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EDU602 MCQ's

Quiz 1 & 2

1. Classical school of management is concerned with...
 - Process
 - **people**
 - integrative
 - environment
2. Modern school of management is about...
 - Process
 - people
 - integrative
 - **environment**
3. According to..... theory every person is equally likely to be a good leader with proper training.
 - Contingency
 - **behavioral**
 - trait
 - style
4. According Leader uses this style by directly stating the decisions without asking.....
 - Heads
 - president
 - **the team members**
 - colleagues
5. Good leaders use allstyles, depending on what forces are involved between the followers, the leaders and the situation.
 - 2
 - **3**
 - 4
 - 5
6. These contingency theories of leadership also known astheories of leadership
 - Constitutional
 - **situational**
 - provisional

- conventional
7. A leadership attribute that is universally liked is being.....
- **Dynamic**
 - egocentric
 - sensitive
 - irritable
8. theories deal with behaviour of leaders.
- Contingency
 - **behavioural**
 - trait
 - cognitive resource
9. TL (Transformational leadership) helps in setting clear and adequately high performance standards for schools and teachers and Emphasizes too much of
- Lethargy
 - procrastination
 - ill-discipline
 - **memorization**
10. When the leadership continuum becomes subordinate-centered.
- **Manager permit subordinate to make decision**
 - Manager gets suggestions
 - Manager invites questions
 - Manager shares decisions
11. Great leaders were often from the aristocracy, as few from lower classes had the opportunity to lead.
- Lower class , aristocracy
 - Commoners, masses
 - **Aristocracy, lower class**
 - Masses, aristocracy
12. Bass argues that leaders can and should be both transactional and transformational and that a combination of these two is the most successful kind.
- Burns
 - **Bass**
 - Byzel
 - bennis
13. Transactional leadership is based on the premise that people are motivated by reward and punishment.
- Money
 - **Punishment**
 - Promises

- Surety
14. appears last in the list of key leadership traits, but is extremely important.
- Analytical skill
 - Communication skill
 - Ability to listen
 - **Aggressiveness**
15. Selling the vision involves
- Creating an inspiring vision of future
 - Conducting an analysis of the environment
 - Understanding values of the followers
 - **Appealing to follower's values**
16. **EI** is the best predictor for leadership
- **Emotional intelligence**
 - Technical skills
 - Intelligence quotient
 - threshold
17. In paternalistic style leaders act as a **father** figure.
- Public
 - Mother
 - **Father**
 - Brother
18. To prompt Idealized influence, transformational leader has to
- **Interact positively with the followers**
 - Provide conducive environment
 - Acts as strong role model **OK**
 - Stimulate followers to be creative and innovative
19. A democratic leader is
- Autocratic
 - **Consultative**
 - Despotic
 - Dictatorial
20. Honesty is regarded to be the highest skill required as a leadership trait.
- First

- Second
 - **Third**
 - forth
21. A vision is of no use on its own: it needs to become reality
- Become mission
 - Become known
 - Become identified
 - **Become reality**
22. Tannenbaum and Schmidt (1958) identified three forces that led to the leader's action.
- One
 - Two
 - **Three**
 - four
23. can be achieved through transformational leadership
- **Organization's expansion**
 - Educational reforms
 - Multiple objectives
 - Effective budgeting
24. Burns (1978) was the first who identifies the transformational leadership.
- Bass
 - Bennis
 - **Burns**
 - Byzel
25. Given the flaws of early state studies, researchers turned to examining the actions, behaviours or that separated the effective leaders from ineffective leaders.
- History
 - **Behaviours**
 - Events
 - Genetics
26. Kurt Lewin and his co researchers developed a leadership framework based on three different styles of leadership. (**Autocratic or Authoritarian, Democratic or Participative, Laissez Fair or Delegative**)
- Two
 - **Three**
 - Four
 - Five
27. In transformational decision making the decision reflects on the common good but not the individual good.
- Individual
 - Organizational
 - **Common**

- managerial
28. A school with transformational leading teachers provides inspiration and motivation to the students to express creative behaviour.
- Mutual trust
 - Clear vision
 - Hope for future
 - **Creative behaviour**
29. A leadership style is a leader's style of providing direction, implementing plans and motivating people.
- Education
 - **Direction**
 - Prescription
 - Solution
30. The leader's ability to lead is contingent upon various situational factors, including the leader's preferred style, the capabilities and behaviours of followers and also various others situational factors.
- Qualification
 - Education
 - **Preferred style**
 - Choices
1. Democratic leadership improves the sharing of experiences and ideas within the business.
- Expectations
 - Needs
 - **Ideas**
 - Objectives
2. CEOs identify key leadership traits, and rate the ability to motivate people as....
Among the skills required
- Highest
 - **Second highest**
 - third highest
 - lowest
3. In ... style the leader does not take the advice of his employee.
- Paternalistic
 - Democratic
 - Laissez-fair
 - **Autocratic**
4. The leader allows free reign to the employees and let them make decisions.
- Paternalistic
 - autocratic
 - Democratic
 - **Laissez-fair**
5. Human resource development is an essential part of business acumen of a transformational leader.

- Budget formulation
 - Strategic planning
 - **Human resource development**
 - Strategy formulation
6. Brymen (1992) splits leadership research into **four** phases.
- 2
 - 3
 - **4**
 - 5
7. Leadership need vision in
- Style
 - Contingency
 - **Trait**
 - **New leadership**
8. Transcendent leadership identifies...
- **Need to act openly**
 - Potential future leader
 - Workforce dynamics
 - Elements of motivation
9. A commitment to the Of the organization is the critical feature of transformational leadership for bringing revolutionary change in the organization
- Strategic plan
 - Mission
 - **Vision**
 - Objectives
10. Theories relate to leadership in the context of specific situations.
- Situational
 - Functional
 - Integrated
 - **Contingency**
11. **Democratic Leader** Involves the groups in decision making
- Dictatorial
 - **Democratic**
 - Laissez-faire
 - Autocratic
12. Transactional leader works through creating well defined structures and makes it clear as to what is required of their **subordinates** and the reward what they get for following orders.
- Colleagues
 - Government
 - Followers

- Subordinates
13. Leaders who are very effective at one place and time may become unsuccessful either when transplanted to another situation or when the factors around them change.
- Operational
 - Unsuccessful
 - Effective
 - Active
14. Behavioural theories of leadership do not seek inborn traits, rather they look at what leaders actually do.
- Say
 - Preach
 - Claim
 - Do
15. Three major theories have emerged from a range of views on leadership
- 2
 - 3
 - 4
 - 5
16. A skilled team is created when people are helped by.....
- Providing solution when needed
 - Keeping them engaged
 - Communication vision
 - Letting them find their own solution
17. Researchers therefore turned to examine how leadership is affected as the situation varies.
- Location
 - Position
 - Situation
 - station
18. Using a delegative style with a worker who knows more about the job than you. You cannot do everything and the employees need to take ownership of her job! In addition this allows you to be more productive.
- Participative

- Authoritative
 - Autocratic
 - **delegative**
19. Laissez-faire style is not ideal in situations where group members lack **the knowledge** or the experience they need to complete tasks and make decisions
- Courage
 - **Knowledge**
 - Capability
 - Urge
20. An autocratic leader uses this because there is not enough **time** and the members ran out of ideas.
- Money
 - Motivation
 - **Time**
 - drive
21. Trait theory holds that a leader must have certain inherent, **innate** qualities.
- Learnt
 - Hidden
 - **Innate**
 - Acquired
22. The ...leader includes one or more employees in the decision making process, but retains the final decision making authority.
- Laissez-faire
 - Autocratic
 - **Democratic**
 - Paternalistic
23. **Laissez-faire Leader** Give the group full freedom.
- **Laissez-faire**
 - Democratic
 - Autocratic
 - dictatorial
24. Inspirational motivation can be achieved by transformational leaders by...
- Stimulating followers
 - Providing support

- Interactive environment
- **Communicating high expectation**

25. A leadership attribute that is universally disliked is being..

- Decisive
- Dependable
- Subdued
- dictatorial

26. Trait theory and behaviorism both see leadership as an objective set of qualities or actions that must be **mastered**.

- Learned
- **Mastered**
- Acquired
- owned

27. Transparent leadership

- Envisions future clearly
- Treats people equally
- Puts people at ease
- **Acts ethically**

28. The leader knows the problem, but does not have all the information, uses a **participative** style with a team of workers who know their jobs

- Autocratic
- Authoritative
- **participative**
- democratic

29. Laissez-faire or laissez-faire) is a French word and stands for **non-interference** in the affairs of the others.

- Interference
- Interruption
- **Non-interference**
- infiltration

30. transformational leadership enables to achieve higher levels of staff development by training teachers to take the leadership in more.... Ways

- practical and realistic
- creative and innovative
- supportive and helpful
- demonstrative and open

31. A democratic leader is

- Autocratic
- Consultative
- Despotic
- Dictatorial

32. Leadership is affected by the situation in .. approach

- Contingency
- New leadership
- Trait
- Style

33. Focuses on the basic management process of controlling, organizing and short term planning.

- Transactional
- Laissez-faire
- Democratic
- autocratic

34. Transformational leadership is needed in educational institution on which a moral foundation of legitimate values must rest

- Moral foundation
- Mission and vision
- Set
- Programs

35. Transformational leadership empowers

- Group networking
- Professional development
- Followers interaction

- Team dynamics
36. Delivery of vision demands management by
- Motivating people
 - Staying ahead of event
 - **Walking around**
 - Clear headedness
37. **Processing Phase:** determine alternatives & evaluate for best option
- **Processing phase**
 - Creativity
 - Problem solving
 - Critical thinking
38. The individual's thinking patterns based on his/ her observations and conclusions that may sometimes lead to false assumptions, wrong judgments, and faulty reasoning.
- **Cognitive biases**
 - Past experience
 - Contingent decision
 - None of the above
39. Group decision are also known as.....
- **Consensus**
 - Planning
 - Authority
 - All of above
40. The plan that directly support implementation of strategic plans are called..... plan
- Strategic
 - **Tactical**
 - Operational
 - multilevel
41. A specific result to be achieved; the end result of a plan.
- **Goal**
 - Plan
 - Administration
 - Action
42. Decision Involves certainty and assurance of the initial results before a final decision is made.

- Conditional
 - Trial and error
 - **Experimental**
 - Reversible
43. Plans are usually developed at three levels (**Strategic, Tactical, Operational**)
- 2
 - **3**
 - 4
 - 5
44. The process of setting goals and courses of action, developing rules and procedures, and forecasting future outcomes.
- **Planning**
 - Organizing
 - Controlling
 - Influencing
45. The **behavioural** management theory is also known as the human relations movement because it addresses the human dimension of work.
- Social
 - **Behavioural**
 - Human
 - Physiological
46. An effective mission emphasizes **innovation** and improvement in providing learning for all – students and educators of all backgrounds.
- **Innovation**
 - Expansion
 - Elaboration
 - Motivation
47. A leader who uses fear and threats to get the jobs done – bossy.
- Paternalistic
 - Laissez-faire
 - Democratic
 - **Autocratic**
48. Hawthorne effects state that **Workers** care about self-fulfilment, autonomy, empowerment, social status and personal relationships with co-workers.
- Administrator
 - Leader
 - **Workers**
 - manager
49. The managers at different levels are given specific **functions** which are properly coordinated.
- Resources
 - Locations
 - **Functions**
 - Instructions

50. Leader is the sole decision maker in **Authoritarian**.
51. Members brainstorm and share ideas, talk over the matters, make and then implement the agreed decision in type of **Group decision**.
52. **Belief bias** – making decisions based on a routine knowledge
53. **Hindsight bias** – to see event as inevitable once it occurs
54. **Omission bias** – risky information is excluded
55. **Confirmation bias** – examining what is expected from observations
56. **Make the Decision** this is a critical step.
57. Level 5 leadership is a necessary element for taking an organization from good to great – but **it's not the only one**.
58. The mental process of making a wise judgment focusing on personal conviction and actions is called **Critical Thinking Skills**.
59. Include the day-to-day operations of the org are called **Operational Plans**
60. Good to great leaders confront the most **brutal facts** of their current reality, with absolute faith that they will prevail in the end.
61. Creates superb results, a clear catalyst in the transition from **good to great**
62. **Action** is the means, or specific activities, that are planned to achieve the objectives
63. **Planning** Process of thinking about and organizing the activities required to achieve a desired goal.
64. The alternatives are compared to each other against a set **criteria** for selecting the most probable and beneficial option.
65. **Creativity** Process of generating new ideas, views and systems to solve problems and arrive at decisions efficiently
66. Level 5 leaders look out the window to appropriate credit to factors outside **themselves** when things go well.
67. **Contingent Decisions** - Decisions that were already identified but were **set aside** until the **suitable conditions** are available/ met with.
68. As a **science**, decision-making requires knowledge of method, and rule or principle concerning the issue or problem.
69. **Strategic plans**: Made by top managers.
70. **Operational plan** specifically define necessary decisions and actions to be taken by functional departments.
71. Paradox Named after Admiral James Stockdale, winner of the Medal of honor who survived for 7 years in a Viet Cong POW camp by holding on to **two contradictory beliefs**.
72. The leadership level immediately below the level 5 leadership is called **effective leader** and works towards reinforcing followers commitment to a compelling vision.
73. The process of selecting one alternative from among a number of alternatives available is called **Decision Making**.
74. It is always **difficult** to take a quick decision on a sensitive issue.
75. The paradox relates with holding the **combination of complementary** in level 5 leader.
76. In level 5 leader They will go everything they can to make sure the company will succeed after them by appointing a successor with **their same characteristics**.

77. a teacher may let a student coming late to enter the class on a particular day but may not allow him/ her on another day is example of **Situational decision**.
78. **Individual decision** is based on personal values & preferences.
79. **Succession Planning** They want to see their organizations become even more successful in the next generation.

FINAL TERM MCQS

QUIZ 3 & 4

1. Strategic plans are only made by **top managers**.
2. **Decision making** the process of selecting one alternative from among a number of alternatives available
3. **Trial and error decisions** is a play-safe method before committing to anything.
4. The long term outcome must be considered in making **quick** decisions
5. **Expert** power is closely related to a climate of trust.
6. **Reward** works for excellent performance through opportunities.
7. **Coercive** power may lead to temporary compliance by subordinates
8. Fredrick Herzberg researched to determine the **effect of attitude on motivation**
9. **Job enlargement** refers to the basic changes in content and responsibilities of jobs as to satisfy higher motivational needs.
10. **Job enrichment** includes not only an increased variety of tasks, but also provides an employee with more responsibility and authority
11. Productivity is low during the **forming** stage of team development.
12. **Monetary rewards** include increase in pay, profit sharing, bonuses, staff discounts, company shares, etc.
13. Jeffrey inspires leaders to seek **power** through evidence-based management
14. Bruner's first stage is **enactive**.
15. **Experimental decisions** involves certainty and assurance of the initial results before a final decision is made

16. The plans that directly support the implementation of strategic plans are called **tactical plans**.

17. **Cognitive biases** the individual's thinking patterns based on his/ her observations and conclusions that may sometimes lead to false assumptions, wrong judgments, and faulty reasoning.

18. **Planning** process of setting goals and courses of action, developing rules and procedures, and forecasting future outcomes.

19. **Goal**: A specific result to be achieved; the end result of a plan.

20. There are **three** levels of plans.

21. In the **processing phase**, we determine alternatives & evaluate for best option.

22. Group decisions are also known as **consensus**.

23. When a bank robber points a gun at a bank employee, his base of power is **coercive**.

24. Manager chooses inappropriate goals to pursue, but make good use of resources to achieve these goals **high efficiency and high effectiveness**.

25. **Job enlargement** increases the variety of tasks a job includes

26. There are **three** types of organizational control.

1. Feed-forward
2. Concurrent
3. Feedback

27. **Managers** need to measure progress, offer feedback and direct their teams to succeed.

28. Regulatory process that directs the activities of an organization to achieve anticipated goals and standards. **Management control**.

29. **Input Standards** measure work efforts that go into a performance task.

30. **Storming** characterized by competition and strained relationships among team members.

31. **Motivation** is the drives within a person that account for the degree, direction and persistence of the effort spent at work

32. **Budgeting** is more of a bargaining game to acquire additional funding and less of a planning tool.

33. The group formed by an organization to accomplish narrow range of purposes within a specified time are **formal groups**.

34. The manager's primary tool for determining whether instructions have been understood and accepted is: **feedback**.

35. Of the following, which is a purpose not served by communication in organizations?
Coordination of actions Sharing of information Satisfaction of social needs

d. All of the above are purposes served by communication.

36. there are **two** ways of Comparing Results with Objectives and Standards.

Historical / relative and Benchmarking

Jeffery inspires leaders to seek **power** through evidence-based management.

37. **Informal Groups** Voluntarily or spontaneously formed by its members rather than by the organization.
38. The main component of the communication model include all of the following except **premack principle**.
39. **Financial Budget** includes cash budget, financial statement, projections other than P&L account
40. **Operational Budget** provides all the info necessary to prepare a budgeted P&L account
41. **Performance Reports** provide tools for monitoring and measuring success of the budget
42. budgeting is an important part of **planning**
43. **Forming** is the first stage of the team development
44. **Storming** is the second stage of the team development
45. **Norming** is the third stage of the team development
46. **Performing** is the fourth stage of the team development
47. **Transforming** is the last stage of the team development
48. Effectiveness can be viewed in **three** ways.
49. **Dysfunctional Conflict** acts as a barrier to the performance of the group and frustrates the objectives of the org.
50. budget formulation has **four** basic steps.
51. Conflict Awareness Model 1 can be classified in **four** groups
52. **False conflict** Occurs when people have common interests, but antagonistic behavior.
53. **Open conflict** Occurs when people who have different interests demonstrate it with antagonistic behaviors.
54. **Latent conflict** When people have different interests, but do not respond with antagonistic behavior
55. **No conflict** Occurs when people have common interests and compatible behavior
56. **Human Relations View** Was popular from **1940's to 1970's**.
57. **Interpersonal conflict** refers to a conflict between two individuals.
58. **Efficiency** refers to the relationship of inputs and outputs – relevant to the use of resources.
59. **Economy** is defined as “minimizing the cost of resources used for an activity having regard to the appropriate quality”
60. Finance management have broad term that defines **two** related activities.
61. **Daniel Katz** (1965), identified three sources of conflict.
62. a group with a common objective and one purpose is called **a team**.
63. **Functional Conflict** supports the goals of a group – its presence within the organization actually improves performance.
64. A **conflict** is **more** than a mere disagreement - it is a situation in which people perceive a threat (physical, emotional, power, status, belief system, etc.) to their well-being .
65. **Forcing** also known as competing.
66. **Smoothing** also known as accommodating.
67. **Budget Monitoring** is the continuous process by which we ensure the Action plan is achieved, in terms of expenditure and income.
68. **Win-Win (Collaborating)** Also known as problem confronting or problem solving.

69. **Value conflict** involves incompatibility in ideologies - the preferences, principles and practices that people believe in
70. **Power conflict** when each party wishes to maintain or maximize the amount of influence that it exerts in the relationship
71. **Psychological biases** Decision makers do not always behave in an objective manner in the way they gather, evaluate, and apply information in making their choices
72. Hierarchy and market focus on **stability**.
73. Pattern of shared values and beliefs that produce certain norms of behavior is called **organizational culture**.
74. Successful organizations simultaneously take up **two** types of planned change
75. **John Kotter** (1996) has outlined an eight-step model for effective change efforts.
76. John Kotter (1996) has outlined an **eight-step** model for effective change efforts.
77. **Organizational Leadership** represents the managerial style of the organisation's senior executives
78. **Organizational Structure** defines the levels of hierarchy, the degree of rules and regulations and where decisions are made.
79. Factors that cause stress are called "**Stressors**"
80. **Intergroup conflict** When misunderstanding arises among different teams within an org.
81. "A situation that arises when one party perceives that another party has negatively affected, or is about to negatively affect, something that the first party cares about" is called **conflict**.
82. Budgetary factors are of **two** types, resources and goals.
83. **Restrict Expenditure** develop ability to limit how much money is spent on certain operations.