

Paper 1 Quiz 8

Name: _____ Class: _____

1. Which of the following descriptions of a SMART goal are correct?

- (1) It should be quantified.
- (2) There should be an expected completion time.
- (3) The methods of achieving the goal should be stated clearly.

A. (1) and (2) only

B. (1) and (3) only

C. (2) and (3) only

D. (1), (2) and (3)

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2. A company has decided to change its overall business objectives and drafted a business plan for the coming 10 years. This kind of business plan is a

- (1) strategic plan.
- (2) long-term plan.
- (3) operational plan.

A. (1) and (2) only

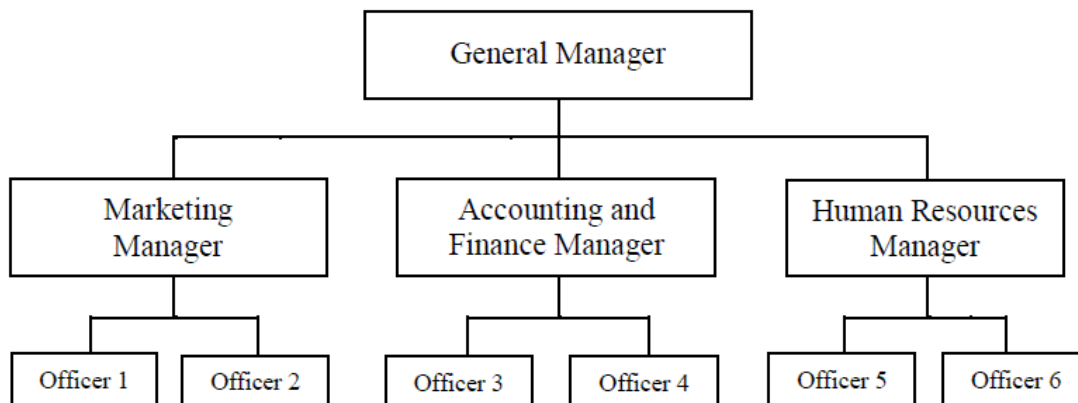
B. (1) and (3) only

C. (2) and (3) only

D. (1), (2) and (3)

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3. The organisation chart of a company is as follows:



Which of the following statements are correct?

- (1) The company is departmentalised by function.
- (2) The span of control of the General Manager is nine.
- (3) The General Manager has line authority over the Marketing Manager.

A. (1) and (2) only

B. (1) and (3) only

C. (2) and (3) only

D. (1), (2) and (3)

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4. Under which of the following circumstances should laissez-faire leadership be adopted by a superior?

- (1) the work requires a high level of creativity
- (2) subordinates are young and energetic
- (3) superior-subordinate relationship is good

A. (1) only

B. (1) and (3) only

C. (2) and (3) only

D. (1), (2) and (3)

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5. A manager compares the actual performance of the staff with the performance standard. Which of the following management functions does the task belong to?
- A. leading
 - B. organising
 - C. planning
 - D. **controlling**
6. Effective management can
- (1) improve staff morale.
 - (2) guarantee company profits.
 - (3) enhance operational efficiency.
- A. (1) and (2) only
 - B. **(1) and (3) only**
 - C. (2) and (3) only
 - D. (1), (2) and (3)
7. Which of the following statements about authority and responsibility are correct?
- (1) For a job position, responsibility should be balanced with authority.
 - (2) Authority and responsibility of managers increase progressively from low-level to top-level.
 - (3) Delegation is the assigning of authority and responsibility of work from the superior to the subordinates.
- A. (1) and (2) only
 - B. (1) and (3) only
 - C. (2) and (3) only
 - D. **(1), (2) and (3)**
8. Which of the following are the advantages of adopting 'management by objectives' by a business?
- (1) enhance the subordinates' job satisfaction
 - (2) lower the administrative cost
 - (3) reduce work delays
- A. (1) and (2) only
 - B. **(1) and (3) only**
 - C. (2) and (3) only
 - D. (1), (2) and (3)
9. There are different departments in a company. One of the goals of the company is to improve the service quality of its salespersons. For this reason, the human resources manager of the company assigned her subordinate, Tim, to design training programmes for the salespersons. Tim reports to the human resources manager only. Which of the following principles of effective management are illustrated in this scenario?
- (1) Unity of direction
 - (2) Unity of command
 - (3) Division of work
- A. (1) and (2) only
 - B. (1) and (3) only
 - C. **(2) and (3) only**
 - D. (1), (2) and (3)

10. A factory wants to increase profits by 5% in one year. The CEO asked all the departmental managers to determine the best ways to achieve this organisational goal. Which management function are these departmental managers required to perform?
- A. Planning
B. Organising
C. Leading
D. Controlling
11. Ann is the CEO of a hotel. Recently, she has received a lot of complaints from customers. Ann then sets a goal for her employees as follows: 'To decrease the number of complaints substantially in the **near future**.' Which characteristic of a SMART goal does the above goal violate?
- A. Timely
B. Attainable
C. Challenging
D. Relevance
12. The CEO of a fitness club announces a new plan: to become the market leader in Hong Kong in three years. What kind of business plan is this?
- (i) A strategic plan
(ii) An operational plan
(iii) A mid-term plan
(iv) A long-term plan
- A. (i) and (iii)
B. (i) and (iv)
C. (ii) and (iii)
D. (ii) and (iv)
13. Which of the following are the characteristics of a flat structure over a tall structure?
- (1) Faster communication
(2) Fewer levels of management
(3) Wider span of control
- A. (1) and (2) only
B. (1) and (3) only
C. (2) and (3) only
D. (1), (2) and (3)
14. Participative leadership is appropriate when
- (1) workers are experienced and capable.
(2) workers are not willing to assume job responsibilities.
(3) there is a crisis and a quick decision is required.
- A. (1) only
B. (2) only
C. (1) and (2) only
D. (2) and (3) only

15. A laissez-faire policy is based on the idea that the government should
- A. minimise intervention in the market.
 - B. promote a spirit of entrepreneurship which helps promote economic growth.
 - C. protect and respect private property rights.
 - D. allow the free flow of information.
16. Which of the following is the performance standard for a telephone survey company which conducts questionnaires for its clients?
- A. Number of calls made by the interviewers.
 - B. Number of customer complaints
 - C. Average cost of completing the questionnaire
 - D. All of the above
17. Which of the following is an example of violating the unity of command?
- A. All staff members at a tea restaurant have to perform multiple roles.
 - B. The two partners in a partnership have conflicting goals regarding the company's development.
 - C. The owner of a small and medium enterprise (SME) requires all of his employees to report directly to him.
 - D. An accountant receives job orders from the finance manager and the general manager at the same time.
18. Which of the following is not a characteristic of unity of direction?
- A. Each plan should be led by one manager.
 - B. There is only one plan for a group of activities with the same objectives.
 - C. The managers should have the authority to coordinate the action of his subordinates.
 - D. All employees should agree with the direction of the company.
19. Which of the following is/are the advantages of adopting Management by Objectives at a company?
- (1) It reduces managers' workload.
 - (2) It enhances communication between superiors and subordinates.
 - (3) It enhances coordination between different departments.
- A. (1) only
 - B. (2) only
 - C. (3) only
 - D. (1) and (2) only
20. Arrange the correct order for the following steps of management by objectives?
- (i) Developing an action plan
 - (ii) Implementing the action plan
 - (iii) Setting objectives
 - (iv) Reviewing performance
- A. (i) → (iii) → (ii) → (iv)
 - B. (i) → (iii) → (iv) → (ii)
 - C. (iii) → (ii) → (i) → (iv)
 - D. (iii) → (i) → (ii) → (iv)

21. Simon and Mandy open a clinic together. At the clinic, Simon specialises in Western medicine and Mandy specialises in Chinese medicine. Which principle of effective management are Simon and Mandy practising in their clinic?
- A. Authority and responsibility
 - B. Division of labour
 - C. Unity of command
 - D. Unity of direction
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