

## Objective Questions

1. Which of the following best defines management?
  - A. Achieving personal goals
  - B. Managing money only
  - C. Planning, organizing, leading and controlling organizational resources
  - D. Supervising employees only
  
2. Which of the following is NOT a basic management function?
  - A. Planning
  - B. Organizing
  - C. Staffing
  - D. Controlling
  
3. The acronym POLC stands for:
  - A. Planning, Organizing, Leading, Coordinating
  - B. Planning, Organizing, Leading, Controlling
  - C. Preparing, Organizing, Leading, Controlling
  - D. Planning, Operating, Leading, Coordinating
  
4. "Doing things right" refers to which performance criterion?
  - A. Effectiveness
  - B. Productivity
  - C. Efficiency
  - D. Quality
  
5. "Doing the right things" refers to:
  - A. Efficiency
  - B. Effectiveness
  - C. Productivity
  - D. Profitability
  
6. Which level of management is responsible for setting organizational goals and strategies?
  - A. First-line managers
  - B. Middle managers
  - C. Top managers
  - D. Non-managerial employees

7. Supervisors and foremen belong to which level of management?

- A. Top management
- B. Middle management
- C. First-line management
- D. General management

8. A manager who is responsible for only one functional area is known as a:

- A. General manager
- B. Functional manager
- C. Line manager
- D. Project manager

9. Which managerial skill involves the ability to work effectively with other people?

- A. Technical skill
- B. Conceptual skill
- C. Human skill
- D. Analytical skill

10. Which managerial skill is MOST important for top-level managers?

- A. Technical skill
- B. Human skill
- C. Conceptual skill
- D. Operational skill

11. According to Mintzberg, which of the following is an interpersonal role?

- A. Monitor
- B. Entrepreneur
- C. Liaison
- D. Resource allocator

12. The role of a manager who handles conflicts and unexpected problems is called:

- A. Negotiator
- B. Disturbance handler
- C. Disseminator
- D. Figurehead

13. Frederick Winslow Taylor is associated with which management approach?

- A. Behavioral approach
- B. Administrative management

- C. Scientific management
- D. Contingency approach

14. According to Theory X, employees:

- A. Enjoy work naturally
- B. Are self-motivated
- C. Dislike work and avoid responsibility
- D. Seek responsibility

15. Which theory assumes employees are motivated, responsible, and capable of self-direction?

- A. Theory X
- B. Theory Z
- C. Theory Y
- D. Classical theory

16. Planning is best defined as:

- A. Supervising employees
- B. Setting goals and defining actions to achieve them
- C. Controlling organizational activities
- D. Motivating workers

17. Planning is concerned with:

- A. Ends only
- B. Means only
- C. Ends and means
- D. Outcomes only

18. Which of the following is NOT an importance of planning?

- A. Sense of direction
- B. Coordination among managers
- C. Eliminating all risks
- D. Effective resource utilization

19. A vision statement is best described as:

- A. Short-term plan
- B. Broad and forward-thinking statement
- C. Detailed operational guideline

D. Budget forecast

20. The mission of an organization refers to its:

- A. Future aspiration
- B. Reason for existence
- C. Market strategy
- D. Financial objective

21. Goals should be:

- A. Vague and flexible
- B. Precise, specific and meaningful
- C. Difficult to measure
- D. Short-term only

22. Which type of plan applies to the entire organization and long-term performance?

- A. Tactical plan
- B. Operational plan
- C. Strategic plan
- D. Standing plan

23. Tactical plans are mainly:

- A. Long-term and broad
- B. Short-term and specific
- C. Flexible and general
- D. Vision-oriented

24. A plan that is used once to meet a unique situation is called:

- A. Standing plan
- B. Strategic plan
- C. Single-use plan
- D. Directional plan

25. Which of the following is an example of a standing plan?

- A. Project KLCC
- B. Annual budget
- C. Customer satisfaction policy
- D. Sales promotion campaign

26. Policies, procedures and rules fall under:

- A. Single-use plans
- B. Strategic plans
- C. Standing plans
- D. Tactical plans

27. Directional plans are characterized by:

- A. Detailed instructions
- B. Clear numerical targets
- C. Flexibility and general guidelines
- D. Strict rules

28. A budget is best described as:

- A. A strategic vision
- B. A financial plan
- C. A policy guideline
- D. A mission statement

29. Strategic planning usually:

- A. Covers short periods
- B. Applies to specific departments only
- C. Provides overall organizational direction
- D. Focuses on daily operations

30. Which of the following is a barrier to effective planning?

- A. Clear objectives
- B. Strategic thinking
- C. Lack of top management support
- D. Manager participation