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# LionTutors® Practice Exam

## MGMT 301 (Johnson) - Exam 1

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### MGMT 301 (Johnson) – Exam 1 – Practice Exam Answer Key

**NOTE: 50% of the exam content is from lectures, and 50% is from the textbook. This packet covers lecture and textbook content.**

1. C; NASA is a classic bureaucracy that is finding it more difficult to operate with a big bureaucracy; Working on **innovating** to be competitive in space
2. E; Max Weber
3. A; The Lean Principle is something you will encounter in greater detail as you learn more about operations and supply chain management at Smeal.
4. D; The Board of Directors supervises the CEO.
5. C; Planning is one of the four aspects of the Management Process; Technological is also an acceptable answer to this question according to the professor's lecture
6. B; Emotional Intelligence does NOT include Ethical Decision Making
7. B; If you were managing this project, you would want to seek out stakeholders and identify and talk through potential problems early
8. B; Developing a science for each job was part of Taylor's approach.
9. D; One boss per person is a key insight from Fayol's Unity of Command. Fayol also talked about the Scalar Principle.
10. E; "Subsystem" is the correct answer; in a previous version of the textbook Schermerhorn 2<sup>nd</sup> ed), answer "A," or "closed system," was given as the correct answer.
11. D; The Hawthorne studies concluded that supervisors should avoid close relations with subordinates
12. B; Conceptual Skill means thinking analytically to solve a complex problem
13. A; Lifelong Learning is continuous learning from daily experiences
14. D; Here you would be using a technical Skill
15. A; You are playing a decisional role
16. E; You want to remember that the **people language of business** is very important
17. C; Setting goals and objectives is the management function of planning; we will explore planning as a function in later chapters
18. C; The CEO is responsible for leading the company

19. D; Apple's model for iPhones is a hybrid model. It is a combination of B2B and B2C
20. D; A manager who does not consider the ethics of his or her behavior is an AMORAL manager
21. B; Mill's view held that ethical behavior delivers the greatest good to the most people
22. C; Values are broad beliefs about what is considered appropriate behavior
23. D; These are spotlight questions.
24. E; The social responsibility audit measures and reports on your organization's performance related to social responsibility
25. A; The P on PONG stands for Personal
26. C; You need to talk to the male supervisor who is calling female employees "sweetie." Even if you know he doesn't mean anything negative, it can be construed as harassment and/or cause resentment among your employees.
27. B; You would be looking for a code of conduct
28. A; Kohlberg is talking about the preconventional level here
29. E; Only A and B are correct
30. C; The 3 roles of a manager are Decisional, Interpersonal, and Informational
31. B; Planning, Organizing, Leading, and Controlling are the 4 parts of the management process.
32. B; Taking a long-range view is a skill of a leader. A manager, in contrast, would be likely to think and operate only in the short term.
33. D; Traditional. Conversely, some companies successfully implement an inverted pyramid structure that is more customer-driven.
34. E; Administers; A leader develops, takes a long-range view, challenges the status quo, and innovates.
35. B; This is related to the Hawthorne Effect.
36. D; The hybrid business model is a combination of Business to Business and Business to Consumer
37. C; People are self-directed. Douglas McGregor posited Theory X and Theory Y. Conversely, a manager would apply Theory X if he or she was dealing with workers who lacked responsibility and ambition.
- Note about Theory X and Theory Y. In past semesters, some students/sections have reported that Johnson does not cover these theories for the exam. We include them in the study guide because Johnson has included exam questions on these theories in the past. If he tells you that your class will not be responsible for Theory X and Y, please disregard this question.
38. D; Overall, management, and business in general, are about creating, delivering, and capturing value. The idea of generating value will come up throughout your Smeal courses.
39. B; A *good* boss empowers employees to meet goals. Bad bosses are generally unlikely to empower their employees. Some traits of bad bosses include: inconsistency, poor people skills, being authoritative, causing dissention, always needing to "be right" about things, micromanaging, doing things that appear unfair to employees.

40. C; The Classical Management theorists believed that all people are rational.

41. D; Maslow's Hierarchy is an important concept to learn for this exam. You will see it throughout your Smeal coursework.

42. A; Taylor's goal under the Scientific Management Approach was to secure maximum prosperity for both employer and employee

43. D; You would want to inform your absent colleague of the situation and allow him or her to take action

44. A; Behavioral management theory focuses on people FIRST

45. E; Max Weber identified Bureaucracy; a problem with bureaucracy is that it can be slow-moving.



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**MGMT 301 (Johnson) – Check Your Understanding – Answer Key**

**Chapter 1 - Managers and the Management Process**

1. B; A leader does the right thing.
2. C; Management is a People language.
3. A; Effective managers are good at delegating.
4. C; as you progress to higher levels of management, you will need more conceptual skills and less technical skills. Regardless of your position, you will need equal human skills.

**Chapter 2 - Management Learning**

1. B; Taylor felt there was a “science” for each job; he also stated that you can train, motivate, and support workers based on science.
2. D; Theory Y; Theory X would be a manager’s choice if dealing with workers who were unmotivated and lacking in skills.
3. C: Lean Principles help you reduce waste.
4. Both B and C; you must fill your basic needs before you can focus on filling higher-order needs.
5. C; Weber cautioned that bureaucracies can be slow-moving and inflexible.

**Chapter 3 - Ethics**

1. A; Integrity; the 6 facets of the ethical decision-making framework are Awareness, Facts, Stakeholders, Standards, Values, and Actions.
2. B; Conventional level; at this level you focus on others and are responsive to family and friends.
3. B; An amoral manager does NOT consider the ethics of his/her behavior