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| 1. Supervisors are middle managers who oversee entry-level employees.

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

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| --- | --- |
| *ANSWER:* | False |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | SUPE.LEON.16.1-2 - LO: 1-2 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - AK - DISC: Operations Management |
| *KEYWORDS:* | BLOOM'S: Knowledge |

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| 2. Foreman, team leader, and coach are other designations for working supervisor.

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

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| *ANSWER:* | True |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Moderate |
| *LEARNING OBJECTIVES:* | SUPE.LEON.16.1-2 - LO: 1-2 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - AK - DISC: Operations Management |
| *KEYWORDS:* | BLOOM'S: Comprehension |

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| 3. The notion of Frederick Winslow Taylor’s scientific management approach gave rise to the functional management approach.

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

|  |  |
| --- | --- |
| *ANSWER:* | False |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Moderate |
| *LEARNING OBJECTIVES:* | SUPE.LEON.16.1-3 - LO: 1-3 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - AK - DISC: Operations Management |
| *KEYWORDS:* | BLOOM'S: Comprehension |

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| 4. The functional management approach focuses on determining the most efficient ways to increase output and productivity.

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

|  |  |
| --- | --- |
| *ANSWER:* | False |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | SUPE.LEON.16.1-3 - LO: 1-3 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - AK - DISC: Operations Management |
| *KEYWORDS:* | BLOOM'S: Knowledge |

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| 5. A key component of Frederick Winslow Taylor's scientific management theory was the belief that managers should plan what, where, and how employees should produce a product.

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

|  |  |
| --- | --- |
| *ANSWER:* | True |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Moderate |
| *LEARNING OBJECTIVES:* | SUPE.LEON.16.1-3 - LO: 1-3 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - AK - DISC: Operations Management |
| *KEYWORDS:* | BLOOM'S: Comprehension |

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| 6. Henri Fayol identified planning, organizing, commanding, coordinating, and controlling as critical to managerial effectiveness.

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

|  |  |
| --- | --- |
| *ANSWER:* | True |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | SUPE.LEON.16.1-3 - LO: 1-3 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - AK - DISC: Operations Management |
| *KEYWORDS:* | BLOOM'S: Knowledge |

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| 7. The managerial function of controlling consists mainly of directing subordinates' actions.

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

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| --- | --- |
| *ANSWER:* | False |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | SUPE.LEON.16.1-3 - LO: 1-3 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - AK - DISC: Operations Management |
| *KEYWORDS:* | BLOOM'S: Knowledge |

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| 8. The fact that people will perform differently when being observed is known as the Hawthorne effect.

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

|  |  |
| --- | --- |
| *ANSWER:* | True |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | SUPE.LEON.16.1-3 - LO: 1-3 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - AK - DISC: Motivation Concepts |
| *KEYWORDS:* | BLOOM'S: Knowledge |

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| 9. The Hawthorne studies concluded that workers perform differently than they normally did because the researchers were observing them.

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

|  |  |
| --- | --- |
| *ANSWER:* | True |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | SUPE.LEON.16.1-3 - LO: 1-3 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - AK - DISC: Motivation Concepts |
| *KEYWORDS:* | BLOOM'S: Knowledge |

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| 10. Quantitative/system approaches are frequently found in large organizations where sales costs and production data are analyzed using computer technology.

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

|  |  |
| --- | --- |
| *ANSWER:* | True |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Moderate |
| *LEARNING OBJECTIVES:* | SUPE.LEON.16.1-3 - LO: 1-3 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - AK - DISC: Operations Management |
| *KEYWORDS:* | BLOOM'S: Knowledge |

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| 11. The term *diversity* refers to the cultural, ethnic, gender, age, educational, racial, and lifestyle differences of employees.

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

|  |  |
| --- | --- |
| *ANSWER:* | True |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | SUPE.LEON.16.1-4 - LO:1-4 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Diversity |
| *STATE STANDARDS:* | United States - AK - DISC: Environmental Influence |
| *KEYWORDS:* | BLOOM'S: Knowledge |

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| 12. Despite the rather low birthrate in recent decades, both the population and the workforce will continue to grow.

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

|  |  |
| --- | --- |
| *ANSWER:* | True |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | SUPE.LEON.16.1-4 - LO:1-4 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Diversity |
| *STATE STANDARDS:* | United States - AK - DISC: Environmental Influence |
| *KEYWORDS:* | BLOOM'S: Knowledge |

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| 13. Both the labor force and the population are getting younger.

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

|  |  |
| --- | --- |
| *ANSWER:* | False |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | SUPE.LEON.16.1-4 - LO:1-4 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Diversity |
| *STATE STANDARDS:* | United States - AK - DISC: Environmental Influence |
| *KEYWORDS:* | BLOOM'S: Knowledge |

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| 14. Compared to their parents, generation Xers require less leisure time and have far more concern about staying with companies for long periods of time.

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

|  |  |
| --- | --- |
| *ANSWER:* | False |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Moderate |
| *LEARNING OBJECTIVES:* | SUPE.LEON.16.1-4 - LO:1-4 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Diversity |
| *STATE STANDARDS:* | United States - AK - DISC: Environmental Influence |
| *KEYWORDS:* | BLOOM'S: Comprehension |

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| 15. One of the most dramatic changes that has occurred in the past several decades has been the increase in the number and percentage of women in the workforce.

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

|  |  |
| --- | --- |
| *ANSWER:* | True |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | SUPE.LEON.16.1-4 - LO:1-4 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Diversity |
| *STATE STANDARDS:* | United States - AK - DISC: Environmental Influence |
| *KEYWORDS:* | BLOOM'S: Knowledge |

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| 16. Flextime allows employees to choose their work schedules within certain limits, for example, instead of working 9-to-5 an employee might elect to work from 8-to-4 instead.

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

|  |  |
| --- | --- |
| *ANSWER:* | True |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Moderate |
| *LEARNING OBJECTIVES:* | SUPE.LEON.16.1-4 - LO:1-4 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - AK - DISC: Leadership Principles: - DISC: Leadership Principles |
| *KEYWORDS:* | BLOOM'S: Comprehension |

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| 17. Martina is employed by a company that allows her to work from an office in her home; she stays in touch with her employer primarily by e-mail. Martina is taking advantage of the administrative policy known as flextime.

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

|  |  |
| --- | --- |
| *ANSWER:* | False |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Challenging |
| *LEARNING OBJECTIVES:* | SUPE.LEON.16.1-4 - LO:1-4 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Reflective Thinking: Re - BUSPROG: Reflective Thinking |
| *STATE STANDARDS:* | United States - AK - DISC: Leadership Principles: - DISC: Leadership Principles |
| *KEYWORDS:* | BLOOM'S: Application |

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| 18. The invisible barrier that limits the advancement of women and minorities is known as the glass wall.

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

|  |  |
| --- | --- |
| *ANSWER:* | False |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | SUPE.LEON.16.1-4 - LO:1-4 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Diversity |
| *STATE STANDARDS:* | United States - AK - DISC: Environmental Influence |
| *KEYWORDS:* | BLOOM'S: Knowledge |

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| 19. As the number of service industry jobs has fallen in the U.S. in recent years, the number of manufacturing jobs has risen.

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

|  |  |
| --- | --- |
| *ANSWER:* | False |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Moderate |
| *LEARNING OBJECTIVES:* | SUPE.LEON.16.1-4 - LO:1-4 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - AK - DISC: Environmental Influence |
| *KEYWORDS:* | BLOOM'S: Analysis |

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| 20. An organization that seeks to obtain a competitive advantage can do so by hiring qualified people, training those people, and appropriately using those people’s skills.

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

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| --- | --- |
| *ANSWER:* | True |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Moderate |
| *LEARNING OBJECTIVES:* | SUPE.LEON.16.1-4 - LO:1-4 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - AK - DISC: Creation of Value |
| *KEYWORDS:* | BLOOM'S: Comprehension |

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| 21. Like most managers, the primary challenge that Heather will face in the future is dealing with too many high-skilled workers.

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

|  |  |
| --- | --- |
| *ANSWER:* | False |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Moderate |
| *LEARNING OBJECTIVES:* | SUPE.LEON.16.1-4 - LO:1-4 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - AK - DISC: Environmental Influence |
| *KEYWORDS:* | BLOOM'S: Application |

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| 22. The service sector will generate almost all employment gain through the year 2016.

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

|  |  |
| --- | --- |
| *ANSWER:* | True |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | SUPE.LEON.16.1-4 - LO:1-4 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - AK - DISC: Environmental Influence |
| *KEYWORDS:* | BLOOM'S: Comprehension |

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| 23. Generally speaking, large companies allow supervisors a broader range of managerial opportunities, because fewer management positions exist in smaller companies.

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

|  |  |
| --- | --- |
| *ANSWER:* | False |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Moderate |
| *LEARNING OBJECTIVES:* | SUPE.LEON.16.1-4 - LO:1-4 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - AK - DISC: Environmental Influence |
| *KEYWORDS:* | BLOOM'S: Comprehension |

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| 24. Effective supervisors must be able to maintain their perspective in the face of rapidly changing conditions.

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

|  |  |
| --- | --- |
| *ANSWER:* | True |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | SUPE.LEON.16.1-4 - LO:1-4 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - AK - DISC: Environmental Influence |
| *KEYWORDS:* | BLOOM'S: Knowledge |

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| 25. Supervisors must recognize the value of a diverse workforce and their own need to become more adaptable to change.

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

|  |  |
| --- | --- |
| *ANSWER:* | True |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | SUPE.LEON.16.1-4 - LO:1-4 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - AK - DISC: Environmental Influence |
| *KEYWORDS:* | BLOOM'S: Knowledge |

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| 26. Conditional workers are part-time, temporary, or contract employees whose work is scheduled around the needs of the employer.

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

|  |  |
| --- | --- |
| *ANSWER:* | False |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | SUPE.LEON.16.1-4 - LO:1-4 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Diversity |
| *STATE STANDARDS:* | United States - AK - DISC: Leadership Principles: - DISC: Leadership Principles |
| *KEYWORDS:* | BLOOM'S: Knowledge |

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| 27. Typical of a Generation Xer, Zack is not very concerned about staying with his company for a long period of time.

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

|  |  |
| --- | --- |
| *ANSWER:* | True |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Challenging |
| *LEARNING OBJECTIVES:* | SUPE.LEON.16.1-4 - LO:1-4 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Reflective Thinking: Re - BUSPROG: Reflective Thinking |
| *STATE STANDARDS:* | United States - AK - DISC: Environmental Influence |
| *KEYWORDS:* | BLOOM'S: Application |

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| 28. Mid-level management creates the overall philosophy and vision of a firm.

|  |  |  |
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|   | a.  | True |
|   | b.  | False |

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| *ANSWER:* | False |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Moderate |
| *LEARNING OBJECTIVES:* | SUPE.LEON.16.1-4 - LO:1-4 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - AK - DISC: Strategy |
| *KEYWORDS:* | BLOOM'S: Comprehension |

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| 29. Organizations expect supervisors to role-model ethical behavior for employees.

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| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

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| --- | --- |
| *ANSWER:* | True |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Moderate |
| *LEARNING OBJECTIVES:* | SUPE.LEON.16.1-4 - LO:1-4 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Ethics |
| *STATE STANDARDS:* | United States - AK - DISC: Ethical Responsibilities |
| *KEYWORDS:* | BLOOM'S: Comprehension |

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| 30. To provide a foundation for the type of corporate culture that is desired, companies develop mission statements and ethical codes statements.

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|   | a.  | True |
|   | b.  | False |

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| *ANSWER:* | True |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | SUPE.LEON.16.1-4 - LO:1-4 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - AK - DISC: Strategy |
| *KEYWORDS:* | BLOOM'S: Knowledge |

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| 31. Today's employees expect opportunities for empowerment on the job.

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| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

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| *ANSWER:* | True |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Moderate |
| *LEARNING OBJECTIVES:* | SUPE.LEON.16.1-6 - LO: 1-6 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - AK - DISC: Leadership Principles: - DISC: Leadership Principles |
| *KEYWORDS:* | BLOOM'S: Comprehension |

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| 32. Juanita's supervisor, Stephen, has asked her for input on how to make the workplace more enjoyable. Stephen is practicing participative management.

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

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| *ANSWER:* | True |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Challenging |
| *LEARNING OBJECTIVES:* | SUPE.LEON.16.1-4 - LO:1-4 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Reflective Thinking: Re - BUSPROG: Reflective Thinking |
| *STATE STANDARDS:* | United States - AK - DISC: Leadership Principles: - DISC: Leadership Principles |
| *KEYWORDS:* | BLOOM'S: Application |

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| 33. Human resources are any organization’s most important resources.

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| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

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| --- | --- |
| *ANSWER:* | True |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Challenging |
| *LEARNING OBJECTIVES:* | SUPE.LEON.16.1-4 - LO:1-4 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - AK - DISC: Leadership Principles: - DISC: Leadership Principles |
| *KEYWORDS:* | BLOOM'S: Evaluation |

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| 34. Selecting and training individuals to fill job openings is the first step in managing people.

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

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| *ANSWER:* | True |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Moderate |
| *LEARNING OBJECTIVES:* | SUPE.LEON.16.1-5 - LO: 1-5 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - AK - DISC: Leadership Principles: - DISC: Leadership Principles |
| *KEYWORDS:* | BLOOM'S: Knowledge |

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| 35. Ali has been a supervisor for ten years; therefore, additional education or training would not benefit her.

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

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| *ANSWER:* | False |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Challenging |
| *LEARNING OBJECTIVES:* | SUPE.LEON.16.1-5 - LO: 1-5 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Reflective Thinking: Re - BUSPROG: Reflective Thinking |
| *STATE STANDARDS:* | United States - AK - DISC: Individual Dynamics |
| *KEYWORDS:* | BLOOM'S: Application |

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| 36. Many individuals are promoted to their first supervisory role from a non-supervisory role in the same organization.

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|   | a.  | True |
|   | b.  | False |

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| --- | --- |
| *ANSWER:* | True |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Moderate |
| *LEARNING OBJECTIVES:* | SUPE.LEON.16.1-5 - LO: 1-5 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - AK - DISC: Individual Dynamics |
| *KEYWORDS:* | BLOOM'S: Comprehension |

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| 37. ​Which of the following statements is true about recent trends in business?

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|   | a.  | ​Employers are currently paying a larger percentage of employees' healthcare costs than in the past. |
|   | b.  | ​Manufacturing jobs are no longer the gateway for high-school graduates to enter the middle class. |
|   | c.  | ​Shifts in shopping trends are causing companies to close their online stores while trying to open more brick-and-mortar stores. |
|   | d.  | ​The search for jobs has become less competitive. |

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| *ANSWER:* | b |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Moderate |
| *LEARNING OBJECTIVES:* | SUPE.LEON.16.1-1 - LO: 1-1 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic: Ref: - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - AK - DISC: Environmental Influence |
| *KEYWORDS:* | BLOOM'S: Comprehension |

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| 38. Which of the following statements is true about working supervisors?

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|   | a.  | They are considered mid-level managers. |
|   | b.  | They work with the top managers to set the organizational mission and goals.  |
|   | c.  | They may not be legally considered part of management. |
|   | d.  | They are individuals with designations such as director and vice president. |

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| *ANSWER:* | c |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Moderate |
| *LEARNING OBJECTIVES:* | SUPE.LEON.16.1-2 - LO: 1-2 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - AK - DISC: Motivation Concepts - DISC: Environmental Influence |
| *KEYWORDS:* | BLOOM'S: Comprehension |

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| 39. Which of the following statements concerning supervisors is NOT true?

|  |  |  |
| --- | --- | --- |
|   | a.  | Supervisors are considered to be mid-level managers within an organization. |
|   | b.  | Managers expect supervisors to obtain better performance from their human resources in an environment that is constantly changing. |
|   | c.  | The work of supervisors requires professional and interpersonal skills. |
|   | d.  | It is typically the first management experience people obtain. |

|  |  |
| --- | --- |
| *ANSWER:* | a |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Moderate |
| *LEARNING OBJECTIVES:* | SUPE.LEON.16.1-2 - LO: 1-2 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - AK - DISC: Strategy |
| *KEYWORDS:* | BLOOM'S: Comprehension |

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| 40. Rita has recently been promoted from bank teller to first-level manager. As a result of the promotion, she is now in charge of eight bank tellers. Rita can best be described as a \_\_\_\_\_.

|  |  |  |
| --- | --- | --- |
|   | a.  | supervisor |
|   | b.  | shareholder |
|   | c.  | top-level manager |
|   | d.  | senior manager |

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| --- | --- |
| *ANSWER:* | a |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Challenging |
| *LEARNING OBJECTIVES:* | SUPE.LEON.16.1-2 - LO: 1-2 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Reflective Thinking: Re - BUSPROG: Reflective Thinking |
| *STATE STANDARDS:* | United States - AK - DISC: Motivation Concepts - DISC: Environmental Influence |
| *KEYWORDS:* | BLOOM'S: Application |

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| 41. As foreman at a small but growing construction company, Ricky performs supervisory functions on a regular basis, but is not officially considered a part of management. Ricky can best be described as a \_\_\_\_\_.

|  |  |  |
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|   | a.  | supervisor |
|   | b.  | working supervisor |
|   | c.  | board of directors member |
|   | d.  | top-level manager |

|  |  |
| --- | --- |
| *ANSWER:* | b |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Challenging |
| *LEARNING OBJECTIVES:* | SUPE.LEON.16.1-2 - LO: 1-2 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Reflective Thinking: Re - BUSPROG: Reflective Thinking |
| *STATE STANDARDS:* | United States - AK - DISC: Strategy |
| *KEYWORDS:* | BLOOM'S: Application |

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| 42. Which of the following statements is true about the scientific management approach?

|  |  |  |
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|   | a.  | It focuses on determining the best way to perform a task. |
|   | b.  | It states that money is the least effective motivation for most workers. |
|   | c.  | It was proposed by Henri Fayol. |
|   | d.  | It states that workers must assume more work and responsibility than managers. |

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| *ANSWER:* | a |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Moderate |
| *LEARNING OBJECTIVES:* | SUPE.LEON.16.1-3 - LO: 1-3 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - AK - DISC: Motivation Concepts - DISC: Environmental Influence |
| *KEYWORDS:* | BLOOM'S: Comprehension |

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| 43. Which of the following is NOT one of the steps of the functional approach to management?

|  |  |  |
| --- | --- | --- |
|   | a.  | Use organizational elements toward common objectives |
|   | b.  | Design a structure, with clearly defined tasks |
|   | c.  | Plan a course of action |
|   | d.  | Eliminate authority lines from the organization |

|  |  |
| --- | --- |
| *ANSWER:* | d |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Moderate |
| *LEARNING OBJECTIVES:* | SUPE.LEON.16.1-3 - LO: 1-3 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - AK - DISC: Motivation Concepts - DISC: Environmental Influence |
| *KEYWORDS:* | BLOOM'S: Comprehension |

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| 44. Which of the following statements is true of the Behavioral School of Management?

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| --- | --- | --- |
|   | a.  | It emphasizes the behavior of the management in organizations. |
|   | b.  | It focuses on what motivates individual and group behavior in organizations. |
|   | c.  | It focuses on mathematical models that determine organizational success. |
|   | d.  | It focuses on the tasks that are associated with each job in an effort to improve productivity and the work behavior of employees. |

|  |  |
| --- | --- |
| *ANSWER:* | b |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Moderate |
| *LEARNING OBJECTIVES:* | SUPE.LEON.16.1-3 - LO: 1-3 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - AK - DISC: Motivation Concepts - DISC: Environmental Influence |
| *KEYWORDS:* | BLOOM'S: Comprehension |

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| 45. According to Frederick Winslow Taylor, the father of scientific management,:

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| --- | --- | --- |
|   | a.  | workers should take up more work and responsibility than the managers. |
|   | b.  | workers are economically motivated. |
|   | c.  | worker productivity improves when workers are given importance and attention. |
|   | d.  | managers should not have formal authority over workers. |

|  |  |
| --- | --- |
| *ANSWER:* | b |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Moderate |
| *LEARNING OBJECTIVES:* | SUPE.LEON.16.1-3 - LO: 1-3 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - AK - DISC: Motivation Concepts - DISC: Environmental Influence |
| *KEYWORDS:* | BLOOM'S: Comprehension |

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| 46. Which of Fayol’s five functions of management means pulling organizational elements toward common objectives?

|  |  |  |
| --- | --- | --- |
|   | a.  | Planning |
|   | b.  | Organizing |
|   | c.  | Coordinating |
|   | d.  | Controlling |

|  |  |
| --- | --- |
| *ANSWER:* | c |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Moderate |
| *LEARNING OBJECTIVES:* | SUPE.LEON.16.1-3 - LO: 1-3 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - AK - DISC: Motivation Concepts - DISC: Environmental Influence |
| *KEYWORDS:* | BLOOM'S: Comprehension |

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| 47. Quantitative approaches are often closely connected with \_\_\_\_\_ approaches, in which mathematical models are used to analyze data for decision making.

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| --- | --- | --- |
|   | a.  | behavioral |
|   | b.  | systems |
|   | c.  | scientific management |
|   | d.  | functional |

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| --- | --- |
| *ANSWER:* | b |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Moderate |
| *LEARNING OBJECTIVES:* | SUPE.LEON.16.1-3 - LO: 1-3 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - AK - DISC: Motivation Concepts - DISC: Environmental Influence |
| *KEYWORDS:* | BLOOM'S: Comprehension |

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| 48. Emmanuel is a supervisor at a private retail store where employee productivity is high and turnover is low. He strongly believes that the secret to his store’s success is rewarding the accomplishment of the worker financially. This belief best fits within the \_\_\_\_\_ to management.

|  |  |  |
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|   | a.  | functional approach |
|   | b.  | human relations approach |
|   | c.  | systems approach |
|   | d.  | scientific management approach |

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| *ANSWER:* | d |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Challenging |
| *LEARNING OBJECTIVES:* | SUPE.LEON.16.1-3 - LO: 1-3 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Reflective Thinking: Re - BUSPROG: Reflective Thinking |
| *STATE STANDARDS:* | United States - AK - DISC: Motivation Concepts - DISC: Environmental Influence |
| *KEYWORDS:* | BLOOM'S: Application |

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| 49. Sierra uses mathematical models to determine the effect on production if the cost of materials increases by 20 percent. She is utilizing \_\_\_\_\_.

|  |  |  |
| --- | --- | --- |
|   | a.  | scientific management |
|   | b.  | the behavioral science approach |
|   | c.  | the functional approach |
|   | d.  | the quantitative/systems approach |

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| *ANSWER:* | d |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Challenging |
| *LEARNING OBJECTIVES:* | SUPE.LEON.16.1-3 - LO: 1-3 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Reflective Thinking: Re - BUSPROG: Reflective Thinking |
| *STATE STANDARDS:* | United States - AK - DISC: Motivation Concepts - DISC: Environmental Influence |
| *KEYWORDS:* | BLOOM'S: Application |

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| 50. A continuous process of assimilation and growth within the organization for new hires is referred to as \_\_\_\_\_.

|  |  |  |
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|   | a.  | onboarding |
|   | b.  | outsourcing |
|   | c.  | empowerment |
|   | d.  | employee engagement |

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| *ANSWER:* | a |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | SUPE.LEON.16.1-4 - LO:1-4 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - AK - DISC: Leadership Principles: - DISC: Leadership Principles |
| *KEYWORDS:* | BLOOM'S: Knowledge |

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| 51. When Samara took up a job in Delta Inc., she learned that the company has a mentoring program in place that is meant to engage new hires. She also learned that Delta conducts special training sessions about jobs, tasks, and the general organizational culture and rules to help the new hires assimilate well into the organization. Which of the following concepts is illustrated in the scenario?

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|   | a.  | Outsourcing |
|   | b.  | Job redesign |
|   | c.  | Onboarding |
|   | d.  | Job deskilling  |

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| *ANSWER:* | c |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Challenging |
| *LEARNING OBJECTIVES:* | SUPE.LEON.16.1-4 - LO:1-4 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Reflective Thinking: Re - BUSPROG: Reflective Thinking |
| *STATE STANDARDS:* | United States - AK - DISC: Leadership Principles: - DISC: Leadership Principles |
| *KEYWORDS:* | BLOOM'S: Application |

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| 52. In the context of demographic differences in workforce, millennials are likley to emphasize \_\_\_\_\_.

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|   | a.  | loose rules |
|   | b.  | group activities |
|   | c.  | security |
|   | d.  | individualistic cultures |

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| *ANSWER:* | b |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Moderate |
| *LEARNING OBJECTIVES:* | SUPE.LEON.16.1-4 - LO:1-4 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic: Ref: - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - AK - DISC: Environmental Influence |
| *KEYWORDS:* | BLOOM'S: Comprehension |

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| 53. Which of the following is NOT a characteristic of the work attitudes and experiences of generation Xers?

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|   | a.  | They have far less concern about staying with companies for long periods. |
|   | b.  | They are more patient and willing to accept change. |
|   | c.  | They expect employers to provide them with more personal and leisure time. |
|   | d.  | They harbor considerable skepticism about management’s values and management’s concerns for employees. |

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| *ANSWER:* | b |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Moderate |
| *LEARNING OBJECTIVES:* | SUPE.LEON.16.1-4 - LO:1-4 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Diversity |
| *STATE STANDARDS:* | United States - AK - DISC: Environmental Influence |
| *KEYWORDS:* | BLOOM'S: Comprehension |

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| 54. Which of the following is true about the glass ceiling?

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|   | a.  | It refers to the absence of formal authority in an organization. |
|   | b.  | It compartmentalizes men into certain occupational classes. |
|   | c.  | It impacts both minorities and women. |
|   | d.  | It refers to the belief that women are more effective leaders than men. |

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| *ANSWER:* | c |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Moderate |
| *LEARNING OBJECTIVES:* | SUPE.LEON.16.1-4 - LO:1-4 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Diversity |
| *STATE STANDARDS:* | United States - AK - DISC: Leadership Principles: - DISC: Leadership Principles |
| *KEYWORDS:* | BLOOM'S: Comprehension |

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| 55. The supervisors at Millcroft Industries have been instructed to allocate more time for on-the-job employee training and to encourage workers to pursue continuing education. These measures are taken by the company to improve the skills of the employees and thus provide better products and services to its customers. Millcroft Industries is most likely attempting to:

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|   | a.  | downsize. |
|   | b.  | increase overhead costs. |
|   | c.  | implement job deskilling. |
|   | d.  | gain a competitive advantage. |

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| *ANSWER:* | d |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Challenging |
| *LEARNING OBJECTIVES:* | SUPE.LEON.16.1-4 - LO:1-4 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Reflective Thinking: Re - BUSPROG: Reflective Thinking |
| *STATE STANDARDS:* | United States - AK - DISC: Creation of Value |
| *KEYWORDS:* | BLOOM'S: Application |

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| 56. Which of the following is NOT an accurate statement about business trends?

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|   | a.  | Fewer businesses are likely to outsource work to differnt countries. |
|   | b.  | Small and midsize firms are expected to create most of the job growth in the coming decade. |
|   | c.  | Low-paying jobs are likely to be on the rise. |
|   | d.  | Labor shortage at all skill levels is on the rise. |

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| *ANSWER:* | a |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Moderate |
| *LEARNING OBJECTIVES:* | SUPE.LEON.16.1-4 - LO:1-4 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - AK - DISC: Environmental Influence |
| *KEYWORDS:* | BLOOM'S: Comprehension |

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| 57. In international business, \_\_\_\_\_.

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|   | a.  | many U.S. firms have moved production overseas because of low wages. |
|   | b.  | too much information (TMI) is being seen as a boon by all supervisors around the world. |
|   | c.  | corporate culture is largely the same everywhere. |
|   | d.  | supervisory techniques that work in the Untied States are almost always successful in other countries as well. |

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| *ANSWER:* | a |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Moderate |
| *LEARNING OBJECTIVES:* | SUPE.LEON.16.1-4 - LO:1-4 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Diversity |
| *STATE STANDARDS:* | United States - AK - DISC: Environmental Influence |
| *KEYWORDS:* | BLOOM'S: Comprehension |

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| 58. The set of shared values, purposes, and beliefs that employees have about an organization is its \_\_\_\_\_.

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|   | a.  | organizational science  |
|   | b.  | value statement |
|   | c.  | corporate social responsibility |
|   | d.  | corporate culture |

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| *ANSWER:* | d |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | SUPE.LEON.16.1-4 - LO:1-4 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - AK - DISC: Strategy |
| *KEYWORDS:* | BLOOM'S: Knowledge |

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| 59. The \_\_\_\_\_ requires firms employing 100 or more workers to provide 60 days’ advance notice to employees before shutting down or conducting substantial layoffs.

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| --- | --- | --- |
|   | a.  | Family and Medical Leave Act |
|   | b.  | Worker Adjustment and Retraining Act |
|   | c.  | Occupational Safety and Health Act |
|   | d.  | Fair Labor Standards Act |

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| *ANSWER:* | b |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | SUPE.LEON.16.1-4 - LO:1-4 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - AK - DISC: Legal Responsibilities - DISC: Environmental Influence |
| *KEYWORDS:* | BLOOM'S: Knowledge |

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| 60. Giving employees the authority and responsibility to achieve their individual and the organization's objectives is known as \_\_\_\_\_.

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|   | a.  | development |
|   | b.  | autocratic management |
|   | c.  | empowerment |
|   | d.  | two-tier management |

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| *ANSWER:* | c |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | SUPE.LEON.16.1-4 - LO:1-4 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - AK - DISC: Motivation Concepts - DISC: Environmental Influence |
| *KEYWORDS:* | BLOOM'S: Knowledge |

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| 61. As a manager, Jamie gives her employees authority and responsibility to carry out their tasks. She also encourages them to pursue their individual work goals in addition to the organization's goals. Jamie's employees also make certain decisions by themselves. This scenario illustrates \_\_\_\_\_\_\_.

|  |  |  |
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|   | a.  | job deskilling |
|   | b.  | employee empowerment |
|   | c.  | non-participative management |
|   | d.  | negative reinforcement |

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| *ANSWER:* | b |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Challenging |
| *LEARNING OBJECTIVES:* | SUPE.LEON.16.1-4 - LO:1-4 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Reflective Thinking: Re - BUSPROG: Reflective Thinking |
| *STATE STANDARDS:* | United States - AK - DISC: Motivation Concepts - DISC: Environmental Influence |
| *KEYWORDS:* | BLOOM'S: Application |

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| 62. Omega Corp. allows employees to choose their work hours within stated limits. This type of workplace policy is known as \_\_\_\_\_.

|  |  |  |
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|   | a.  | flextime |
|   | b.  | job sharing |
|   | c.  | telecommuting |
|   | d.  | job redesign |

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| *ANSWER:* | a |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Challenging |
| *LEARNING OBJECTIVES:* | SUPE.LEON.16.1-4 - LO:1-4 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - AK - DISC: Leadership Principles: - DISC: Leadership Principles |
| *KEYWORDS:* | BLOOM'S: Application |

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| 63. Nicole works from home full-time for a non-profit organization. She receives work from and sends work to the office via a computer and modem. This is an example of \_\_\_\_\_.

|  |  |  |
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|   | a.  | flextime |
|   | b.  | job sharing |
|   | c.  | telecommuting |
|   | d.  | outsourcing |

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| *ANSWER:* | c |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Challenging |
| *LEARNING OBJECTIVES:* | SUPE.LEON.16.1-4 - LO:1-4 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Reflective Thinking: Re - BUSPROG: Reflective Thinking |
| *STATE STANDARDS:* | United States - AK - DISC: Information Technologies |
| *KEYWORDS:* | BLOOM'S: Application |

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| 64. \_\_\_\_\_ are invisible barriers that compartmentalize women and minorities into certain occupational classes.

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|   | a.  | Glass hurdles |
|   | b.  | Glass bridges |
|   | c.  | Glass ceilings |
|   | d.  | Glass walls |

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| *ANSWER:* | d |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | SUPE.LEON.16.1-4 - LO:1-4 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Diversity |
| *STATE STANDARDS:* | United States - AK - DISC: Leadership Principles: - DISC: Leadership Principles |
| *KEYWORDS:* | BLOOM'S: Knowledge |

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| 65. Wanda has observed that at her company, the human resources and accounting departments are made up almost entirely of women, while other areas such as sales are composed primarily of men. This is an example of which type of workplace barrier?

|  |  |  |
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|   | a.  | Glass ceiling |
|   | b.  | Glass wall |
|   | c.  | Visible hurdle |
|   | d.  | Visible ladder |

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| *ANSWER:* | b |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Challenging |
| *LEARNING OBJECTIVES:* | SUPE.LEON.16.1-4 - LO:1-4 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Reflective Thinking: Re - BUSPROG: Reflective Thinking |
| *STATE STANDARDS:* | United States - AK - DISC: Leadership Principles: - DISC: Leadership Principles |
| *KEYWORDS:* | BLOOM'S: Application |

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| 66. \_\_\_\_\_ occurs when employees are in jobs that do not use their skills, knowledge, and abilities.

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|   | a.  | Competitive advantage |
|   | b.  | Contingent work |
|   | c.  | Unemployment |
|   | d.  | Underemployment |

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| *ANSWER:* | d |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | SUPE.LEON.16.1-4 - LO:1-4 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - AK - DISC: Individual Dynamics |
| *KEYWORDS:* | BLOOM'S: Knowledge |

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| 67. Sylvia just began a new job as a retail customer service representative. However, she is disappointed that the new job does not allow her to use her technology literacy skills.Which of the following terms best describes Sylvia’s level of employment?

|  |  |  |
| --- | --- | --- |
|   | a.  | Unemployment |
|   | b.  | Absolute advantage |
|   | c.  | Underemployment |
|   | d.  | Contingent work |

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| *ANSWER:* | c |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Challenging |
| *LEARNING OBJECTIVES:* | SUPE.LEON.16.1-4 - LO:1-4 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Reflective Thinking: Re - BUSPROG: Reflective Thinking |
| *STATE STANDARDS:* | United States - AK - DISC: Individual Dynamics |
| *KEYWORDS:* | BLOOM'S: Application |

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| 68. The traditional mode of face-to-face communication has been altered most significantly by which change in technology?

|  |  |  |
| --- | --- | --- |
|   | a.  | Rise of social networking sites |
|   | b.  | The popularity of flextime in corporations |
|   | c.  | The popularity of job sharing in corporations |
|   | d.  | Declining use of English as the language of business |

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| --- | --- |
| *ANSWER:* | a |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Moderate |
| *LEARNING OBJECTIVES:* | SUPE.LEON.16.1-4 - LO:1-4 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Communication |
| *STATE STANDARDS:* | United States - AK - DISC: Information Technology |
| *KEYWORDS:* | BLOOM'S: Comprehension |

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| 69. Lisa drives a bus for the county school system, where she works limited hours within a nine-month contract that is based on the school system’s needs. She does not receive health or retirement benefits. Lisa is a member of the \_\_\_\_\_ of the school.

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|   | a.  | exempt workforce |
|   | b.  | contingent workforce |
|   | c.  | non-contingent workforce |
|   | d.  | non-exempt workforce |

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| *ANSWER:* | b |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Challenging |
| *LEARNING OBJECTIVES:* | SUPE.LEON.16.1-4 - LO:1-4 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Reflective Thinking: Re - BUSPROG: Reflective Thinking |
| *STATE STANDARDS:* | United States - AK - DISC: Leadership Principles: - DISC: Leadership Principles |
| *KEYWORDS:* | BLOOM'S: Application |

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| 70. Based on the notion of corporate social responsibility, to which level of responsibility does doing what is right, just, and fair relate?

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|   | a.  | Legal responsibility |
|   | b.  | Ethical responsibility |
|   | c.  | Economic responsibility |
|   | d.  | Philanthropic responsibility |

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| *ANSWER:* | b |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Moderate |
| *LEARNING OBJECTIVES:* | SUPE.LEON.16.1-4 - LO:1-4 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - AK - DISC: Ethical Responsibilities |
| *KEYWORDS:* | BLOOM'S: Comprehension |

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| 71. \_\_\_\_\_ prohibits discrimination in hiring, promotion, discharge, pay, benefits, and other aspects of employment on the basis of race, color, religion, gender, or national origin.

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| --- | --- | --- |
|   | a.  | Title VII of the Civil Rights Act, as amended (1964) |
|   | b.  | Labor Management Relations Act (Taft–Hartley) (1947) |
|   | c.  | Worker Adjustment and Retraining Act (WARN) (1988). |
|   | d.  | Fair Labor Standards Act (FLSA) (1938) |

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| *ANSWER:* | a |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *LEARNING OBJECTIVES:* | SUPE.LEON.16.1-4 - LO:1-4 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - AK - DISC: Legal Responsibilities - DISC: Environmental Influence |
| *KEYWORDS:* | BLOOM'S: Knowledge |

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| 72. Gwendolyn loves her job and feels connected to her company’s objectives because she feels she does something important, finds the work stimulating, and has plenty of opportunities for personal and professional growth. Gwendolyn can best be described as a(n) \_\_\_\_\_.

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|   | a.  | deskilled employee |
|   | b.  | disgruntled employee |
|   | c.  | hands-off employee |
|   | d.  | engaged employee |

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| *ANSWER:* | d |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Challenging |
| *LEARNING OBJECTIVES:* | SUPE.LEON.16.1-4 - LO:1-4 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Reflective Thinking: Re - BUSPROG: Reflective Thinking |
| *STATE STANDARDS:* | United States - AK - DISC: Individual Dynamics |
| *KEYWORDS:* | BLOOM'S: Application |

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| 73. Which of the following is NOT crucial for supervisors to become true professionals?

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|   | a.  | They must implement micromanagement techniques. |
|   | b.  | They have to develop as innovators and idea people. |
|   | c.  | They must engage in  constant self-improvement and self-renewal. |
|   | d.  | They must constantly update their own skills and knowledge. |

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| *ANSWER:* | a |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Moderate |
| *LEARNING OBJECTIVES:* | SUPE.LEON.16.1-5 - LO: 1-5 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - AK - DISC: Motivation Concepts - DISC: Environmental Influence |
| *KEYWORDS:* | BLOOM'S: Comprehension |

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| 74. While seeking employment elsewhere, employees should \_\_\_\_\_.

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|   | a.  | make or receive job-search-related calls at work |
|   | b.  | schedule their interviews during work hours of the current workplace |
|   | c.  | quit their current jobs before searching for new jobs |
|   | d.  | advise prospective employers to contact them at home |

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| *ANSWER:* | d |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Moderate |
| *LEARNING OBJECTIVES:* | SUPE.LEON.16.1-6 - LO: 1-6 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - AK - DISC: Individual Dynamics |
| *KEYWORDS:* | BLOOM'S: Comprehension |

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| 75. What level of the management hierarchy are supervisors a part of? Who are supervisors responsible for managing?

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| *ANSWER:* | Supervisors are first-level managers who are in charge of entry level and other departmental employees. |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Moderate |
| *LEARNING OBJECTIVES:* | SUPE.LEON.16.1-2 - LO: 1-2 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - AK - DISC: Operations Management |
| *KEYWORDS:* | BLOOM'S: Synthesis |

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| 76. According to the Hawthorne effect, what happens to employees while being observed?

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| *ANSWER:* | Employees behave differently when being observed. |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Moderate |
| *LEARNING OBJECTIVES:* | SUPE.LEON.16.1-3 - LO: 1-3 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - AK - DISC: Operations Management |
| *KEYWORDS:* | BLOOM'S: Synthesis |

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| 77. Discuss the measures companies have taken to help their employees balance their family and job responsibilities. Why are companies taking these measures?

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| *ANSWER:* | Employees' job performance can often be impacted by conflicts between family and job obligations. To lessen this conflict, and thus improve employee performance, many companies provide on-site child-care for their employees, or help employees make suitable child-care arrangements. The rise of alternative work arrangements such as flextime, job sharing, and telecommuting is also linked to employees' concerns about their family obligations. |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Challenging |
| *LEARNING OBJECTIVES:* | SUPE.LEON.16.1-4 - LO:1-4 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - AK - DISC: Leadership Principles: - DISC: Leadership Principles |
| *KEYWORDS:* | BLOOM'S: Synthesis |

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| 78. List at least five current workplace trends.

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| *ANSWER:* | Continuing high cost of health care in the United States.Large number of baby boomers retiring at around the same time.Threat of increased /medical costs on economic competitiveness of the United States.Aging population.Growing need to develop retention strategies for current and future workforce.Federal health care legislation.Preparing organizations for an older workforce and the next wave of retirement.Threat of recession in the United States or globally.Labor shortage at all skill levels.Demographic shifts leading to a shortage of high-skilled workers. |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Moderate |
| *LEARNING OBJECTIVES:* | SUPE.LEON.16.1-4 - LO:1-4 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - AK - DISC: Environmental Influence |
| *KEYWORDS:* | BLOOM'S: Synthesis |

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| 79. Why are production facilities of U.S. firms being relocated to China, India, South Korea, Eastern Europe, South America, Africa, Mexico?

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| *ANSWER:* | U.S. production facilities are being relocated to the above-mentioned countries due to low wages and other factors that help create a competitive advantage. |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Challenging |
| *LEARNING OBJECTIVES:* | SUPE.LEON.16.1-4 - LO:1-4 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Diversity |
| *STATE STANDARDS:* | United States - AK - DISC: Environmental Influence |
| *KEYWORDS:* | BLOOM'S: Evaluation |

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| 80. What is corporate culture, and who is responsible for setting the tone of a corporate culture?

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| *ANSWER:* | Corporate culture is the shared purposes, values, and beliefs that employees have about their organization. Top level management is responsible for setting the overall vision and philosophy of a firm. |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Moderate |
| *LEARNING OBJECTIVES:* | SUPE.LEON.16.1-4 - LO:1-4 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - AK - DISC: Strategy |
| *KEYWORDS:* | BLOOM'S: Synthesis |

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| 81. List and describe the five functions critical to managerial effectiveness according to Henri Fayol’s school of thought.

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| *ANSWER:* | 1. Planning: setting down a course of action.2. Organizing: designing a structure with tasks and authority clearly defined.3. Commanding: directing subordinates’ actions.4. Coordinating: pulling organizational elements toward common objectives.5. Controlling: ensuring that plans are carried out. |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Challenging |
| *LEARNING OBJECTIVES:* | SUPE.LEON.16.1-3 - LO: 1-3 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - AK - DISC: Operations Management |
| *KEYWORDS:* | BLOOM'S: Synthesis |

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| 82. If it is legal, it is ethical; if it is illegal, it is unethical.

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|   | a.  | True |
|   | b.  | False |

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| *ANSWER:* | False |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Moderate |
| *LEARNING OBJECTIVES:* | SUPE.LEON.16.5-2 - LO: 8-2 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Ethics |
| *STATE STANDARDS:* | United States - AK - DISC: Ethical Responsibilities |
| *KEYWORDS:* | BLOOM'S: Comprehension |

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| 83. ​Jennifer is dismissing the idea that networking with her friends is a good way to uncover opportunities for employment. Answer True if she is correct. Answer False if she is incorrect.

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|   | a.  | True |
|   | b.  | False |

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| *ANSWER:* | False |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Challenging |
| *LEARNING OBJECTIVES:* | SUPE.LEON.16.1-5 - LO: 1-5 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Reflective Thinking |
| *NOTES:* | BLOOM'S: Application |

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