**Instructions:**
Please read the following instructions carefully before attempting the quiz.

- This quiz consists of 20 multiple choice question (MCQs) carrying 1 mark each.
- **Due date** for quiz submission is **March 27, 2009**.
- Read the question statement carefully and select one most appropriate answer for each MCQ. Selection of double options will be marked ZERO.
- All instructions will be considered while marking. So, be careful while attempting the quiz.
- You must attempt the quiz in the following tabular format:

<table>
<thead>
<tr>
<th>Q No.</th>
<th>Selected option</th>
</tr>
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<tbody>
<tr>
<td>1</td>
<td>a</td>
</tr>
<tr>
<td>2</td>
<td>b</td>
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<tr>
<td>3</td>
<td>c</td>
</tr>
</tbody>
</table>

- Make sure that you upload the solution in **WORD Format** only and according to above mentioned “Tabular Format”; otherwise the quiz will be marked as zero ‘o’.
- Make sure that you upload your solution file on VULMS before the due date/time. No solution will be accepted through e-mail after the due date.
- If you have any problem with your VULMS or uploading, then you can send your quiz through e-mail within the time limit at mg503@vu.edu.pk
- Cheating or copying of solution is strictly prohibited; no credit will be given to copied solution.
- No quiz will be accepted through your personal e-mail accounts (e.g. Yahoo, hotmail, gmail)
- Once you uploaded the quiz on VULMS, it will not be replaced in any case after due date.
**Principles of Management (MGT-503)**

**Quiz # 01**  
SPring Semester, 2009

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Choose the Best Option

1. Which of the following is the **MOST** ancient management monument?
   a) Wall of China  
   b) Egyptian Pyramid  
   c) Taj Mahal  
   d) Sydney Opera House

2. Which of the following is known as the process of getting activities completed efficiently and effectively with and through other people?
   a) Organizing  
   b) Management  
   c) Supervision  
   d) Controlling

3. Which of the following interpersonal role emphasizes the contacts that a manager has with those outside the formal authority chain of command?
   a) The Liaison Role  
   b) The Leader Role  
   c) The Figurehead Role  
   d) The Spokesman Role

4. A manager explaining a company policy to a new employee would be acting which of the following role?
   a) Decisional  
   b) Interpersonal  
   c) Organizational  
   d) Informational

5. When Miss. ABC is comparing actual sales figures with goals established earlier to see if her department met the target, she is performing which of the following functions?
   a) Planning  
   b) Organizing  
   c) Leading  
   d) Controlling

6. Mr. XYZ, a new manager at XYZ Inc. primarily worries about assembling and coordinating the human, financial, physical, and other resources needed to achieve his goals. Which function is Mr. XYZ primarily concerned about?
   a) Organizing  
   b) Controlling  
   c) Planning  
   d) Leading
Principles of Management (MGT-503)

Quiz # 01

SPRING SEMESTER, 2009

7. Miss XYZ has been given goals related to the rollout and sales of her department. Her success at implementing the strategy will be assessed by comparing actual performance against the goals. This comparison is known as which of the following?
   a) Planning
   b) Organizing
   c) Implementing
   d) Controlling

8. MR. ABC currently holds a management position within his company. His job responsibilities include maintaining a focus toward long-term issues that may impact the company as well as developing appropriate goals to guide the organization. Mr. ABC is most probably which type of manager?
   a) First line managers
   b) Middle level manager
   c) Operational manager
   d) Top Level Manager

9. When call center managers spend much of their time monitoring customer calls and giving employees feedback about how to improve their dialogue with customers in the future, these managers are using which of the following skills?
   a) Technical
   b) Conceptual
   c) Situational
   d) Ethical

10. Telephone operator comes under which of the following management level?
    a) First line manager
    b) Middle manager
    c) Top manager
    d) Non managerial employee

11. Mr. A is a manager in XYZ Company; he has a reputation for being an open and honest person and understands how to motivate employees and customers, he is said to have which of the following skills?
    a) Sales
    b) Political
    c) Interpersonal
    d) Technical
12. Executive vice president, president, managing director, chief operating officer, chief executive officer, or chairman of the board are positions associated with which of the following levels of management?
   a) Team leaders
   b) Middle managers
   c) First-line managers
   d) Top managers

13. The idea that employees should also share the profit of organization was given by which of the following theorist?
   a) Frederick Taylor
   b) Robert Owen
   c) Charles Babbage
   d) W. Edwards Deming

14. Mr. B is a manager in a multinational organization. He believes that the employees of the company are lazy and do not have much ambition. Mr. B can be classified as which of the following manager based on the perspectives of Douglas McGregor?
   a) Theory Y
   b) Bureaucratic
   c) Theory X
   d) Administrative

15. According to Max Weber, organizations should have all of the following features to perform successfully EXCEPT:
   a) Informal rules and procedures
   b) A well-defined hierarchy of authority
   c) Careers based on merit
   d) A clear division of labor

16. Each subordinate should report to one and only one superior is called which of the following?
   a) Authority
   b) Unity of command
   c) Unity of direction
   d) Order

17. Concern for employee motivation is most closely associated with which management approach?
   a) Bureaucracy
   b) Organizational behavior
   c) Scientific management
   d) Systems
18. Cultivating a learning culture where organizational members systematically gather knowledge and share it with others in the organization so as to achieve better performance is called which of the following?
   a) Systems management
   b) Software management
   c) Technical management
   d) Knowledge management

19. Which management view emphasized that organizational productivity can be increased by increasing the efficiency of production processes?
   a) Bureaucratic management
   b) Scientific management
   c) Administrative management
   d) Quantitative management

20. Which of the following strategy is more complex, more focused on internal processes, and aimed at cost savings and improvements in efficiency, productivity and cost savings?
   a) E-business
   b) Information technology
   c) E-commerce
   d) E-management