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Question 1:

1. Superior-Subordinate relationship on the basis of personal likes, dislikes, attitudes and prejudices results in_____.

a) Formal Organization

2. No smoking in the factory' is an example of ______.

c) rule

3. In order to communicate, motivate and delegate a manager must have_____.

a) Interpersonal Skills

4. Studying the future and arranging the means for dealing with it is part of the process of

d) Planning

5. Which part of the management process includes measuring results, comparing results to expectations, and taking corrective action to bring results in to line?

e) controlling

6. Economic uncertainty, regulatory requirements, and new competitors are examples of what type of factors that affect managers?

d) external factors

7. The ability of a manager to interface and work effectively with individuals and groups is descriptive of what type of managerial skill?

a) Technical

8. Which management principle states that each individual should report to only one boss in order to avoid conflict and/ or confusion?

d) unity of command

9. Which level of management is responsible for implementing programs that are intended to carry out the broader objectives of an organization set by executives?

d) middle managers

10. Which of the following characterize a manager as being effective?

c) They achieve their goals

Question 2:

1)

Answer: **Division of work**

2)

Answer: Authority and responsibility

3)

Answer: **Discipline**

4)

Answer: unity of command

5)

Answer: unity of direction