

- 1/ External environment refers to _____.
- a. institutions outside the organization that affect the organization's
 - b. forces and institutions outside the organization that potentially can affect the organization's performance
 - c. forces and institutions inside the organization that affect the organization's performance
 - d. forces inside the organization that affect the organization's performance

- 2/The _____ environment includes those parties that have immediate impact on managers' decisions and actions and are directly relevant to the achievement of the organization's goals.
- a. general
 - b. direct
 - c. indirect
 - d. forward

- 3/The direct environment of organizations consists of constituencies that have a direct impact on managers' decisions and actions. The main constituencies are made up of customers, suppliers, competitors, and _____.
- a. legislators
 - b. pressure groups
 - c. general environment.
 - d. lawyers

- 4/Which of the following is not an example of parties that makes up the direct environment?
- a. customers
 - b. sociocultural factors
 - c. suppliers
 - d. competitors

- 5/When you think of an organization's suppliers, you _____.
- a. know that they are the main customers of the organization
 - b. typically think of governments that pass the laws the organization must follow
 - c. know that they are located close to the buying organization
 - d. typically think in terms of organizations that provide materials and equipment

6/For a company such as Walt Disney World in Florida, a bank would be an example of what kind of factor in their direct environment?

- a. competitor
- b. supplier
- c. special-interest group
- d. employees

7/Which of the following is not an example of a direct environmental factor?

- a. suppliers
- b. political conditions
- c. governmental agencies
- d. B and C are correct.

8/Typically, the direct organizational environment includes which of the following?

- a. economic factors
- b. political conditions
- c. technological factors
- d. competitors

9/The general economic condition consist of all of the following except

- _____.
- a. values and attitudes
 - b. interest rates
 - c. change in disposable income
 - d. stock market fluctuations

10/Cultural conditions consist of _____.

- a. demographic profiles of the organization's suppliers
- b. legal issues as determined by court decisions
- c. the level of unemployment and real economic incomes of workers
- d. customs and traditions

11/AppleforSamsung is an example of what factor in the direct external environment?

- a. competitor
- b. pressure group
- c. customer
- d. government agency

12/Typically, the indirect organizational environment includes which of the following?

- a. political conditions
- b. issues directly relevant to achieving organizational goals
- c. stakeholders
- d. suppliers

13/Compared to the direct environment, which of the following is an accurate statement about the indirect environment of an organization?

- a. It has less impact on the organization's operations.
- b. It has more impact on the organization's operations.
- c. It has about the same impact on an organization's operations.
- d. It is the concern of upper management.

14/Which of the following is not an example of an organization's general environment?

- a. economic conditions
- b. political conditions
- c. social conditions
- d. industry conditions

15/The represents conditions inside the organizations in which a manager must function.

- a- Internal environment
- b- External environment
- c- Indirect forces
- d- Suppliers

16/in most cases represents the major environmental forces affecting the business of any organization

- a- General community
- b- External environment
- c- Indirect forces
- d- Suppliers

17/ Interest rates, inflation rates, and stock market indexes are all examples of what factor in an organization's general environment?

- a. economic
- b. political
- c. social
- d. technological

18/ Which factor has been the most rapidly changing component in an organization's general environment in the past quarter-century?

- a. global
- b. economic
- c. social
- d. technological

19/ The enhanced speed and quality of managerial decision making due to an integrated office system is an example of the impact of which general environmental factor?

- a. global
- b. social
- c. political
- d. technological

20/ We call it a _____ environment if the components in an organization's environment change frequently.

- a. moving
- b. diverse
- c. dynamic
- d. difficult

21/are the most influential direct forces which affect the firm's operations

- a. Competitors
- b. Pressure groups
- c. Customers
- d. Government agencies

22/ Human skills are concerned with a managers ability to

- a. Apply specific methods & techniques.
- b. View the organization as a whole.
- c. Lead and motivate employees.
- d. Send & receive information.

23/ Technical skills involve the ability to

- a. Solve complex problems.
- b. Lead, motivate & work with others.
- c. Apply scientific methods, processes & techniques.
- d. Understand the interrelated parts of the organization.

24/ Ahmed promotes team decision-making & welcomes employee free expression without fear of embarrassment. What skill is Ahmed using?

- a. Conceptual
- b. Human
- c. Functional
- d. Technical

25/ In what specific sequence do managers perform their functions to help achieve company goals?

- a. Controlling, planning, leading, and organizing.
- b. Leading, controlling, organizing, and planning.
- c. Organizing, leading, controlling, and planning.
- d. Planning, organizing, leading, and controlling.

26/ When an organization CEO sets a goal for each division to be in the top two in the industry, he is mainly engaged in what managerial function?

- a. TQM
- b. Planning
- c. Organizing
- d. Controlling

27/ When a manager divides work among employees, he is practicing.....

- a. Organizing
- b. Leading
- c. Setting objectives
- d. Forecasting

28/ The management function which guaranty that employees efforts are directed toward the accomplishment of organizational objectives is called

- a. Organizing
- b. Coordinating
- c. Leading
- d. Planning

29/ Top management spends the least amount of time on.....

- a. Planning
- b. Organizing
- c. Leading
- d. Controlling

30/ Susan periodically takes clients to lunch to reward them for being good customers. Her action describes what role of management?

- a. Decisional
- b. Entrepreneur
- c. Figurehead
- d. Leader

31/ Corporate CEO Lew Williams had a vision that helped rally employees. His vision represented what role of management?

- a. Leader
- b. Figurehead
- c. Negotiator
- d. Monitor

32/ Sally is the state sales manager for Stars co. she constantly seeks customers support because they can affect the company's success. She knows that unhappy customers may switch to a competitor such as Moon co. What managerial role is she playing?

- a. Stakeholder
- b. Liaison
- c. negotiator
- d. Monitor

33/ Ahmed had a vision that helped motivate employees. His vision refers to what role of management?

- a. Leader
- b. Figurehead
- c. Decisional
- d. Entrepreneur

34/ Planning involves defining the organization's goals, establishing an overall strategy for achieving those goals, and developing a comprehensive set of plans

- _____.
- a. as to which shift will perform what work functions

- b. to determine which manager will be over which department
- c. to integrate and coordinate organizational work
- d. to establish the quality and quantity of work to be accomplished

35/ Planning gives direction, reduces the impact of change, minimizes waste and redundancy, and _____.

- a. establishes the workloads for each of the departments
- b. sets the basis used for promotion of individuals within the organization
- c. eliminates departments that are found to not be needed within the plan
- d. sets the standards used in controlling

36/ Planning can't eliminate change. Managers plan in order to _____.

- a. be prepared for when changes in management at the top occurs
- b. anticipate changes and develop the most-effective response to changes
- c. decide what needs to be done when a change in environments happen
- d. have the appropriate materials available when the demand for them comes about

37/ Generally speaking, which of the following factors least constrains high performance in planning organizations?

- a. quality of planning
- b. extent of planning
- c. implementation of plans
- d. environmental factors

38/ The quality of the planning process and the appropriate implementation of the plans probably _____.

- a. don't contribute to high performance nearly as much as the extent of planning
- b. contribute more to high performance than does the extent of planning
- c. contribute less to high performance than does the extent of planning
- d. should be studied more to factually determine which contributes the most

39/ Planning involves two important elements: _____.

- a. goals and decisions
- b. goals and plans
- c. plans and decisions
- d. goals and actions

40/ Strategic plans tend to cover a longer period of time than operational goals and also _____.

- a. cover a more narrow view of the organization
- b. cover the financial projections of the planning period
- c. cover a broader view of the organization
- d. include an estimate of the profits that the stockholder can anticipate as dividends

41/ The fact that your plan covers three years suggests your plan is most consistent with what type of plan?

- a. specific
- b. long term
- c. operational
- d. strategic

42/ Your plan will cover the entire organization. This characteristic is most consistent with what type of plan?

- a. specific
- b. long term
- c. standard
- d. strategic

43/ Step 4 of planning process involves _____.

- a. selecting strategies that minimize or correct organizational weaknesses
- b. developing and evaluating strategic alternatives
- c. Choosing Best Alternative
- d. all the above