▶ Group behavior

Question No: 31 ( M - 1 ) .

Controlling function is important at which level of organizations?

▶ Strategic

▶ Tactic

▶ Operation

▶ All of the given options

Question No: 32 ( M - 1 ) .

A performance measurement tool that covers four areas "financial, customer, internal processes, and people" and that can enhance company's performance is called:

▶ Benchmarking

▶ Cyber control system

▶ Non-cybernetic control system

▶ Balanced scorecard

Question No: 33 ( M - 1 ) .

In order to successfully attain the organizational targets & customer satisfaction, in which of the following area managers have to concentrate?

- Options
- Global
- Customer Satisfaction
- Home
- Employee
- Bonus
- Mission Statement
- Abc Company
- Adam Smith
- Advantage flea and tick

- ▶ Co-ordination with subordinates & peers
- ▶ Feedback from internal & external environment
- ▶ Integrated network of departments & divisions

▶ All of the given options

Question No: 34 ( M - 1 ) .

In order to deal against global competition which of the given approach is generally adopted by different countries?

- ▶ Concentrate on producing cheap products
- ▶ Target the elite class of the society only
- ▶ Draft cooperation agreement with other countries
- ▶ Enhance profit margins by setting high prices

Question No: 35 ( M - 1 ) .

Cognitive ability of an individual effects the decision making process in which of the following manner?

- ▶ Can not utilize the available resources
- ▶ Can not interpret all available information
- ▶ Can not provide required financial resources
- ▶ Can not control the external situations

Question No: 36 ( M - 1 ) .

While scanning the environment, which of the given element is considered at the most, by the organizations?

- ▶ Internal environment
- ▶ Task external environment
- ▶ Mega external environment
- ▶ Domestic environment

Question No: 37 ( M - 1 ) .

Which of the element of SWOT analysis is most useful in developing competitive advantage of a firm?

- ▶ Strength
- ▶ Weakness
- ▶ Opportunity
- ▶ Threat

Question No: 38 ( M - 1 ) .

All of the following are the characteristics of Max Weber's ideal bureaucracy EXCEPT:

- ▶ Formalization of rules and procedures
- ▶ Impersonality in application of rules and sanctions
- ▶ Production enhancement through employee empowerment
- ▶ Specialization of labor

Question No: 39 ( M - 1 ) .

Which of the following is called an input to an organizational system?

- ▶ Employees
- ▶ Products
- ▶ Services
- ▶ Customers

Question No: 40 ( M - 1 ) .

Decisions should be made after a thorough:

- ▶ Action
- ▶ Planning
- ▶ Investigation
- ▶ Proceeding

Question No: 41 ( M - 1 ) .

In order to make organization more flexible and responsive through employee participation, organization should tend towards which of the following?

- ▶ Decentralization
- ▶ Globalization
- ▶ Departmentalization
- ▶ Widen the span of control

Question No: 42 ( M - 1 ) .

With respect to five hierarchical needs of Marlow's theory, at which level transformational style is more beneficial?

- ▶ Physical needs
- ▶ Safety needs
- ▶ Social needs
- ▶ Self-actualization needs

Question No: 43 ( M - 1 ) .

A third member in a group of three individuals significantly:

▶ Assists in taking decisions through majority agreement

- ▶ Adds valuable suggestions and ideas than other two
- ▶ Maintains unbiased environment within group
- ▶ Helps in decreasing individualism and enhances cohesiveness

Question No: 44 ( M - 1 ) .

Organic control is best described as the controlling mechanism of:

▶ Learning organization

- ▶ Bureaucratic organization
- ▶ Mechanistic organization
- ▶ Centralized organization

Question No: 45 ( M - 1 ) .

Which of the following groups usually adjourns?

▶ Task group

- ▶ Command group
- ▶ Friendship group
- ▶ Functional group

Question No: 46 ( M - 1 ) .

Which of the given factor significantly differentiate 'Teams' from 'Groups'?

- ▶ Teams consisted of at least 5 members, whereas group with at least 2 members
- ▶ Teams have common goal which is missing among the groups

▶ Teams are more synergized than groups   doubt

▶ Teams interact regularly while groups occasionally   doubt

Question No: 47 ( M - 1 ) .

MA. Sohail, CEO of Leads Group has to increase the salaries of marketing staff because of high turnover, demand of more salary and lack of motivation in the marketing department. Which of the following force created the need for change in the salary of marketing department?

- ▶ Change in implemented technology
- ▶ Change in the regional economy
- ▶ Change in employees' behavior

▶ Change in marketing strategy

Question No: 48 ( M - 1 ) .

When public sector organizations serve in terms of varying needs of children, disabled & adults, it is said to be adopting which kind of departmentalization?

- ▶ Product
- ▶ Geographic
- ▶ Outcome
- ▶ Customer

Question No: 49 ( M - 3 )

Enlist any three powers by which leaders can affect/influence the behavior of others.

ANS:

- Increase in circle of tolerance
- Align values to the environment we can create
- Increase in references that helpful.

Question No: 50 ( M - 3 )

In which areas Market Control is implemented?

Question No: 51 ( M - 5 )

“Leadership is both process and a property”. Explain.

ANS:

Leadership is a trait which comprises of many virtues and qualities. It is a process but at the same time having attained all the qualities of a leader, it can also be termed as a property. Leadership is a multi-disciplined and a multi-dimensional trait which comprises of different elements.

Places where a decision is required to be taken may require a leadership process to reach a specific decision. But at times when there are individuals who look forward and join an individual since they think that he is the one who will assist them in achieving their goals would be termed as a property. Corporations and businesses want to acquire such managers who have the charisma to make people follow them blindly. In such cases leadership becomes a property

Question No: 52 ( M - 5 )

How would you differentiate Job enlargement, job rotation and job enrichment?

In job enlargement as the name shows, the span of responsibilities is more wider with several tasks which makes the job more challenging, where the worker get more work load which decrease the efficiency.

In job rotation worker are being shifted through a set of jobs in a planned manner, and as compare to job enlargement here tasks are easy and responsibilities are not so heavy. And the basic aim is not make the job challenging but to develop and train the employ.

job enrichment is the upgrading of job task mix the reason to do so is to increase growth potential , responsibilities and achievement's.

**Question No: 53 ( M - 5 )**

**For what reasons organizations are inclined towards developing & implementing a strong control system?**

**ANS:**

An organization is only successful when it has a good control system. Controlling is one of the major management functions. A good control system would not only include a good monitoring system but at the same time it would have the inbuilt system to rectify any faults at any stage of the production process. The reasons the organizations are inclined towards developing and implementing a strong control system can be elicited as under:

- To develop and maintain standards
- To have a regular check on the standards so that they are not compromised
- Recognize good performances and give recognition to the deserving individuals.
- Take corrective action where it is felt that the standards have not been met and there was a weakness or a weak link was observed
- Keep on revising the standards as per requirement to retain a competitive advantage
- The good control system would also incorporate any weaknesses of the top management and highlight the measures to be taken by them.

**Spring 2010**

**MGT503- Principles of Management (Session - 2)**

**CHECKED BY MARINA KHAN**

**VUZS SOLUTION TEAM**

**[www.vuzs.info](http://www.vuzs.info)**

**<http://groups.google.com/group/vuZs>**

**Time: 90 min**

**Question No: 1 ( M - 1 ) .**

**All of following are true regarding teams EXCEPT:**

- ▶ Teams are more flexible than traditional departments
- ▶ **Teams are less responsive to a changing environment**
- ▶ Teams can serve as a source of job satisfaction
- ▶ Teams better utilize employee talents

**Question No: 2 ( M - 1 ) .**

**If you get more output from a given input, you have:**

- ▶ Decreased effectiveness

- ▶ Increased effectiveness
- ▶ Decreased efficiency
- ▶ **Increased efficiency**

Efficiency refers to getting the most output from the least amount of inputs.

**Question No: 3 ( M - 1 )**

**Constituencies in an organization's external environment that are affected by the organization's decisions and actions are called:**

▶ **Stakeholders**

- ▶ Advisories
- ▶ Beneficiaries
- ▶ Environmentalists

Stakeholders are any constituencies in the organization's external environment that are affected by, or have a vested interest in, the organization's decisions and actions

**Question No: 4 ( M - 1 )**

**European Union was established in:**

▶ **February 1992**

- ▶ January 1994
- ▶ July 1992
- ▶ November 1993

The primary motivation for the creation of the EU (in February 1992) was to allow these nations to reassert their position against the industrial strength of the United States and Japan.

**Question No: 5 ( M - 1 )**

**Mission Statement of Johnson & Johnson is:**

"We believe our first responsibility is to the doctors, nurses, and patients, to mothers and all others who use our products" **This statement shows which of the following attributes**

**of mission statement?**

- ▶ Location
- ▶ Customers
- ▶ Self concept
- ▶ **Desired public image**

Concern for public image: what are the organization's public responsibilities and what image is desired?

**Question No: 6 ( M - 1 )**

**Operational plans are normally associated with which of the following organizational level?**

- ▶ Global level
- ▶ Corporate level
- ▶ **Business level**
- ▶ Functional level

Operational plans specify the details of how the Overall goals are to be achieved. Long-term plans are plans with a time frame beyond three years. Short-term plans cover one year or less. Specific plans are clearly defined and leave no room for interpretation.

**Question No: 7 ( M - 1 )**

**Which of the following is the set of strategic alternatives that an organization chooses from, as it conducts business in a particular industry or market?**

▶ **Business-level strategy**

- ▶ Corporate-level strategy
- ▶ Functional-level strategy
- ▶ Market-level strategy

Ref: <http://books.google.com.pk/books?id=R-OvGf0pvK8C&pg=PA202&lpg=PA202&dq=Which+of+the+following+is+the+set+of+strategic+alternatives+that+an+organization+chooses+from,+as+it+conducts+business+in>

**Question No: 8 ( M - 1 )**

**In BCG matrix which of the following businesses have a very small share of a market and are not expected to grow?**

- ▶ Star
- ▶ **Dogs**
- ▶ Cash cow
- ▶ Question mark

A **Dog** has a low market share in an area of low growth.

**Question No: 9 ( M - 1 )**

**When managers delegate authority, they must allocate equal:**

▶ **Responsibility**

- ▶ Power
- ▶ Money
- ▶ Influence

Delegation is assignment of part of manager's work to others along with responsibility and authority.

**Question No: 10 ( M - 1 )**

**Which of the following organization is responsible for the development of small business inPakistan?**

▶ **SMEDA**

- ▶ BISE
- ▶ ICMA
- ▶ PCSIR

**Small And Medium Enterprise Development Authority** SMEDA is to provide information about investment opportunities to the small & medium enterprises (SME's)

**Question No: 11 ( M - 1 )**

**Which of the following creates the "Dual Chain of Command?"**

- ▶ Team based and Project Structure
- ▶ Functional and Simple structure
- ▶ **Project and matrix Structure**

▶ Simple and matrix Structure

<http://www.practical-management.com/Organization-Development/Matrix-Structure.html>

**Question No: 12 ( M - 1 )**

**Which of the following is an internal state that makes certain outcomes appear attractive?**

- ▶ Fad
- ▶ Desire
- ▶ **Need**
- ▶ Fashion

A need is an internal state that makes certain outcomes appear attractive

**Question No: 13 ( M - 1 )**

**The statement that people will exercise self direction and self control if they are committed to the objectives, is true about which of the following?**

- ▶ Equity Theory
- ▶ ERG Theory
- ▶ Theory X

▶ **Theory Y**

**A manager who view employees from a Theory Y perspective believes:**

Employees can view work as being as natural as rest or play

Men and women will exercise self-direction and self-control if they are committed to the objectives

(zubair,vuzs,feb11)

**Question No: 14 ( M - 1 )**

**According to Herzberg's Motivation-Hygiene Theory, which of the following is NOT a hygiene factor?**

- ▶ Working Conditions
- ▶ Salary

▶ **Relationship with supervisor**

- ▶ Work itself

**Hygiene factors** are factors that eliminate dissatisfaction. They include things such as supervision,

Company policy, salary, working conditions, security and so forth—extrinsic factors associated with job context, or those things surrounding a job.

**Question No: 15 ( M - 1 )**

**Which of the following group engages in collective work that requires joint effort and generates a positive synergy?**

▶ **Work group**

- ▶ Work team
- ▶ Quality circle
- ▶ Functional team

The work group processes usually result in greater or lesser performance than would occur if the individuals worked alone rather than as members of the group. This process is called synergy.

**Question No: 16 ( M - 1 )**

**A team whose members are at different locations, who work together and solve problems through computer-assisted exchange rather than personal, face-to-face meetings are operating as which of the following?**

- ▶ Virtual team
- ▶ Quality circle
- ▶ Self-directed team

▶ **Cross-functional team**

**Cross-functional team** is one in which individuals who are experts in various specialties (or functions) work together on various organizational tasks.

**Question No: 17 ( M - 1 )**

**Amir has found out that his department operates on the most popular type of control that many other companies use. Which type of control all companies have in common?**

▶ Feedforward

▶ **Concurrent**

▶ Feedback

▶ Indirect

**Concurrent control** involves the regulation of ongoing activities that are part of the transformation process to ensure that conform to organizational standards.

- a. Checkpoints are in place to determine whether to continue the process, take corrective action, or stop worked altogether.
- b. Other names for concurrent control are "screening" and "yes-no control."
- c. This type of control is not appropriate for work that requires creativity or innovation.

**Question No: 18 ( M - 1 )**

**Which of the following can be defined as the art and science of formulating, implementing and evaluating cross-functional decisions that enable an organization to achieve its objectives?**

▶ Strategy formulation

▶ Strategy evaluation

▶ Strategy implementation

▶ **Strategic management**

**Question No: 19 ( M - 1 )**

**Decisions which deal with situations where the factors are fairly structured and occur with some frequency are called:**

▶ Heuristic decision

▶ **Programmed decision**

▶ Satisficing decision

▶ Non-programmed decision

**Programmed decisions** are those made in routine, repetitive, well-structured situations through the use of predetermined decision rules.

**Question No: 20 ( M - 1 )**

"Employees dislike work, they are lazy, dislike responsibilities and must be coerced to perform". Which of the following best describes this statement?

▶ Hygiene Factor Theory

▶ Resistance Theory

▶ **Theory X**

▶ Two factors Theory

**Theory X** was the assumption that employees dislike work, are lazy, seek to avoid responsibility, and must be coerced to

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perform.

2. **Theory Y** was the assumption that employees are creative, seek responsibility, and can exercise self-direction.

**Question No: 21 ( M - 1 )**

Management of ABC Company has decided to adopt a systematic way of setting goals for its work units and for employees so that all their activities are directly linked to achieve the organizational goals. Management of ABC Company is following which of the following concept?

▶ **Management by objective**

▶ Management by resources

▶ Management by authority

▶ Management by system

**Management by objectives (MBO)** is a process through which specific goals are set

Collaboratively for the organization as a whole and every unit

and individual within it; the goals then

are used as a basic for planning, managing organizational activities, and assessing and rewarding contributions.

**Question No: 22 ( M - 1 )**

Mr. Ali is working in XYZ Company for the last three years and since then he is performing the same tasks. Now he wants to put his efforts in the more challenging tasks that could increase the amount of his control and responsibilities.

What possible job practices should be added to Ali's job?

▶ Job enlargement

▶ **Job enrichment**

▶ Job rotation

▶ Feedback

**Job enrichment**, pioneered by Frederick Herzberg, is the process of upgrading the job-task mix in order to increase significantly the potential for growth, achievement, responsibility, and recognition.

**Question No: 23 ( M - 1 )**

Honda has decided to shift towards the higher efficiency rather than sales growth. For achieving such goal, some authorities were delegated to middle managers,

which were previously held by top management. Honda has applied which of the following concept?

▶ **Highly centralized**

- ▶ Departmentalization
- ▶ Decentralization
- ▶ Centralization

**Question No: 24 ( M - 1 )**

"How long effort is maintained" relates to which of the following approach of performing a task?

▶ **Intensity**

- ▶ Direction
- ▶ Persistence
- ▶ Motivation

**Question No: 25 ( M - 1 )**

All of the following are the behavioral theories EXCEPT:

▶ **Path Goal studies**

- ▶ OhioState Studies
- ▶ MichiganStudies
- ▶ IowaStudies

Four main leader behavior studies are carried out.

- a. **University of Iowa Studies**—Kurt Lewin and associates—studied three leadership styles: autocratic, democratic, and laissez-faire.
- b. **The Ohio State Studies** identified two important dimensions of leader behavior—initiating structure and consideration.
- c. **University of Michigan Studies** identified two dimensions of leader behavior—employee oriented and production oriented.
- d. **The Managerial Grid** is a two-dimensional grid for appraising leadership styles using "concern for people" and "concern for production" as dimensions.

**Question No: 26 ( M - 1 )**

Which of the following can be used as a medium of communication in the organizations?

- ▶ Manuals
- ▶ Meetings
- ▶ Face to face discussions

▶ **All of the given options**

The **medium** is the method used to convey the message to the intended receiver, e.g., Telephone, meeting, formal report.

**Question No: 27 ( M - 1 )**

During a meeting Mr. A, from the quality control department was not agreeing with the marketing manager on the issue like "how to improve the product quality ". He simply leaves the meeting and by doing so he wants to communicate his disagreement with the marketing manager. This is an example of:

- ▶ Non-verbal

- ▶ Verbal
- ▶ Written
- ▶ **Oral**

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**Question No: 28 ( M - 1 )**

**The force that results in greater combined gains/benefits through group interaction is called:**

▶ **Positive synergy**

- ▶ Negative synergy
- ▶ Individualism
- ▶ Cohesiveness

**Positive synergy** is the force that results when the combined gains from group interaction (as opposed to individuals operating alone) are greater than group process losses.

**Question No: 29 ( M - 1 )**

**Which of the given option represents the relationship between 'Management Science' & 'Operation Management'?**

▶ **Both are used interchangeably**

- ▶ Operation management is an applied form of management science
- ▶ Management science is an applied form of operation management
- ▶ No relationship exists between the two

**Question No: 30 ( M - 1 )**

**Job activities performed by workers of an organization are served as:**

▶ **Input in a system**

- ▶ Transformation process
- ▶ Output offered by organization
- ▶ Feedback from the environment

**Inputs:** the various human, materials, financial, equipment, and informational resources required to produce goods and services.

**b. Transformation processes:** the organization's managerial and technological abilities that are

applied to convert inputs into outputs.

**c. Outputs:** the products, services, and other outcomes produced by the organization.

**d. Feedback:** information about results and organizational status relative to its environment.

**Question No: 31 ( M - 1 )**

**In order to respond to irrational situations, which of the following style is preferred?**

- ▶ Crisis decision making style
- ▶ **Programmed decision making style**

▶ Opportunity decision making style

▶ Non-programmed decision making style

1. At the higher levels of the organization, managers are dealing with poorly structured problems and using non-programmed decisions. Managerial decision making is assumed to be **rational**; that is, choices that is consistent and value maximizing within specified constraints.

2. At lower levels, managers are dealing with well-structured problems by using Programmed Decisions.

**Question No: 32 ( M - 1 )**

**Amir is representing his company at the local Chamber of Commerce Annual Business Recognition luncheon. He is performing which of the following managerial role?**

- ▶ Liaison
  - ▶ Negotiator
  - ▶ Monitor
  - ▶ **Figurehead**
- (zubair vuzs)

**Question No: 33 ( M - 1 )**

**Selection of students in the admission process of university is an illustration of:**

- ▶ Structured decisions
- ▶ Ill-structured decisions
- ▶ **Programmed decisions**
- ▶ Non-programmed decisions

**Programmed decisions** are those made in routine, repetitive, well-structured situations through the use of predetermined decision rules.

**Question No: 34 ( M - 1 )**

**Which of the following reasoning gave emergence to the concept of non-rational models of decision making?**

- ▶ All the necessary information is not always available
- ▶ Strict rules and regulations are defined in the organizations
- ▶ Highly needed by the bureaucratic & public sector organizations
- ▶ **All of the given options**

**Question No: 35 ( M - 1 )**

**Behavioral viewpoint emphasizes the need of understanding the various factors affecting the \_\_\_\_\_ in an organization.**

- ▶ Undesired behavior
- ▶ Moral behavior
- ▶ **Ethical behavior**
- ▶ Human behavior

**Question No: 36 ( M - 1 )**

**Which of the following is called an input to an organizational system?**

- ▶ **Employees**
- ▶ Products
- ▶ Services
- ▶ Customers

**Question No: 37 ( M - 1 )**

**Disney World buys soft drinks from coca-cola, food from Sara Lee and paper products from Mead. Coca-cola, Sara Lee and Mead are Disney's:**

- ▶ Competitors
- ▶ **Suppliers**
- ▶ Owners
- ▶ Customers

**Question No: 38 ( M - 1 )**

**The common currency used by European Union is called:**

- ▶ Franc
- ▶ Franc-mark
- ▶ Pound
- ▶ **Euro**

**Question No: 39 ( M - 1 )**

**In order to achieve efficiency organizations segregate tasks in terms of similarity of its activities, the process is labeled as:**

- ▶ Job specification
- ▶ **Job specialization**
- ▶ Job design
- ▶ Job description

**Question No: 40 ( M - 1 )**

**Which of the given power is attained through formal hierarchy?**

- ▶ Expert power
- ▶ **Information power**
- ▶ Charismatic power
- ▶ Referent power

**Question No: 41 ( M - 1 )**

**Goal-setting theory states that "more difficult goals lead to more efforts". Therefore goals should be:**

- ▶ Beyond the individuals capacity
- ▶ Challenging but not unattainable
- ▶ Timeless to continue the efforts in long run
- ▶ **All of the given options**

The content of goals should meet five criteria.

- 1. Challenging** goals usually lead to higher performance from individuals and groups.
- 2. Attainable** goals, not impossible demands, are more likely to improve performance.
- 3. Specific and measurable** goals are needed so that it is clear when they have been achieved.
- 4. Time-limited** goals give them meaning.
- 5. Relevant** goals enable employees to see the purpose of the goals and to devise ways of meeting them.

**6. Measurable** means the performance and targets can be measured after an interval of time.

**Question No: 42 ( M - 1 )**

**Employee's personal inclination towards goal attainment is referred as:**

- ▶ Goal commitment
- ▶ Goal difficulty
- ▶ Goal acceptance
- ▶ **Goal specificity**

**Question No: 43 ( M - 1 )**

**Mr. A, Mr. B, Mr. C and Mr. D are working on a project in a team. Mr. A wants to dominate others, as he wants to become a leader and controlling authority. Mr. A meets which of the following needs?**

- ▶ **Need for power**
- ▶ Need for achievement
- ▶ Need for success
- ▶ Need for affiliation

**Question No: 44 ( M - 1 )**

**It is essential for a team to be a:**

- ▶ **Formal group**
- ▶ Large group
- ▶ Informal group
- ▶ Small group

**Question No: 45 ( M - 1 )**

**Which of the following is selected by the sender and may be formal for job-related messages or informal for personal or social messages?**

- ▶ Message
- ▶ **Channel**
- ▶ Feedback
- ▶ Noise

**Channels** are various patterns of organizational communication flow that represent potential established conduits through which managers and other organization members can send and receive information.

**Question No: 46 ( M - 1 )**

**Which of the following leader's behavior was identified by Researchers at Ohio State Universities?**

- ▶ **Consideration and initiating structure**
- ▶ Consideration and autocratic
- ▶ Autocratic style
- ▶ Charismatic skills

The Ohio State Studies identified two important dimensions of leader behavior—initiating structure and consideration.

**Question No: 47 ( M - 1 )**

**In Pakistan China imported goods are relatively cheap. These companies are practicing which of the following strategies?**

- ▶ Focus Strategy
- ▶ Differentiation strategy
- ▶ **Cost leadership strategy**
- ▶ Emergent strategy

**Question No: 48 ( M - 1 )**

**Which of the following is the set of strengths, characteristics and qualities including skills, technologies or resources that distinguish a firm from its competitors?**

- ▶ Scope of business
- ▶ **Distinctive competency**
- ▶ Resource deployment
- ▶ Effective strategy

**Question No: 49 ( M - 3 )**

**Explain the physiological needs from Maslow's hierarchy of needs.**

**Answer:**

Physiological needs are basic and include needs for food, water, and shelter. Maslow took the position that until these needs are satisfied to the degree necessary to maintain life, other needs will not motivate people.