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Examination 1(M. Term): Fall, 2013

MGMT 102

Principles of Management

Prof. Amr Swid

Date: Thursday, October 10th

Time Allowed: 20 Minutes

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INSTRUCTIONS

Multiple-Choice Questions

1. What did researchers find when comparing "control" human resource systems and "commitment" human resource systems?

- A. Employees preferred control systems over commitment systems
- ☒ B. Productivity was high and employee turnover was low with commitment systems
- C. Employee turnover was much higher with commitment systems
- D. Productivity was the same under both systems
- E. Productivity and turnover were significantly lower with control systems

2. Research suggests that affirmative action programs in the United States

- A. Actually helped white males the most
- B. Doubled female employment between 1965 and 1985
- ☒ C. Helped black workers get promoted in government and business
- D. Had the greatest positive impact on Native Americans
- E. Tripled the percentage of Asian Americans in the workforce

3. A convergence of demographic and technological trends is predicted to have which impact on the U.S labor force?

- A. Too many job seekers
- ☒ C. Shortage of skilled workers
- E. Proportionately fewer women
- B. Unemployment
- D. Racism

4. Which of the following is *not* one of the basic communication strategies?

- A. Spray & Pray
- C. Identity & Reply
- E. Tell & Sell
- ☒ B. Underscore & Say More
- D. Withhold & Uphold

5. All of the following are suggestions by Joan Tunstall for composing a clear e-mail message *except*

- A. Making the message action-oriented.
- ☒ B. Sending copies to all parties involved.
- C. Ensuring that the message unfolds in logical steps.
- D. Expressing empathy with readers through appropriate tone and choice of words.
- E. Keeping the message concise.

6. Asking _____ Questions is among the practical tips for effective listening.

- A. easy-to-answer
- C. many
- E. no more than two
- B. yes-or-no
- ☒ D. open-ended

7. Management is the process of working with and through others to achieve _____ in a changing environment.

- A. Plans
- C. a mission
- ☒ E. organizational objectives
- B. strategies
- D. success

8. A business using the internet for greater efficiency in every aspect is called a(n)

- A. global business
- B. integrated business
- C. small business
- D. high-tech business
- ☒ E. e-business



9. Entrepreneurship, by definition, is the process by which individuals pursue opportunities without regard to

- A. risk
- B. plans
- C. the law
- ☒ D. resources under one's control
- E. the future



10. _____ responsibility is not one of the four levels in Carroll's global corporate social responsibility pyramid

- A. Economic
- B. Ethical
- C. Legal
- D. philanthropic
- ☒ E. Cultural



11. Systematically identifying all parties that might be affected by a company's actions is the goal of performing a(n)

- A. social responsibility profile
- B. ☒ stakeholder audit
- C. corporate audit
- D. internal audit
- E. SWOT analysis



12. Which one of these is *not* among the top ten workplace "hot spots" for triggering unethical or illegal conduct?

- A. Work hours, workload
- ☒ B. Employees with undisclosed criminal records
- C. Lack of management support
- D. Personal financial worries
- E. Poor leadership



13. There is a trend away from the _____ mode and toward the _____ mode in strategy making

- A. command; rational
- B. symbolic; rational
- C. transactive; symbolic
- ☒ D. symbolic; generative
- E. generative; command

14. What does the term *synergy* refer to?

- A. The $1 + 1 = 2$ effect
- B. Situational analysis
- C. The additive effect
- ☒ D. The $1 + 1 = 3$ effect
- E. Forecasting

15. The seven basic internet business models include all *except* which one of these?

- ☒ A. Transaction-based models
- B. Commission-based models
- C. Referral-based models
- D. Subscription-based models
- E. Markup-based models

16. As defined, decision making involves

- A. eliminating uncertainty
- B. leadership
- C. information technology
- ☒ D. choosing
- E. overcoming fears

17. _____ is the tendency to evaluate positively presented information favorably and negatively presented information unfavorably.

- A. Short-term thinking
- B. Overconfidence
- ☒ C. Framing error
- D. Escalation of commitment
- E. Satisficing

18. Which of the following is *not* among the ten mental locks on creativity?

- A. Strictly following the rules
- ☒ B. Not being logical or rational
- C. Insisting on being practical
- D. Avoiding ambiguity
- E. Not wanting to look foolish

True/False Questions

Indicate if the following statements are true or false:

1. The process of identifying basic task and skill requirements for specific jobs by studying superior performers is called job analysis. (T) ✓
2. Verbal misconduct cannot be considered sexual harassment. (F) ✓
3. In the "Withhold & Uphold" communication strategy, managers tell what they think people need to know only when they believe people need to know it. (T) ✓
4. Most of the impact of our communication comes from the implied meaning of our words. (F) ✓
5. If a company does not achieve its objective, it is effective but not efficient. (F) ✓
6. Entrepreneurs tend to be high achievers who dislike ambiguity. (F) ✓
7. The top level of Carroll's global corporate social responsibility pyramid is ethical responsibility. (F) ✓
8. Economic efficiency is one of the ten general ethical principles. (T) ✓
9. Competitive advantage and competitive scope are the two major variables in Porter's generic competitive strategies model. (T) ✓

10. The key to good scenario writing is to focus on the few readily identifiable but unpredictable factors that will have the greatest impact on the topic in question (T)

11. By definition, a condition of risk exists when there is little or no reliable factual information available. (F)

12. "Satisficing" involves finding a solution to a problem that is "good enough," rather than finding the best possible solution. (T)