1. Efficiency refers to using people, money, raw materials, and the like wisely and cost effectively (**True** / False)  
  
2. The management process includes which of the followong management function?  
a. Follow through  
b. Innovating  
c. Implementing  
**d. Leading**  
  
3. Which of the two major management task require a high level of conceptual skills?  
a. Planning and leading  
b. Organizing and controlling  
**c. Planning and organizing**  
d. Controlling and leading  
  
4. The contemporary perspective of management includes calssical and behavioural viewpoints (True / **False**)  
  
5. \_\_\_\_ is coping with uncertainty by formulating future courses of action to achieve specified results.  
a. Scheduling  
**b. Planning**  
c. Goal setting  
d. Organizing   
  
6. Culture is the ‘social glue’ that binds members of organization together (**True** / False)  
  
7. The \_\_\_\_ refers to the number of people reporting directly to …  
a. Hierarchy of authority  
**b. Span of control**  
c. Division of labour  
d. Level of centralization  
  
8. First line managers are also known as …  
a. Front line managers  
b. Middle managers  
**c. Supervisors**  
d. Top managers  
  
9. Which of these is not a Mintzberg categories of roles for managers?  
a. Interpersonal  
b. Informational   
**c. Motivational**  
d. Decisional  
  
10. Research has shown that education and experience help managers acquire all but which one of these type of skills?  
a. Technical   
b. Human   
**c. Linguistic**   
d. Conceptual