

Chapter 1 Quiz

1. A(n) _____ is a systemic arrangement of people brought together to accomplish some specific purpose.
2. The term organization refers to an entity that has which of the following?
3. _____ are people who work directly on a job or task and have no responsibility for overseeing the work of others.
4. Mindy is a sales associate at Fabulous Fashions. Her role in the organization is most accurately characterized as that of a(n) _____.
5. How do operatives differ from managers?
6. Department heads, project leaders, and district managers are titles typically held by _____.
7. Which level of management is responsible for making organization wide decisions and establishing the plans and goals that affect the entire organization?
8. The term _____ refers to the relationship between inputs and outputs associated with doing a task correctly.
9. Who proposed that managers perform the five management activities of planning, organizing, commanding, coordinating, and controlling?
10. _____ is the process of determining 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 made.
11. _____ is the process of defining goals, establishing strategies for achieving those goals, and developing plans to integrate and coordinate activities.
12. _____ provided a categorized scheme for defining what managers do on the basis of actual managers on the job.
13. Which of the following is NOT one of the three types of managerial roles identified by Mintzberg?
14. Which of the following is true of management in small businesses relative to management in larger organizations?
15. Conceptual skills refer to the ability to _____.
16. A manager's ability to _____ is referred to as interpersonal skills.
17. Technical skills refer to the ability to _____.
18. Managers with good _____ skills tend to be better at getting resources, tend to receive higher evaluations, and get more promotions than those who are not good at these skills.
19. Strategic problem solving and providing for the growth and development of employees are examples of _____ associated with managerial effectiveness.
20. _____ has shaped today's organizations by providing a basis for legitimate authority, linking rewards to performance, and justifying the existence of business and the corporate form.