



Theory of management.m

- 1 In what order do managers typically perform the managerial functions?
- 2 Who of the following is the industrial philanthropist?
- 3 Which one of the following is not one of Drucker's five guiding principles of management?
- 4 What are the three interpersonal roles of managers?
- 5 At what level of an organisation does a corporate manager operate?
- 6 What is the guiding principle behind New Public Management?
- 7 Which one is not a recognised key skill of management?
- 8 Which of these is not part of the recognised challenges for modern managers?
- 9 Who of these is the entrepreneur?
- 10 What is a social enterprise concerned with?
- 11 Which 18th century writer produced a famous book called 'The Wealth of Nations'?
- 12 What characteristic is not a key feature of the 'open systems' model of management?
- 13 Which one of these characteristics is most commonly associated with the 'rational goal' model of management?
- 14 What is the guiding principle of scientific management?
- 15 What is Frank Gilbreth's work most noted for?
- 16 Which one of the following is not a characteristic of a bureaucratic organisation?
- 17 Which writer was concerned with the reaction of workers to key characteristics of bureaucracies?
- 18 Which feature does not form one of Fayol's 14 principles of management?





- 19 The Hawthorn Studies are most associated with which writer?
- 20 As what are key factors that reflect the situation of an organisation referred to?
- 21 What is another name for contingency planning?
- 22 What is a definition of an objective?
- 23 What does the acronym SMART stand for?
- 24 Which of the following is not a recognised type of plan?
- 25 To what time-frame do strategic plans relate?
- 26 Which is not a recognised form of business continuity planning?
- 27 What is the definition of a scenario in scenario planning?
- 28 What is a succession plan?
- 29 'There is no discernible link between planning and performance'. Who is this position held by?
- 30 What one of the following is not a key management skill in planning?
- 31 To what does authority refer?
- 32 What one of these is not a recognised type of authority?
- 33 From what does a chain of command extend?
- 34 What is the optimal span of control?
- 35 Enhancement of job satisfaction and productivity are key characteristics of which theoretical perspective of work design?
- 36 What one of the following is not a characteristic of the job characteristics model?
- 37 As what is ensuring that one individual does not carry the burden of a whole work task referred to?
- 38 What is a Gantt chart a type of?





- 39) How do you call a system that allows workers to work part of the week from home?
- 40) What work arrangement is referred to as Flexitime?
- 41) According to the Five Factor model, 'extraversion' as a personality type is characterised by what type of people?
- 42) What does situational theory of leadership emphasise?
- 43) What do you call a style of leadership that takes account of others' views, opinions and ideas?
- 44) How can you describe the thinking and outlook of transformational leaders?
- 45) According to Lewin, Lippert and White's 1939 experiment, which form of leadership produced the most work from participants?
- 46) What are the two main dimensions of the Ohio Studies into leadership?
- 47) Who of the following is a leading writer on contingency theory of leadership?
- 48) Which one of the following political leaders could not be termed a 'transformational' leader?
- 49) What are the key characteristics of transactional leaders?
- 50) What is the term for power derived from status or position in an organisation?
- 51) When a manager monitors the work performance of workers in his department to determine if the quality of their work is 'up to standard', this manager is engaging in which function?
- 52) What do you call the understanding of a dominant culture before choosing a suitable control system?
- 53) What is the first step in a control process?
- 54) What is the weakest form of control?
- 55) Improving quality through small, incremental improvements is a characteristic of what type of quality management system?
- 56) Where was Total Quality Management first developed?





- 57 Which of the following are key components of a Total Quality Management system?
- 58 What is premise control based on?
- 59 What is the term for the monitoring of events both internal and external to the organisation that affects strategy?
- 60 What are the main characteristics of an effective control system?
- 61 What are characteristics of a programmed decision?
- 62 Of what is an investment decision an example?
- 63 What is not an assumption underpinning the rational decision making model?
- 64 Simon (1960) is associated with what type of decision making model?
- 65 What is the term for decisions limited by human capacity to absorb and analyse information?
- 66 What is the term for a sub-optimal but acceptable outcome of negotiations between parties?
- 67 What is intuitive decision making based on?
- 68 Which of these does not form part of the key streams identified by March (1988) in decision making in highly ambiguous environments?
- 69 What assumption is the garbage can model of decision making based on?
- 70 What is the term for the 'rule of thumb' type of bias in decision making?
- 71 What tasks does Human resource management involve?
- 72 What does Unitarism as a human resource management approach assume?
- 73 To what does diversity in the workplace refer to?
- 74 Which of these is not part of human resource policy?
- 75 What is a PDP?





- 76 Which of the following is not included in a job design?
- 77 Where can formal employee training and education take place?
- 78 What is the purpose of employee relations?
- 79 What is OD?
- 80 What is the personnel department in an organisation concerned with?

