1. Who is a person who advanced early scientific management principles?

A)Weber C) Vest

**B)Taylor** D) Fayol

2. Which worked on administrative management theory:

I. Fayol II. Parker III. Weber

**A) I and III**  C) none of these worked on administrative management theory

B) II and III D) I, II, and III

3. \_\_\_\_\_\_\_\_\_ is the study of how to create an organizational structure that leads to high efficiency and effectiveness.

A) Scientific management **C) Administrative management**

B) Job specialization D) Allocation management

4. A reporting relationship in which an employee receives orders from, and reports to, only one supervisor is known as:

A) Line of authority. C) Unity of direction.

B) Centralization. **D) Unity of command.**

5. \_\_\_\_\_\_\_ is the singleness of purpose that makes possible the creation of one plan of action to guide managers in resource allocations.

**A) Unity of direction** C) Unity of authority

B) Unity of command D) Unity of resources

6. Which is an organizational - environmental theory?

I. The open-systems view

II. Contingency theory

III. The Theory of Bureaucracy

IV. Theory Z

**A) I and II**  C) II, III, and IV

B) I, III, and IV D) I, II, and III

7. The \_\_\_\_\_\_ effect is the finding that a manager's behaviour or leadership approach can affect workers' level of performance.

A) Henthorne C) Follett

**B) Hawthorne**  D) Fayol

8. Theory \_\_ is based on positive assumptions about workers.

A) Z **C) Y**

B) X D) C

9. A(n) \_\_\_\_\_ system takes resources from its external environment and converts them into goods and services for customer purchase.

A) Closed C) Semi-open

B) Free **D) Open**

10. \_\_\_\_\_\_\_ is the tendency of a system to lose its ability to control itself and thus disintegrate.

A) Empathy C) Synergy

**B) Entropy** D) Chaos

11. The \_\_\_\_\_\_\_ theory states a manager's choice of organizational structures and control systems depends on characteristics of the external environment.

A) Mechanistic C) Organic

B) Management science **D) Contingency**

12. Which is not one of Fayol's principles:

A) Authority and responsibility **C) Globalization**

B) Line of authority D) Unity of command

13. Which is not a management science theory:

A) Operations management C) MIS

B) TQM **D) None of these**

14. Theory \_\_ states that the average employee is lazy and will try to do as little as possible.

**A) X**  C) Z

B) Y D) None

15. Which is not part of the input stage of an open system?

A) Raw materials **C) Computers**

B) Human resources D) Money and capital

16. In the early 1900s, one of the responses by management to workers' refusal to adopt scientific management was:

**A) Mechanization of the workplace**

B) Wholesale layoffs and new hiring

C) Development of new incentive systems

D) A turn to human relations approaches

17. Fayol's theory of equity specifies that:

A) Employees should be paid equally regardless of their positions

B) Managers should be treated equally

**C) Employees should be treated with respect and justice**

D) People should get equal pay for equal work

18. Managers who use a centralized authority approach and a vertical hierarchy in a stable environment to minimize cost of obtaining inputs from the environment and of processing those inputs would be applying which of the following perspectives:

A) Theory z C) Organic structure

B) Theory y **D) Mechanistic structure**

19 The significant finding of the Hawthorne studies was that:

A) Illumination at very low levels can affect worker performance

**B) A manager's behaviour can affect worker performance**

C) Workers in both control and test groups increased productivity

D) Workers can be affected by their environment

20. As Adam Smith toured English factories in the middle of the 18th century he found that one innovation in particular drastically improved the output of a factory. His classic example is that of a pin factory. Managers today must recognize that the use of \_\_\_\_\_\_\_\_\_\_\_\_\_ to produce goods and services, as observed by Smith, can greatly increase production.

A) Scientific management **C) Job specialization**

B) Job enlargement D) Job enrichment

21. Fayol stated that employees tend to be more loyal and have higher morale if they feel they are being treated justly and fairly. Managers who intend to create an organizational culture that nurtures those type of employee feelings should apply Fayol's principle of \_\_\_\_\_\_\_\_\_\_\_\_\_\_.

A) Centralization C) Esprit de corps

**B) Equity** D) Remuneration of personnel

22. John Adams is a manager of a small manufacturing firm. He has expressed interest in improving the productivity of his workers, but doesn't know how to bring it about. Given your knowledge of the Hawthorne effect, what would your advice be to Mr. Adams?

**A) Pay attention to your workers, their attitude toward you is important to their productivity**

B) Leave your workers alone, they will be more productive if they don't know you're there

C) Increase the lighting in the workplace; greater lighting increases productivity.

D) Be more directive in your behaviour, people respond to direct orders and goal setting