Principles of Management (MGT-503)

Quiz # 02

SPRING SEMESTER, 2009

Marks Obtained

<table>
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<th>Quiz # 02</th>
<th>Marks: 20</th>
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<td>Spring Semester 2009</td>
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Student ID:

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 April 10, 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:

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<thead>
<tr>
<th>Q No.</th>
<th>Selected option</th>
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<tr>
<td>1</td>
<td>a</td>
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<td>2</td>
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- 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 mgt503@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.
Choose the Best Option

1. The organization which has no interaction with its external environment is called:
   a) Open system
   b) **Closed system**
   c) Non-interactive system
   d) Moderated system

2. Labor unions, employees, suppliers, customers, clients, and public interest groups are all examples of which of the following?
   a) Constituencies
   b) **Stakeholders**
   c) Stockholders
   d) Business owners

3. Mega environment that includes the attitudes, values, norms, beliefs, behaviors and associated demographic trends that are characteristic of a given geographic area is called:
   a) The legal-political element
   b) **The socio-cultural element**
   c) The economic element
   d) The international element

4. Sony Corporation’s focus on product innovation is an example of which of the following dimensions of organizational culture?
   a) Attention to detail
   b) People orientation
   c) Aggressiveness
   d) **Outcome orientation**

5. Which one of the following statements **BEST** describes an organization’s suppliers?
   a) Main customers of the organization
   b) Governments that pass the laws
   c) Located close to the buying organization
   d) **Providers of materials and equipment**

6. TCS represents which factor to the Pakistan Postal Service in its specific environment?
   a) Supplier
   b) Customer
   c) Government agency
   d) **Competitor**
7. Which one of the following views is concerned with respecting and protecting individual liberties and privileges such as the rights to privacy, freedom of conscience, free speech, life and safety, and due process?
   a) Rights view
   b) Utilitarian view
   c) Theory of justice view
   d) Integrative social contracts view

8. Which one of the following encourages efficiency and productivity and is consistent with the goal of profit maximization?
   a) Principled view
   b) Utilitarian view
   c) Rights view
   d) Theory of justice view

9. Which of the following is a cultural dimension in which people expect others in their group to look after them and protect them when they are in trouble?
   a) Power distance
   b) Short- versus long-term orientation
   c) Collectivism
   d) Uncertainty avoidance

10. Which one of the following items best reflects the extent to which a society places a high value on reducing risk and instability?
    a) Uncertainty avoidance
    b) Individualism
    c) Power distance
    d) Masculinity/femininity

11. When a manager made a decision and he is uncertain about the outcomes. His decision is likely to be:
    a) Of Poor Quality
    b) Risky
    c) Unacceptable
    d) Successful
12. A guest at a hotel complains that the room hasn’t been thoroughly vacuumed. This is an event that occurs occasionally and can be handled with a standardized, routine response. This would be a:
   a) **Programmed decision**
   b) Ill-structured decisions
   c) Novel decisions
   d) Non-programmed decisions

13. Ali has just received each and every one of the necessary statistics on the proposed new purchases for his organization. Ali is now ready to render his decision about them. He will be making his decision under conditions best referred to as:
   a) Uncertainty
   b) Risk
   c) **Certainty**
   d) Risk avoidance

14. Assembling additional information and identifying both the nature and the causes of the problem comes under which of the following stage?
   a) Scanning stage
   b) Categorization stage
   c) **Diagnosis stage**
   d) Implementation stage

15. The process of selecting decision criteria is accomplished by:
   a) Managing the data that will support a given decision
   b) Flipping a coin to produce a 50-50 chance of being right
   c) **Determining what is relevant in making the decision**
   d) Examining the difference in the opportunities available

16. Which of the following is the final step in the decision-making process?
   a) Identifying the problem
   b) Identifying decision criteria
   c) **Evaluating the decision’s effectiveness**
   d) Selecting an alternative that can resolve the problem

17. Which of the following decision making is relatively simple and tends to rely heavily on previous solutions?
   a) Non-programmed
   b) Linear
   c) Satisficing
   d) **Programmed**
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18. A business school’s statement that it “strives for productive relationships with local organizations” is an example of which of the following?
   a) Rule  
   b) Policy  
   c) Procedure  
   d) Commitment

19. Non-programmed decisions are typically made under a condition of which of the following?
   a) Uncertainty  
   b) Certainty  
   c) Low levels of risk  
   d) Reliability

20. Accounting Department at Punjab University had two professors retired recently. The department faces such retirements every year. The hiring decisions of new faculty faced by the department can be described as which of the following?
   a) Programmed decisions  
   b) Ill-structured decisions  
   c) Novel decisions  
   d) Non-programmed decisions