

MANAGEMENT INTRODUCTION QUESTIONS AND ANSWERS 11 TO 20

Management Introduction

Questions 11 To 20

11. Information that originates outside the organization is known as external information. Which of the following is/are example(s) of external information in an organization?
- Daily receipts and expenditures
 - Salesperson Quotas
 - Descriptions of customer satisfaction with products and services
 - Quantity of an item in hand or in inventory
 - Cost and selling price of the company's item.
12. Which of the following decision-making models emphasizes short-run solution of a problem rather than long-term goal accomplishment?
- (a) Rational model
 - (b) Satisficing model
 - (c) Incremental model
 - (d) Garbage-can model
 - (e) Decision tree.
13. Sofia works in one of seven research and development departments at General Automobile Corporation. This would suggest that General Automobiles has a
- (a) Functional structure
 - (b) Divisional structure
 - (c) Flat structure
 - (d) High degree of centralization
 - (e) Tall structure.
14. Which of the following information processing systems gives the output in the form of summary and exception reports that are useful to the managers?
- (a) Decision support system
 - (b) Management information system
 - (c) Office automation system
 - (d) Transaction processing system
 - (e) Executive support system.
15. In which of Likert's four systems of leadership, managers do not have complete confidence and trust in subordinates but nevertheless, solicit advice from subordinates while retaining the right to make final decision?
- (a) Participative leadership style
 - (b) Benevolent-authoritative leadership style
 - (c) Consultative leadership style
 - (d) Exploitative-authoritative leadership style
 - (e) Trait theory of leadership.
16. Performance appraisals are important in an organization because they
- Provide systematic judgments to support promotions.
 - Provide a basis for coaching.
 - Provide a basis for counseling.
 - Let subordinates know where they stand with the boss.
- (a) Only (I) above
 - (b) Only (II) above
 - (c) Both (I) and (IV) above
 - (d) (I), (III) and (IV) above
 - (e) All (I), (II), (III) and (IV) above.
17. Ratio analysis helps a manager to compare the performance of the organization with its previous performance or the performance of its competitors. Which of the following is a ratio of creditors' contribution to that of the owners?
- (a) Current ratio
 - (b) Debt-equity ratio
 - (c) Return on investment (ROI)
 - (d) Net profit margin
 - (e)

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Wolfgang Guggemos



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