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