

# mgt503 final term papers

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**Question No: 1 ( Marks: 1 ) - Please choose one**

The bank of New England uses models to figure out how many teller need to be on duty at each location at various times throughout the day. Bank is using which of the

following approaches?

- ▶ Management science
- ▶ Operations management
- ▶ Total quality management
- ▶ Contingency perspective

**Question No: 2 ( Marks: 1 ) - Please choose one**

The culture of an organization is largely determined by:

- ▶ Top management
- ▶ Employees
- ▶ Stockholders
- ▶ The company founders

**Question No: 3 ( Marks: 1 ) - Please choose one**

Sony Corporation's focus on product innovation is an example of which of the following dimensions of organizational culture?

- ▶ Attention to detail
- ▶ People orientation
- ▶ Outcome orientation
- ▶ Aggressiveness

**Question No: 4 ( Marks: 1 ) - Please choose one**

An individual's personal beliefs regarding what is right and wrong or good and bad is called:

- ▶ Ethics
- ▶ Values
- ▶ Norms
- ▶ Rituals

**Question No: 5 ( Marks: 1 ) - Please choose one**  
**EU, NAFTA, FTAA and ASEAN are examples of:**

- ▶ **Regional trade alliances**
- ▶ Foreign airlines
- ▶ Soccer teams in Europe
- ▶ New multinational corporations

**Question No: 6 ( Marks: 1 ) - Please choose one**  
**Which one is the final step in the decision-making process:**

- ▶ Evaluating the decision
- ▶ Recognizing the decision
- ▶ Evaluating the alternatives
- ▶ **Implementing the decision**

**Question No: 7 ( Marks: 1 ) - Please choose one**  
**All of the following are the assumptions of rational decision making EXCEPT:**

- ▶ Alternatives are known
- ▶ Possible outcomes known
- ▶ Optimal decision is possible
- ▶ **Information is unknown**

**Question No: 8 ( Marks: 1 ) - Please choose one**  
**Which of the following is a variation of the electronic meeting that links media from different locations?**

- ▶ E-commerce
- ▶ The Delphi technique
- ▶ E-Brainstorming
- ▶ **Video conference**

**Question No: 9 ( Marks: 1 ) - Please choose one**  
**Mission Statement of Johnson & Johnson is:**  
**"We believe our first responsibility is to the doctors, nurses, and patients, to mothers and all others who use our products"**

**This statement shows which of the following attributes of mission statement?**

- ▶ Location
- ▶ Customers
- ▶ Self concept
- ▶ **Desired public image**

**Question No: 10 ( Marks: 1 ) - Please choose one**

**Operational plans are normally associated with which of the following organizational level?**

- ▶ Global level
- ▶ Corporate level
- ▶ **Business level**
- ▶ Functional level

**Question No: 11 ( Marks: 1 ) - Please choose one**  
**Which of the following is a primary benefit of MBO?**

- ▶ Avoid competition
- ▶ Resistance against new entrance
- ▶ **Improve employee motivation**
- ▶ Increase resources

**Question No: 12 ( Marks: 1 ) - Please choose one**  
**In BCG matrix which of the following businesses have a large share of a market that are not expected to grow substantially?**

- ▶ Dogs
- ▶ **Question mark**
- ▶ Star
- ▶ Cash cow

**Question No: 13 ( Marks: 1 ) - Please choose one**  
**Which of the following organization is responsible for the development of small business in Pakistan?**

- ▶ **SMEDA**
- ▶ BISE
- ▶ ICMA
- ▶ PCSIR

**Question No: 14 ( Marks: 1 ) - Please choose one**  
**Employees with more training and experience are able to work with less direct supervision which is the characteristics of which of the following?**

- ▶ Wide span of control and a flatter organization
- ▶ Violates Fayol's principle of chain of command
- ▶ A highly centralized organization
- ▶ **Very narrow span of control and more levels of managers**

**Question No: 15 ( Marks: 1 ) - Please choose one**  
**Maslow's hierarchy of needs theory proposes that every person has a hierarchy of:**

- ▶ Four needs
- ▶ Five needs
- ▶ Three needs
- ▶ Six needs

Question No: 16 ( Marks: 1 ) - Please choose one

Which of the following theory points out that the individual has to be rewarded with

something that he or she values?

- ▶ Herzberg's theory
- ▶ Expectancy theory
- ▶ Equity theory
- ▶ McClelland's goal setting theory

Question No: 17 ( Marks: 1 ) - Please choose one

Which of the following is a major drawback of written communication?

- ▶ Lack of feedback
- ▶ Lack of precision
- ▶ Less well thought out
- ▶ Lack of verifiable permanent record

Question No: 18 ( Marks: 1 ) - Please choose one

The process in which a sender manipulates information so the receiver will see it more favorably, is called:

- ▶ Filtering
- ▶ Selective perception
- ▶ Noise
- ▶ Information overload

Question No: 19 ( Marks: 1 ) - Please choose one

Control that prevents anticipated problems is called:

- ▶ Feed forward control
- ▶ Concurrent control
- ▶ Feedback control
- ▶ Management control

Question No: 20 ( Marks: 1 ) - Please choose one

Amir has found out that his department operates on the most popular type of control that many other companies use. Which type of control all companies have in common?

- ▶ **Feed forward**
- ▶ Concurrent
- ▶ Feedback
- ▶ Indirect

**Question No: 21 ( Marks: 1 ) - Please choose one**

**Which one of Fayol's 14 principles of management helps preserve the concept of a continuous line of authority?**

- ▶ Unity of demand
- ▶ **Unity of command**
- ▶ Demand structure
- ▶ Continuous demand

**Question No: 22 ( Marks: 1 ) - Please choose one**

**Ali always consults with his employees and uses their suggestions before making a decision. He is demonstrating which type of leadership style?**

- ▶ Directive
- ▶ Achievement-oriented
- ▶ **Participative**
- ▶ Supportive

**Question No: 23 ( Marks: 1 ) - Please choose one**

**A significant edge over the competition in dealing with competitive forces is called:**

- ▶ Core Competencies
- ▶ Competitive advantage
- ▶ **Competitive force**
- ▶ Swot analysis

**Question No: 24 ( Marks: 1 ) - Please choose one**

**Which of the following is the benefit of strategic management for the organizations?**

- ▶ Direction for organization
- ▶ Competitive advantage
- ▶ Supports innovation
- ▶ **All of the given options**

**Question No: 25 ( Marks: 1 ) - Please choose one**

**If the environment is stable then the structure of the organization could be:**

- ▶ Organic

- ▶ Divisional
- ▶ Mechanistic
- ▶ Simple

**Question No: 26 ( Marks: 1 ) - Please choose one**

On achieving the targeted sales, Salman the marketing manager of ABC Company has been rewarded an award of "Best employee of the year". He is happy with this outcome as a result of his performance, because this reward has for him.

- ▶ Equity valence value
- ▶ Negative valence value
- ▶ Less valence value
- ▶ More valence value

**Question No: 27 ( Marks: 1 ) - Please choose one**

The president of ABC Company asks his employees to follow the rule and regulations and all of his employees comply with his order. President influences the employees by which of the following power?

- ▶ Referent Power
- ▶ Coercive Power
- ▶ Expert Power
- ▶ Legitimate Power

**Question No: 28 ( Marks: 1 ) - Please choose one**

50 applicants had been interviewed for the post of financial analyst. Among these 50

people, 5 people had been short listed because they were holding diplomas of specialization along with the degrees required. They influenced the interviewer with

which of the following powers?

- ▶ Expert Power
- ▶ Coercive Power
- ▶ Legitimate Power
- ▶ Reward Power

**Question No: 29 ( Marks: 1 ) - Please choose one**

Workers in spinning department are trying to communicate the bad working conditions to their supervisor by saying; "machines are creating too much heat and noise and disturbing our work". Workers have used which of the following type of communication?

- ▶ Oral

- ▶ Written
- ▶ Non-verbal
- ▶ All of the given options

**Question No: 30 ( Marks: 1 ) - Please choose one**

**Tendency of people to expend less effort while working in a group as compare to working alone is called:**

- ▶ Synergy
- ▶ **Social Loafing**
- ▶ Group Task
- ▶ Group Cohesiveness

**Question No: 31 ( Marks: 1 ) - Please choose one**

**Communication which takes place without regard to hierarchical or task requirements is called:**

- ▶ Formal
- ▶ **Informal**
- ▶ Official
- ▶ Ceremonial

**Question No: 32 ( Marks: 1 ) - Please choose one** Cognitive ability of an individual effects the decision making process in which of the following manner?

- ▶ Can not utilize the available resources
- ▶ **Can not interpret all available information**
- ▶ Can not provide required financial resources
- ▶ Can not control the external situations

**Question No: 33 ( Marks: 1 ) - Please choose one**

**SWOT analysis is a technique of:**

- ▶ **Environmental scanning**
- ▶ Forecasting
- ▶ Benchmarking
- ▶ Budgeting

**Question No: 34 ( Marks: 1 ) - Please choose one**

**Group members usually do not see each other while making decisions in:**

- ▶ Brainstorming
- ▶ Delphi
- ▶ **Nominal**
- ▶ Interacting



**Question No: 35 ( Marks: 1 ) - Please choose one**

**Which of the following behaviour had dramatically influenced by Hawthorne studies?**

- ▶ **Informal behaviour**
- ▶ Social behaviour
- ▶ Moral behaviour
- ▶ Ethical behaviour

**Question No: 36 ( Marks: 1 ) - Please choose one**

**Which of the following is called an input to an organizational system?**

- ▶ **Employees**
- ▶ Products
- ▶ Services
- ▶ Customers

**Question No: 37 ( Marks: 1 ) - Please choose one**

**Which of the following techniques relies on individual or group judgments rather than on mathematical analysis?**

- ▶ Quantitative forecasting
- ▶ Technological forecasting
- ▶ **Qualitative forecasting**
- ▶ Benchmark forecasting

**Question No: 38 ( Marks: 1 ) - Please choose one**

**Considering the changing patterns of the business world, which of the given is considered to be the modern motivating tool?**

- ▶ High salary
- ▶ Flexi time
- ▶ **Secured job**
- ▶ Medical allowance

**Question No: 39 ( Marks: 1 ) - Please choose one**

**In order to make organization more flexible and responsive through employee participation, organization should tend towards which of the following?**

- ▶ **Decentralization**
- ▶ Globalization
- ▶ Departmentalization
- ▶ Widen the span of control

**Question No: 40 ( Marks: 1 ) - Please choose one**

Which of the following is an extrinsic factor of motivation?

- ▶ **Wages and salaries**
- ▶ Job variety
- ▶ Sense of accomplishment
- ▶ All of the given options

Question No: 41 ( Marks: 1 ) - Please choose one  
Starbuck's of opening one hundred stores per year helps everyone in the firm, in recognizing the strong emphasis on growth.

- ▶ Goal
- ▶ Mission
- ▶ Vision
- ▶ **Plan**

Question No: 42 ( Marks: 1 ) - Please choose one  
Call centers have been developed to record and put forward the customers' complaints to:

- ▶ Problem solving teams
- ▶ Cross functional teams
- ▶ **Quality circles**
- ▶ Work teams

Question No: 43 ( Marks: 1 ) - Please choose one  
Pamphlets used for the promotion of a product are the example of:

- ▶ Oral communication
- ▶ **Non-verbal communication**
- ▶ Written communication
- ▶ None of the given options

Question No: 44 ( Marks: 1 ) - Please choose one  
In recent research on trait theory all of the following were indicators of leadership EXCEPT:

- ▶ Extraversion
- ▶ Introversion
- ▶ **Honesty**
- ▶ Desire to lead

Question No: 45 ( Marks: 1 ) - Please choose one  
Who developed the first comprehensive contingency model for leadership?

- ▶ **Fiedler**
- ▶ Vroom

- ▶ House
- ▶ Hersey

**Question No: 46 ( Marks: 1 ) - Please choose one**

**Which of the following is a power that has been legitimated by the organizations?**

- ▶ Responsibility
- ▶ Span of control
- ▶ **Authority**
- ▶ Accountability

**Question No: 47 ( Marks: 1 ) - Please choose one**

**The individuals who are working in the organizations in a capacity of generating & supporting new ideas for the organization are called:**

- ▶ Lender
- ▶ Entrepreneur
- ▶ **Stakeholder**
- ▶ Financer

**Question No: 48 ( Marks: 1 ) - Please choose one**

**SWOT analysis divides organizational strengths into two categories; common strength and**

- . ▶ Chance of growth
- ▶ Core competency
- ▶ **System loophole**
- ▶ Competitor risk

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