EXAMINATION QUESTIONS

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Chapter 1

1. Today, the administrative office management function permeates the entire organization.

2. Enterprise-wide systems allow an organization to integrate a diverse array of functions.

3. Knowledge management involves managing the organization’s intellectual capital, human resources, and strategic relationships.

4. Few managers consider knowledge to be their most important and precious organizational resource.

5. Which one of the following is a false statement regarding the nature of the impact of the administrative office management function on employees?

A. It provides employees with more challenging positions.

B. It helps employees increase their productivity.

C. It helps employees maximize their efficiency.

D. It provides employees with the information they need, when they need it, and in the format they need.

6. Which one of the following is a new area providing added career opportunities for administrative office managers?

A. Systems analysis

B. Facility management

C. Information processing

D. Image processing

7. Increasingly, the development of the administrative office management function, overseen by the administrative office manager, is taking place in small- to mid-size organizations.

8. Which one of the following is *not* appropriate as a current challenge confronting administrative office managers?

A. Government regulations

B. Organizational/employee productivity

C. Poorly trained office employees

D. Failure of some newly implemented office systems to perform according to expectations

9. Globalization is having an impact on administrative office management.

10. The name of the certification program for administrative managers is

A. Certificate of Administrative Management.

B. Certified Administrative Managers.

C. Certificate of Administration Management.

D. Certified Associate of Management.

11. Roles are the set of behaviors and job tasks an individual is expected to perform.

12. Skills are defined as the abilities individuals possess that enable them to carry out their specified roles.

13. Which one of the following is *not* one of the important roles of administrative office managers?

A. Decision-making role

B. Information-management role

C. Financial role

D. Interpersonal role

14. Which one of the following is *not* one of the areas in which administrative office managers are expected to have special skills?

A. Technical

B. Financial

C. Conceptual

D. Human

15. Which one of the following is the role that enables an administrative office manager to determine the full impact of a change or a variety of changes?

A. Human role

B. Technical role

C. Human role

D. Conceptual role

16. Rarely, if ever, does the nature of an individual’s technical skills determine the areas of his or her responsibility.

17. Which of the following individuals is generally credited with having founded scientific management?

A. Frederick Herzberg

B. Charles Babbage

C. Frederick Taylor

D. Henri Fayol

18. Scientific management was designed to solve two major problems: (1) to help employees become happy, productive workers; and (2) to improve the operating efficiency of management.

19. Which of the following is the cornerstone of scientific management?

A. The use of time and motion study to increase workers' efficiency

B. The promotion of employees to higher-level positions

C. The mechanization of the work process

D. The unionization of employees

20. The proponents of scientific management emphasized the mechanical and physiological aspects of work, which in many cases was detrimental to the psychological and social needs of the employees.

21. Focusing on the firm as a whole or total entity rather than on certain isolated functions is a characteristic of which of the following phases of management theory?

A. Scientific management

B. Administrative movement

C. Human relations movement

D. Modern movement

22. The universality of management principles is a characteristic of

A. Scientific management.

B. Administrative movement.

C. Human relations movement.

D. Modern movement.

23. Which of the following individuals was primarily instrumental in developing the administrative movement?

A. Elton Mayo

B. Charles Babbage

C. Frederick Taylor

D. Henri Fayol

24. The \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_was primarily concerned with individuals and small groups as opposed to the total organization.

A. Scientific management

B. Administrative movement

C. Human relations movement

D. Modern movement

25. One of the primary proponents of the human relations movement was

A. Frederick Taylor.

B. William Ouchi.

C. Elton Mayo.

D. Charles Babbage.

26. The famous Hawthorne Studies were conducted by Henri Fayol.

27. Certain of the concepts and practices popularized by the human relations movement continue to be present today, especially those that involve human relations and employee motivation.

28. The operations approach and the behavioral science approach are part of the modern movement phase in the evolution of management theory.

29. A basic difference between the operations approach and the behavioral science approach is that the former is nonquantitative whereas the later is quantitative.

30. Increasingly, the modern management movement is moving away from a systems approach to management.

31. Contingency management is based on the premise that one best way exists in all situations.

32. TQM emphasizes hierarchical structures and managerial control of employees and work processes.

33. Theoretically, TQM should reduce the amount of adversity found within organizations.

34. Which is the following is a false statement regarding TQM?

A. It emphasizes individual rather than teamwork commitment.

B. It empowers employees.

C. It diminishes much of the adversity found in many organizations.

D. It emphasizes cooperation.

35. One of the important elements of Theory Z is that employees are assumed to have lifetime employment.

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