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| 1. \_\_\_\_\_ can be defined as a set of activities directed at an organization’s resources, with the aim of achieving organizational goals in an efficient and effective manner.   |  |  |  | | --- | --- | --- | |  | a. | Economics | |  | b. | A theory | |  | c. | Management | |  | d. | Self-dealing | |  | e. | Divestment |  |  |  | | --- | --- | | *ANSWER:* | c | |

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| 2. Which of the following helps make the management process efficient?   |  |  |  | | --- | --- | --- | |  | a. | Increasing overhead production costs | |  | b. | Using resources in a cost-effective manner | |  | c. | Making management decisions independently of the organization's external environment | |  | d. | Using the majority of resources for sales promotion activities | |  | e. | Using micromanagement techniques |  |  |  | | --- | --- | | *ANSWER:* | b | |

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| 3. A management process is considered to be effective when:   |  |  |  | | --- | --- | --- | |  | a. | overhead production costs are increased. | |  | b. | the right decisions are made and implemented. | |  | c. | decisions are made independently of the organization's external environment. | |  | d. | the same amount of resources are allocated to all the functions of the organization. | |  | e. | the organization is highly centralized. |  |  |  | | --- | --- | | *ANSWER:* | b | |

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| 4. One of the titles found in the group of middle managers is   |  |  |  | | --- | --- | --- | |  | a. | director. | |  | b. | vice president. | |  | c. | supervisor. | |  | d. | office manager. | |  | e. | plant manager. |  |  |  | | --- | --- | | *ANSWER:* | e | |

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| 5. Which of the following statements about top managers is true?   |  |  |  | | --- | --- | --- | |  | a. | They are the largest group of managers in most organizations. | |  | b. | They officially represent their organization to the external environment. | |  | c. | They primarily oversee the day-to-day operations of  an organization. | |  | d. | They supervise and coordinate the activities of first-line managers. | |  | e. | They supervise and coordinate the activities of operating employees. |  |  |  | | --- | --- | | *ANSWER:* | b | |

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| 6. Which of the following is the role of top managers in an organization?   |  |  |  | | --- | --- | --- | |  | a. | Overseeing day-to-day operations | |  | b. | Performing routine administrative tasks | |  | c. | Implementing plans of first-line managers | |  | d. | Creating organizational goals and overall strategy | |  | e. | Coordinating the work of first-line managers |  |  |  | | --- | --- | | *ANSWER:* | d | |

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| 7. \_\_\_\_\_ make decisions about activities such as investing in research and development (R&D) and entering or abandoning various markets.   |  |  |  | | --- | --- | --- | |  | a. | Division heads | |  | b. | Limited partners | |  | c. | First-line managers | |  | d. | Middle managers | |  | e. | Top managers |  |  |  | | --- | --- | | *ANSWER:* | e | |

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| 8. A common middle-management title is   |  |  |  | | --- | --- | --- | |  | a. | chief executive officer (CEO). | |  | b. | division head. | |  | c. | supervisor. | |  | d. | office manager. | |  | e. | coordinator. |  |  |  | | --- | --- | | *ANSWER:* | b | |

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| 9. \_\_\_\_\_ are probably the largest group of managers in most organizations, and are primarily responsible for implementing the policies and plans of an organization.   |  |  |  | | --- | --- | --- | |  | a. | Middle managers | |  | b. | Top managers | |  | c. | The members of the board of directors | |  | d. | First-line managers | |  | e. | Floor supervisors |  |  |  | | --- | --- | | *ANSWER:* | a | |

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| 10. First-line managers   |  |  |  | | --- | --- | --- | |  | a. | are primarily responsible for implementing the policies and plans developed by top managers. | |  | b. | make decisions about activities such as acquiring other companies and entering or abandoning various markets. | |  | c. | officially represent their organization to the external environment. | |  | d. | create the organization's goals, overall strategy, and operating policies. | |  | e. | handle administrative duties. |  |  |  | | --- | --- | | *ANSWER:* | e | |

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| 11. Which of the following statements about first-line managers is true?   |  |  |  | | --- | --- | --- | |  | a. | They are primarily responsible for implementing policies made by top managers. | |  | b. | They are typically involved in creating overall organizational strategies and goals. | |  | c. | They officially represent their organization to the external environment. | |  | d. | They typically spend a large proportion of their time supervising the work of their subordinates. | |  | e. | They make decisions about activities such as acquiring other companies and entering or abandoning various markets. |  |  |  | | --- | --- | | *ANSWER:* | d | |

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| 12. \_\_\_\_\_ involves selecting a course of action from a set of alternatives.   |  |  |  | | --- | --- | --- | |  | a. | Divesting | |  | b. | Controlling | |  | c. | Leading | |  | d. | Decision making | |  | e. | Organizing |  |  |  | | --- | --- | | *ANSWER:* | d | |

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| 13. One of the titles found in the group of first-line managers is   |  |  |  | | --- | --- | --- | |  | a. | chief executive officer (CEO). | |  | b. | coordinator. | |  | c. | division head. | |  | d. | general manager. | |  | e. | plant superintendent. |  |  |  | | --- | --- | | *ANSWER:* | b | |

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| 14. Determining how a company's activities and resources are to be grouped is called   |  |  |  | | --- | --- | --- | |  | a. | leading. | |  | b. | controlling. | |  | c. | divesting. | |  | d. | planning. | |  | e. | organizing. |  |  |  | | --- | --- | | *ANSWER:* | e | |

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| 15. Steve works with Beta Pharmaceuticals Inc. He is primarily responsible for overseeing production activities. Tyler is concerned with decisions such as the number of product units that need to be manufactured, the overall functioning of the production plants, and the quality of products. Steve is most likely to be a(n) \_\_\_\_\_ manager.   |  |  |  | | --- | --- | --- | |  | a. | operations | |  | b. | marketing | |  | c. | human resources | |  | d. | sales | |  | e. | public relations |  |  |  | | --- | --- | | *ANSWER:* | a | |

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| 16. A typical responsibility of operations managers includes   |  |  |  | | --- | --- | --- | |  | a. | inventory control. | |  | b. | sales promotion. | |  | c. | accounting. | |  | d. | employee development. | |  | e. | benefit systems development. |  |  |  | | --- | --- | | *ANSWER:* | a | |

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| 17. In its simplest form, \_\_\_\_\_ means setting an organization’s goals and deciding how best to achieve them.   |  |  |  | | --- | --- | --- | |  | a. | coordinating | |  | b. | leading | |  | c. | organizing | |  | d. | controlling | |  | e. | planning |  |  |  | | --- | --- | | *ANSWER:* | e | |

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| 18. Which of the following would be included in the management function of planning?   |  |  |  | | --- | --- | --- | |  | a. | Selecting the course of action most likely to lead to success | |  | b. | Monitoring progress toward the achievement of goals | |  | c. | Motivating others to higher levels of achievement | |  | d. | Communicating company policies to subordinates | |  | e. | Organizing people and resources |  |  |  | | --- | --- | | *ANSWER:* | a | |

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| 19. \_\_\_\_\_ managers work in areas such as new product development, promotion, and distribution.   |  |  |  | | --- | --- | --- | |  | a. | Human resources | |  | b. | Marketing | |  | c. | Plant | |  | d. | Operations | |  | e. | Finance |  |  |  | | --- | --- | | *ANSWER:* | b | |

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| 20. \_\_\_\_\_ managers are typically involved in recruiting and selecting employees, training and development, designing compensation and benefit systems, formulating performance appraisal systems, and discharging low-performing and problem employees.   |  |  |  | | --- | --- | --- | |  | a. | Operations | |  | b. | Human resources | |  | c. | Plant | |  | d. | Marketing | |  | e. | Finance |  |  |  | | --- | --- | | *ANSWER:* | b | |

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| 21. \_\_\_\_\_ managers work at getting consumers and clients to buy the organization’s products or services.   |  |  |  | | --- | --- | --- | |  | a. | Operations | |  | b. | Marketing | |  | c. | Regional | |  | d. | Financial | |  | e. | Human resources |  |  |  | | --- | --- | | *ANSWER:* | b | |

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| 22. \_\_\_\_\_ managers are concerned with creating and managing the systems that create an organization’s products and services.   |  |  |  | | --- | --- | --- | |  | a. | Marketing | |  | b. | Human resources | |  | c. | Financial | |  | d. | Operations | |  | e. | First-line |  |  |  | | --- | --- | | *ANSWER:* | d | |

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| 23. \_\_\_\_\_ are not associated with any particular management specialty.   |  |  |  | | --- | --- | --- | |  | a. | Office managers | |  | b. | Floor supervisors | |  | c. | Public relations managers | |  | d. | Operations managers | |  | e. | Administrative managers |  |  |  | | --- | --- | | *ANSWER:* | e | |

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| 24. \_\_\_\_\_ is the set of processes used to get members of an organization to work together to further the interests of the organization.   |  |  |  | | --- | --- | --- | |  | a. | Planning | |  | b. | Organizing | |  | c. | Controlling | |  | d. | Leading | |  | e. | Decision making |  |  |  | | --- | --- | | *ANSWER:* | d | |

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| 25. The final phase of the management process is \_\_\_\_\_ which involves monitoring the organization’s progress toward its goals.   |  |  |  | | --- | --- | --- | |  | a. | planning | |  | b. | organizing | |  | c. | leading | |  | d. | controlling | |  | e. | decision making |  |  |  | | --- | --- | | *ANSWER:* | d | |

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| 26. Which of the following positions would be considered a specialized management position?   |  |  |  | | --- | --- | --- | |  | a. | Human resources manager | |  | b. | Public relations manager | |  | c. | Hospital administrator | |  | d. | Accountant | |  | e. | Marketing manager |  |  |  | | --- | --- | | *ANSWER:* | b | |

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| 27. The management at Loft Corp. has introduced new employment policies. The mangers are now tracking and monitoring the implementation of the new policies. Which of the following management functions is illustrated in the scenario?   |  |  |  | | --- | --- | --- | |  | a. | Decision making | |  | b. | Controlling | |  | c. | Organizing | |  | d. | Leading | |  | e. | Planning |  |  |  | | --- | --- | | *ANSWER:* | b | |

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| 28. The skills necessary to accomplish or understand the specific kind of work done in an organization are called \_\_\_\_\_ skills.   |  |  |  | | --- | --- | --- | |  | a. | diagnostic | |  | b. | time management | |  | c. | conceptual | |  | d. | technical | |  | e. | decision-making |  |  |  | | --- | --- | | *ANSWER:* | d | |

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| 29. \_\_\_\_\_ skills refer to the abilities of managers to think in the abstract.   |  |  |  | | --- | --- | --- | |  | a. | Time management | |  | b. | Technical | |  | c. | Conceptual | |  | d. | Interpersonal | |  | e. | Communication |  |  |  | | --- | --- | | *ANSWER:* | c | |

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| 30. Technical skills   |  |  |  | | --- | --- | --- | |  | a. | are crucial for top managers more than any other managers. | |  | b. | are nonspecific and broad. | |  | c. | depend on a manager's ability to think in the abstract. | |  | d. | are especially important for first-line managers. | |  | e. | are used the most when making organizational policies. |  |  |  | | --- | --- | | *ANSWER:* | d | |

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| 31. When a manager answers a subordinate's question regarding the process of creating a report from raw data, he is relying on his \_\_\_\_\_ skills.   |  |  |  | | --- | --- | --- | |  | a. | abstract | |  | b. | technical | |  | c. | time management | |  | d. | decision-making | |  | e. | interpersonal |  |  |  | | --- | --- | | *ANSWER:* | b | |

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| 32. The ability to motivate others is a(n) \_\_\_\_\_ skill.   |  |  |  | | --- | --- | --- | |  | a. | conceptual | |  | b. | technical | |  | c. | communication | |  | d. | interpersonal | |  | e. | diagnostic |  |  |  | | --- | --- | | *ANSWER:* | d | |

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| 33. Lindsey is often intimidated and uncomfortable with her superiors. Lindsey needs to develop her \_\_\_\_\_ skills to be able to communicate easily with her superiors.   |  |  |  | | --- | --- | --- | |  | a. | time management | |  | b. | spatial | |  | c. | interpersonal | |  | d. | conceptual | |  | e. | diagnostic |  |  |  | | --- | --- | | *ANSWER:* | c | |

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| 34. Kelly, a manager, studied the performances of the various business units of her organization. After making an assessment, Maria came to the conclusion that the overall costs of the organization can be reduced by integrating the functions of two of the business units. This scenario illustrates Kelly's \_\_\_\_\_ skills.   |  |  |  | | --- | --- | --- | |  | a. | technical | |  | b. | time management | |  | c. | social | |  | d. | interpersonal | |  | e. | conceptual |  |  |  | | --- | --- | | *ANSWER:* | e | |

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| 35. \_\_\_\_\_ skills refer to the abilities of managers to visualize the most appropriate response to a situation.   |  |  |  | | --- | --- | --- | |  | a. | Social | |  | b. | Interpersonal | |  | c. | Technical | |  | d. | Diagnostic | |  | e. | Communication |  |  |  | | --- | --- | | *ANSWER:* | d | |

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| 36. \_\_\_\_\_ skills refer to a manager’s abilities to both effectively convey ideas and information to others and effectively receive ideas and information from others.   |  |  |  | | --- | --- | --- | |  | a. | Technical | |  | b. | Abstract | |  | c. | Communication | |  | d. | Diagnostic | |  | e. | Conceptual |  |  |  | | --- | --- | | *ANSWER:* | c | |

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| 37. When a manager writes an email to his employees that provides details about the upcoming annual company picnic, he is most likely to be using his \_\_\_\_\_ skills.   |  |  |  | | --- | --- | --- | |  | a. | conceptual | |  | b. | technical | |  | c. | communication | |  | d. | abstract | |  | e. | spatial |  |  |  | | --- | --- | | *ANSWER:* | c | |

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| 38. Sarah, a manager, has postponed the task of preparing a report as she has realized that she needs to meet a supplier immediately. This scenario illustrates Sarah's \_\_\_\_\_ skills.   |  |  |  | | --- | --- | --- | |  | a. | conceptual | |  | b. | spatial | |  | c. | time management | |  | d. | technical | |  | e. | abstract |  |  |  | | --- | --- | | *ANSWER:* | c | |

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| 39. Jordon, a manager, realizes that many employees are leaving the organization. He identifies inconvenient work timings and some of the new employment policies as the causes. Jordon decides to introduce better policies and flexible work timings to reduce employee turnover. This scenario illustrates Jordon's \_\_\_\_\_ skills.   |  |  |  | | --- | --- | --- | |  | a. | mechanical | |  | b. | technical | |  | c. | diagnostic | |  | d. | spatial | |  | e. | time management |  |  |  | | --- | --- | | *ANSWER:* | c | |

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| 40. \_\_\_\_\_ skills refer to a manager’s ability to prioritize work, to work efficiently, and to delegate work appropriately.   |  |  |  | | --- | --- | --- | |  | a. | Diagnostic | |  | b. | Commanding | |  | c. | Decision-making | |  | d. | Time-management | |  | e. | Conceptual |  |  |  | | --- | --- | | *ANSWER:* | d | |

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| 41. A manager who uses the scientific approach to management when making decisions is most likely rely on   |  |  |  | | --- | --- | --- | |  | a. | instincts. | |  | b. | stereotypes. | |  | c. | personal experience. | |  | d. | intuition. | |  | e. | logic. |  |  |  | | --- | --- | | *ANSWER:* | e | |

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| 42. A \_\_\_\_\_ is a conceptual framework for organizing knowledge and providing a blueprint for action.   |  |  |  | | --- | --- | --- | |  | a. | strategy | |  | b. | mnemonic | |  | c. | prediction | |  | d. | theory | |  | e. | doctrine |  |  |  | | --- | --- | | *ANSWER:* | d | |

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| 43. When employees deliberately work at a slower pace than their capabilities, it is called   |  |  |  | | --- | --- | --- | |  | a. | soldiering. | |  | b. | persevering. | |  | c. | controlling. | |  | d. | planning. | |  | e. | deceiving. |  |  |  | | --- | --- | | *ANSWER:* | a | |

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| 44. Scientific management focuses on   |  |  |  | | --- | --- | --- | |  | a. | improving the performance of individual workers. | |  | b. | increasing employee turnover. | |  | c. | analyzing the external rather than the internal environment of an organization. | |  | d. | encouraging soldiering among employees. | |  | e. | increasing overhead costs. |  |  |  | | --- | --- | | *ANSWER:* | a | |

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| 45. Lillian Gilbreth was one of the earliest advocates of   |  |  |  | | --- | --- | --- | |  | a. | the contingency perspective. | |  | b. | scientific management. | |  | c. | administrative management. | |  | d. | Theory X and Theory Y. | |  | e. | the Hawthorne studies. |  |  |  | | --- | --- | | *ANSWER:* | b | |

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| 46. The first person to identify the managerial functions of planning, organizing, leading, and controlling was   |  |  |  | | --- | --- | --- | |  | a. | Elton Mayo. | |  | b. | Lillian Gilbreth. | |  | c. | Henri Fayol. | |  | d. | Hugo Munsterberg. | |  | e. | Mary Parker Follett. |  |  |  | | --- | --- | | *ANSWER:* | c | |

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| 47. Which of the following focuses on the management of the entire firm as opposed to the jobs of individual workers?   |  |  |  | | --- | --- | --- | |  | a. | The Contingency perspective | |  | b. | Scientific management | |  | c. | Administrative management | |  | d. | Theory X | |  | e. | The behavioral management perspective |  |  |  | | --- | --- | | *ANSWER:* | c | |

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| 48. Which of the following statements about administrative management is true?   |  |  |  | | --- | --- | --- | |  | a. | It deals with the jobs of individual employees. | |  | b. | It was first introduced by Frank and Lillian Gilbreth. | |  | c. | It focuses solely on combating soldiering. | |  | d. | It encompasses the concepts of planning, organizing, leading, and controlling. | |  | e. | It is generally concerned with helping the organization produce its products or services more efficiently. |  |  |  | | --- | --- | | *ANSWER:* | d | |

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| 49. The two distinct branches of the \_\_\_\_\_ perspective are scientific management and administrative management.   |  |  |  | | --- | --- | --- | |  | a. | behavioral management | |  | b. | systems | |  | c. | classical management | |  | d. | quantitative management | |  | e. | contingency |  |  |  | | --- | --- | | *ANSWER:* | c | |

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| 50. Which of the following statements about the behavioral management perspective is true?   |  |  |  | | --- | --- | --- | |  | a. | It was first introduced by Max Weber. | |  | b. | It viewed jobs and organizations from a mechanistic point of view. | |  | c. | It was influenced by the industrial psychology movement. | |  | d. | It essentially dealt with job specialization techniques. | |  | e. | It slighted the role of the individual in organizations. |  |  |  | | --- | --- | | *ANSWER:* | c | |

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| 51. The concept of \_\_\_\_\_, suggested by Weber, is based on a rational set of guidelines for structuring organizations in the most efficient manner.   |  |  |  | | --- | --- | --- | |  | a. | adhocracy | |  | b. | bureaucracy | |  | c. | technocracy | |  | d. | meritocracy | |  | e. | scientocracy |  |  |  | | --- | --- | | *ANSWER:* | b | |

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| 52. Early advocates of the classical management perspective viewed organizations and jobs from an essentially \_\_\_\_\_ point of view.   |  |  |  | | --- | --- | --- | |  | a. | mechanistic | |  | b. | behavioral | |  | c. | humanistic | |  | d. | systematic | |  | e. | contingent |  |  |  | | --- | --- | | *ANSWER:* | a | |

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| 53. \_\_\_\_\_ is recognized as the father of industrial psychology.   |  |  |  | | --- | --- | --- | |  | a. | Douglas McGregor | |  | b. | Elton Mayo | |  | c. | Abraham Maslow | |  | d. | Hugo Munsterberg | |  | e. | Henri Fayol |  |  |  | | --- | --- | | *ANSWER:* | d | |

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| 54. The management pioneer who performed the Hawthorne studies at Western Electric was   |  |  |  | | --- | --- | --- | |  | a. | Lillian Gilbreth. | |  | b. | Elton Mayo. | |  | c. | Henry Gantt. | |  | d. | Frank Gilbreth. | |  | e. | Frederick W. Taylor. |  |  |  | | --- | --- | | *ANSWER:* | b | |

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| 55. In the Hawthorne Studies, workers who overproduced were branded as   |  |  |  | | --- | --- | --- | |  | a. | operators. | |  | b. | squealers. | |  | c. | rate busters. | |  | d. | chiselers. | |  | e. | producers. |  |  |  | | --- | --- | | *ANSWER:* | c | |

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| 56. Which of the following was one of the findings of the Hawthorne studies?   |  |  |  | | --- | --- | --- | |  | a. | Workers tend to underperform when they are given special attention or supervision. | |  | b. | Higher pay and incentives are more important to workers than social acceptance. | |  | c. | All the workers in a group work toward achieving productivity targets set by supervisors. | |  | d. | Both individual and social processes play major roles in shaping worker behavior. | |  | e. | Workers in all groups tend to encourage and support members who are overproductive. |  |  |  | | --- | --- | | *ANSWER:* | d | |

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| 57. Which of the following is a Theory Y assumption?   |  |  |  | | --- | --- | --- | |  | a. | Social processes do not influence the performance of workers. | |  | b. | People are not internally motivated to achieve their goals. | |  | c. | People do not naturally dislike work. | |  | d. | People prefer to be directed, to avoid responsibility, and to want security. | |  | e. | People perform better when they are threatened by the manager. |  |  |  | | --- | --- | | *ANSWER:* | c | |

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| 58. Which of the following assumptions is represented by Theory Y?   |  |  |  | | --- | --- | --- | |  | a. | People prefer to be directed, to avoid responsibility, and to want security. | |  | b. | People are bright, but under most organizational conditions, their potential is underutilized. | |  | c. | People do not like work and try to avoid it. | |  | d. | The productivity of workers is not affected by social processes at the workplace. | |  | e. | Managers need to be coercive to get work done from their workers. |  |  |  | | --- | --- | | *ANSWER:* | b | |

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| 59. A difference between Theory X and Theory Y is that   |  |  |  | | --- | --- | --- | |  | a. | Theory X makes positive assumptions. | |  | b. | Theory Y is consistent with the views of scientific management. | |  | c. | Theory Y assumes that people lack ambition. | |  | d. | Theory Y represents the assumptions made by human relations advocates. | |  | e. | Theory Y assumes that people naturally dislike work. |  |  |  | | --- | --- | | *ANSWER:* | d | |

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| 60. A Theory Y assumption is that   |  |  |  | | --- | --- | --- | |  | a. | incentives rather than social processes influence workers. | |  | b. | managers have to control, direct, coerce, and threaten employees to get them to work toward organizational goals. | |  | c. | people prefer to be directed, to avoid responsibility, and to want security; they have little ambition. | |  | d. | people are committed to goals to the degree that they receive personal rewards when they reach their objectives. | |  | e. | people naturally dislike work and try to avoid it. |  |  |  | | --- | --- | | *ANSWER:* | d | |

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| 61. \_\_\_\_\_ proposed that workers respond primarily to the social context of the workplace, including social conditioning, group norms, and interpersonal dynamics.   |  |  |  | | --- | --- | --- | |  | a. | The classical management perspective | |  | b. | The human relations movement | |  | c. | The systems perspective | |  | d. | Management science | |  | e. | The contingency perspective |  |  |  | | --- | --- | | *ANSWER:* | b | |

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| 62. Which of the following is a Theory X assumption?   |  |  |  | | --- | --- | --- | |  | a. | People will both seek and accept responsibility. | |  | b. | Managers are harsh on their employees. | |  | c. | People have little ambition. | |  | d. | People are internally motivated. | |  | e. | People do not naturally dislike work. |  |  |  | | --- | --- | | *ANSWER:* | c | |

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| 63. Which of the following draws from psychology, sociology, anthropology, economics, and medicine?   |  |  |  | | --- | --- | --- | |  | a. | Organizational behavior | |  | b. | Scientific management | |  | c. | Administrative management | |  | d. | Systems perspective | |  | e. | Contingency perspective |  |  |  | | --- | --- | | *ANSWER:* | a | |

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| 64. When a manufacturing plant uses mathematical models to plan production and schedule equipment maintenance, it is drawing upon   |  |  |  | | --- | --- | --- | |  | a. | scientific management. | |  | b. | administrative management. | |  | c. | management science. | |  | d. | the behavioral management perspective. | |  | e. | Theory X assumptions. |  |  |  | | --- | --- | | *ANSWER:* | c | |

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| 65. \_\_\_\_\_ and \_\_\_\_\_ are the two branches of the quantitative management perspective.   |  |  |  | | --- | --- | --- | |  | a. | Scientific management; administrative management | |  | b. | The human relations movement; organizational behavior | |  | c. | Organizational behavior; operations management | |  | d. | Theory X; Theory Y | |  | e. | Management science; operations management |  |  |  | | --- | --- | | *ANSWER:* | e | |

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| 66. The \_\_\_\_\_ perspective focuses on decision making, cost-effectiveness, mathematical models, and the use of computers.   |  |  |  | | --- | --- | --- | |  | a. | systems | |  | b. | behavioral management | |  | c. | classical management | |  | d. | contingency | |  | e. | quantitative management |  |  |  | | --- | --- | | *ANSWER:* | e | |

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| 67. Which of the following statements about management science is true?   |  |  |  | | --- | --- | --- | |  | a. | It is part of the classical management perspective. | |  | b. | It relies on bureaucratic techniques proposed by Max Weber. | |  | c. | It focuses on mathematical representations of reality. | |  | d. | It is concerned with improving the performance of individual workers. | |  | e. | It introduced the piecework pay system. |  |  |  | | --- | --- | | *ANSWER:* | c | |

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| 68. Which of the following statements about operations management is true?   |  |  |  | | --- | --- | --- | |  | a. | It is more statistically sophisticated than management science. | |  | b. | It exclusively focuses on improving employee attitudes and behavior. | |  | c. | It can be applied more directly to managerial situations than management science. | |  | d. | It relies more on mathematical models than management science. | |  | e. | It cannot be applied to inventory control and production operations of an organization. |  |  |  | | --- | --- | | *ANSWER:* | c | |

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| 69. \_\_\_\_\_ is considered to be a form of applied management science.   |  |  |  | | --- | --- | --- | |  | a. | Scientific management | |  | b. | Lean manufacturing | |  | c. | Behavioral management | |  | d. | The human relations movement | |  | e. | Operations management |  |  |  | | --- | --- | | *ANSWER:* | e | |

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| 70. In the context of the systems perspective, an output would be   |  |  |  | | --- | --- | --- | |  | a. | technological processes. | |  | b. | labor skills. | |  | c. | services. | |  | d. | raw materials. | |  | e. | human resources. |  |  |  | | --- | --- | | *ANSWER:* | c | |

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| 71. In the context of the systems perspective, an input would be   |  |  |  | | --- | --- | --- | |  | a. | human resources. | |  | b. | losses. | |  | c. | feedback loops. | |  | d. | products. | |  | e. | services. |  |  |  | | --- | --- | | *ANSWER:* | a | |

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| 72. Relatively new management concepts such as supply chain management and new techniques such as enterprise resource planning evolved from the \_\_\_\_\_ perspective.   |  |  |  | | --- | --- | --- | |  | a. | quantitative management  ​ | |  | b. | systems | |  | c. | contingency | |  | d. | classical management  ​ | |  | e. | behavioral management |  |  |  | | --- | --- | | *ANSWER:* | a | |

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| 73. In the systems perspective, outputs include   |  |  |  | | --- | --- | --- | |  | a. | raw materials. | |  | b. | controls. | |  | c. | funds. | |  | d. | human resources. | |  | e. | employee attitudes. |  |  |  | | --- | --- | | *ANSWER:* | e | |

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| 74. Which of the following is NOT one of the four basic elements of an organization when viewed as a system?   |  |  |  | | --- | --- | --- | |  | a. | Feedback | |  | b. | Inputs | |  | c. | Outputs | |  | d. | Transformation processes | |  | e. | Controls |  |  |  | | --- | --- | | *ANSWER:* | e | |

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| 75. \_\_\_\_\_ is a normal process that leads to system decline.   |  |  |  | | --- | --- | --- | |  | a. | Economy of scale | |  | b. | Synergy | |  | c. | Entropy | |  | d. | Contingency | |  | e. | Symbiosis |  |  |  | | --- | --- | | *ANSWER:* | c | |

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| 76. \_\_\_\_\_ suggests that organizational units (or subsystems) may often be more successful working together than working alone.   |  |  |  | | --- | --- | --- | |  | a. | Chiseling | |  | b. | Operations management | |  | c. | Synergy | |  | d. | Entropy | |  | e. | Soldiering |  |  |  | | --- | --- | | *ANSWER:* | c | |

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| 77. Emilio says, "Employees and situations are unique. Sometimes I get good results by trying one approach, sometimes I decide to do something completely different." Emilio's statement is best aligned with which of the following management views?   |  |  |  | | --- | --- | --- | |  | a. | The classical management perspective | |  | b. | Administrative management | |  | c. | Scientific management | |  | d. | Theory X | |  | e. | The contingency perspective |  |  |  | | --- | --- | | *ANSWER:* | e | |

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| 78. The \_\_\_\_\_ perspective suggests that appropriate managerial behavior in a given situation depends on unique elements in that situation.   |  |  |  | | --- | --- | --- | |  | a. | behavioral management | |  | b. | quantitative management | |  | c. | systems | |  | d. | contingency | |  | e. | universal |  |  |  | | --- | --- | | *ANSWER:* | d | |

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| 79. In the systems perspective, \_\_\_\_\_ emphasizes the importance of working together in a cooperative and coordinated fashion.   |  |  |  | | --- | --- | --- | |  | a. | synergy | |  | b. | entropy | |  | c. | contingency | |  | d. | diversity | |  | e. | uniformity |  |  |  | | --- | --- | | *ANSWER:* | a | |

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| 80. A primary objective of management, from a systems perspective, is to continually reenergize the organization to avoid   |  |  |  | | --- | --- | --- | |  | a. | reciprocity. | |  | b. | collaboration. | |  | c. | diversity. | |  | d. | entropy. | |  | e. | synergy. |  |  |  | | --- | --- | | *ANSWER:* | d | |

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| 81. \_\_\_\_\_ perspective states that effective managerial behavior in one situation cannot always be generalized to other situations.   |  |  |  | | --- | --- | --- | |  | a. | The behavioral management | |  | b. | Scientific management | |  | c. | The contingency perspective | |  | d. | Administrative management | |  | e. | The systems perspective |  |  |  | | --- | --- | | *ANSWER:* | c | |

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| 82. Which of the following statements about the contingency perspective is true?   |  |  |  | | --- | --- | --- | |  | a. | It states that the organizations that are not influenced by their external environments tend to be more successful than others. | |  | b. | It states that effective managerial behavior in one situation cannot always be generalized to other situations. | |  | c. | It states that all employees tend to perform better when they are promised higher incentives. | |  | d. | It states that the behavior of employees at work is not influenced by social processes. | |  | e. | It is a part of the classical perspective of management. |  |  |  | | --- | --- | | *ANSWER:* | b | |

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| 83. Which of the following statements best reflects contemporary management trends?   |  |  |  | | --- | --- | --- | |  | a. | More and more organizations are using quality as a basis for competition. | |  | b. | The service sector of the economy has steadily declined. | |  | c. | Younger people entering the workforce over the past 20 to 30 years are more devoted to work and more willing to adapt. | |  | d. | The emphasis on business ethics has declined. | |  | e. | The emphasis on management of diversity has declined. |  |  |  | | --- | --- | | *ANSWER:* | a | |

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| 84. Improving the quality of products and services tends to increase   |  |  |  | | --- | --- | --- | |  | a. | inertia. | |  | b. | entropy. | |  | c. | latency. | |  | d. | productivity. | |  | e. | divestment. |  |  |  | | --- | --- | | *ANSWER:* | d | |

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| 85. The \_\_\_\_\_ perspective places emphasis on individual attitudes.   |  |  |  | | --- | --- | --- | |  | a. | contingency | |  | b. | systems | |  | c. | quantitative management | |  | d. | classical management | |  | e. | behavioral management |  |  |  | | --- | --- | | *ANSWER:* | e | |

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| 86. A group of people working together in a structured and coordinated fashion to achieve a set of goals is called a(n) \_\_\_\_\_.   |  |  | | --- | --- | | *ANSWER:* | organization | |

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| 87. A(n) \_\_\_\_\_ is someone whose primary responsibility is to carry out the management process.   |  |  | | --- | --- | | *ANSWER:* | manager | |

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| 88. \_\_\_\_\_ depend on the manager's ability to think in the abstract.   |  |  | | --- | --- | | *ANSWER:* | Conceptual skills | |

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| 89. \_\_\_\_\_ is part of the planning process and involves selecting a course of action from a set of alternatives.   |  |  | | --- | --- | | *ANSWER:* | Decision making, a part of the planning process, involves selecting a course of action from a set of alternatives. | |

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| 90. \_\_\_\_\_ refer to the manager’s abilities both to effectively convey ideas and information to others and to effectively receive ideas and information from others.   |  |  | | --- | --- | | *ANSWER:* | Communication skills | |

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| 91. A(n) \_\_\_\_\_ is a conceptual framework for organizing knowledge and providing a blueprint for action.   |  |  | | --- | --- | | *ANSWER:* | theory | |

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| 92. \_\_\_\_\_ is a pessimistic and negative view of workers consistent with the views of scientific management.   |  |  | | --- | --- | | *ANSWER:* | Management Science | |

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| 93. \_\_\_\_\_ is concerned with helping the organization more efficiently produce its products or services.   |  |  | | --- | --- | | *ANSWER:* | Operations management | |

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| 94. \_\_\_\_\_ focuses on managing the total organization.   |  |  | | --- | --- | | *ANSWER:* | Administrative management | |

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| 95. A system that interacts with its environment is called a(n) \_\_\_\_\_.   |  |  | | --- | --- | | *ANSWER:* | open system | |

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| 96. Describe the four management functions.   |  |  | | --- | --- | | *ANSWER:* | Regardless of level or area, management involves the four basic functions of planning and decision making, organizing, leading, and controlling.  ​  Planning and Decision Making: In its simplest form, planning means setting an organization’s goals and deciding how best to achieve them. Decision making, a part of the planning process, involves selecting a course of action from a set of alternatives. Planning and decision making help managers maintain their effectiveness by serving as guides for their future activities. In other words, the organization’s goals and plans clearly help managers know how to allocate their time and resources.  ​  Organizing: Once a manager has set goals and developed a workable plan, his or her next management function is to organize people and the other resources necessary to carry out the plan. Specifically, organizing involves determining how activities and resources are to be grouped.  ​  Leading: The third basic managerial function is leading. Some people consider leading to be both the most important and the most challenging of all managerial activities. Leading is the set of processes used to get members of the organization to work together to further the interests of the organization.  ​  Controlling: The final phase of the management process is controlling, or monitoring the organization’s progress toward its goals. As the organization moves toward its goals, managers must monitor progress to ensure that it is performing in such a way as to arrive at its “destination” at the appointed time. | |

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| 97. Why do managers study management history and theory?   |  |  | | --- | --- | | *ANSWER:* | In reality, both theory and history are important to all managers today.  ​  A theory is simply a conceptual framework for organizing knowledge and providing a blueprint for action. Although some theories seem abstract and irrelevant, others appear very simple and practical. Management theories, which are used to build organizations and guide them toward their goals, are grounded in reality. Practically any organization that uses assembly lines is drawing on scientific management. Many organizations use the behavioral perspective to improve employee satisfaction and motivation. And naming a large company that does not use one or more techniques from the quantitative management perspective would be difficult.  ​  Awareness and understanding of important historical developments are also important to contemporary managers. Understanding the historical context of management provides a sense of heritage and can help managers avoid the mistakes of others. Most courses in U.S. history devote time to business and economic developments in this country, including the Industrial Revolution, the early labor movement, and the Great Depression, and to captains of U.S. industry such as Cornelius Vanderbilt (railroads), John D. Rockefeller (oil), and Andrew Carnegie (steel). The contributions of those and other industrialists left a profound imprint on contemporary culture. Many managers are also realizing that they can benefit from a greater understanding of history in general. | |

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| 98. Discuss the Hawthorne studies in terms of how they were conducted and what the important results were to management practices.   |  |  | | --- | --- | | *ANSWER:* | Although Hugo Munsterberg and Mary Parker Follett made major contributions to the development of the behavioral approach to management, its primary catalyst was a series of studies conducted near Chicago at Western Electric’s Hawthorne plant between 1927 and 1932. The research, originally sponsored by General Electric, was conducted by Elton Mayo and his associates. Mayo was a faculty member and consultant at Harvard.  The first study involved manipulating illumination for one group of workers and comparing their subsequent productivity with the productivity of another group whose illumination was not changed. Surprisingly, when illumination was increased for the experimental group, productivity went up in both groups. Productivity continued to increase in both groups, even when the lighting for the experimental group was decreased. Not until the lighting was reduced to the level of moonlight did productivity begin to decline. Another experiment established a piecework incentive pay plan for a group of nine men assembling terminal banks for telephone exchanges. Mayo and his associates found that the group itself  informally established an acceptable level of output for its members. Workers who overproduced were branded rate busters, and underproducers were labeled chiselers. To be accepted by the group, workers produced at the accepted level. As they approached this acceptable level of output, workers slacked off to avoid overproducing.  Other studies, including an interview program involving several thousand workers, led Mayo and his associates to conclude that human behavior was much more important in the workplace than had been previously believed. In the lighting experiment, for example, the results were attributed to the fact that both groups received special attention and sympathetic supervision for perhaps the first time. The incentive pay plans did not work because wage incentives were less important to the individual workers than was social acceptance in determining output. In short, individual and social processes played major roles in shaping worker attitudes and behavior. | |

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| Match the following numbered items with the most correct response letter.  A response may be used once, more than once, or not at all.   |  |  | | --- | --- | | a. | Conceptual skills | | b. | Technical skills | | c. | Communication skills | | d. | Interpersonal skills | | e. | Decision-making skills | |

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| 99. Skills necessary to accomplish or understand the specific kind of work done in an organization   |  |  | | --- | --- | | *ANSWER:* | b | |

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| 100. Skills necessary to correctly recognize and define problems and opportunities and to then select an appropriate course of action to solve problems and capitalize on opportunities   |  |  | | --- | --- | | *ANSWER:* | e | |

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| 101. Skills necessary to communicate with, understand, and motivate both individuals and groups   |  |  | | --- | --- | | *ANSWER:* | d | |

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| 102. Skills necessary to effectively convey ideas and information to others and to effectively receive ideas and information from others   |  |  | | --- | --- | | *ANSWER:* | c | |

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| 103. Skills needed to understand the overall workings of an organization and its environment   |  |  | | --- | --- | | *ANSWER:* | a | |

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| Match the following numbered items with the most correct response letter.  A response may be used once, more than once, or not at all.   |  |  | | --- | --- | | a. | Contingency perspective | | b. | Systems perspective | | c. | Administrative management | | d. | Scientific management | | e. | Management science | |

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| 104. Concerned with improving the performance of individual workers   |  |  | | --- | --- | | *ANSWER:* | d | |

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| 105. Suggests that appropriate managerial behavior in a given situation depends on unique elements in that situation   |  |  | | --- | --- | | *ANSWER:* | a | |

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| 106. Focuses on managing the total organization   |  |  | | --- | --- | | *ANSWER:* | c | |

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| 107. Focuses specifically on the development of mathematical models   |  |  | | --- | --- | | *ANSWER:* | e | |

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| 108. Considers an organization to be an interrelated set of elements functioning as a whole   |  |  | | --- | --- | | *ANSWER:* | b | |