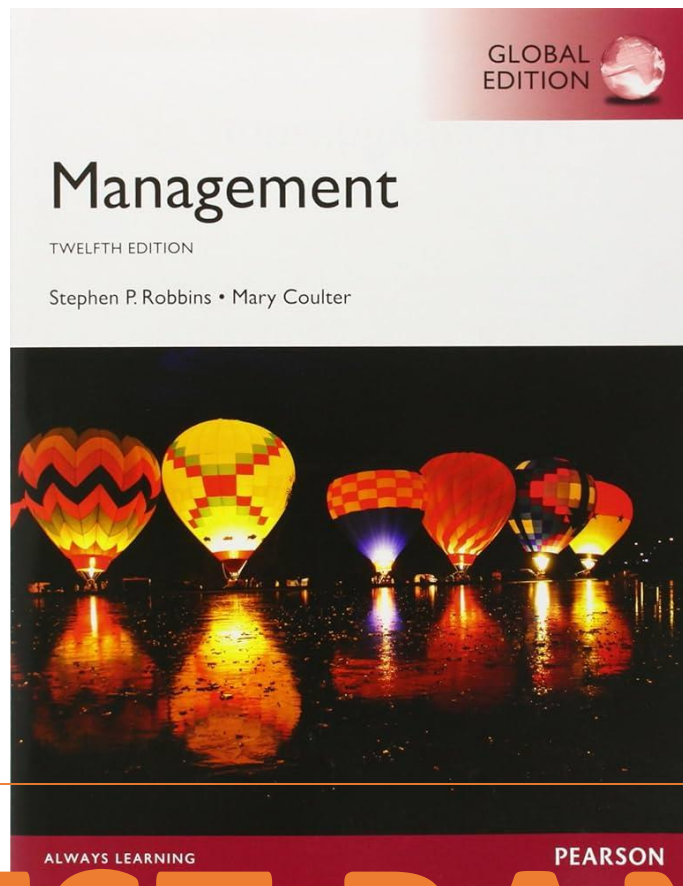


TEST BANK

Management Global 12th
Edition Robbins Test Bank



TEST BANK

Management, 12e (Robbins/Coulter)
Chapter 1 Management and Organizations

1) A great manager makes a job more enjoyable and productive.

Answer: TRUE

Page Ref: 4

Learning Outcome: Describe the roles of managers and the skills they need to succeed within an organization

AACSB: Reflective Thinking Skills

Ch. Objective: 1

Difficulty: Easy

Classification: Conceptual

2) Managers play an important role in dealing with various challenges being faced by organizations today.

Answer: TRUE

Page Ref: 4

Learning Outcome: Describe the roles of managers and the skills they need to succeed within an organization

AACSB: Reflective Thinking Skills

Ch. Objective: 1

Difficulty: Easy

Classification: Conceptual

3) Today's managers are just as likely to be women as they are men.

Answer: TRUE

Page Ref: 5

Learning Outcome: Describe the components of the management environment

AACSB: Multicultural and Diversity Understanding

Ch. Objective: 2

Difficulty: Easy

Classification: Conceptual

4) A manager must coordinate and oversee the work of other people so that organizational goals can be accomplished.

Answer: TRUE

Page Ref: 5

Learning Outcome: Describe the roles of managers and the skills they need to succeed within an organization

AACSB: Reflective Thinking Skills

Ch. Objective: 1

Difficulty: Easy

Classification: Conceptual

5) A manager's job is all about personal achievement.

Answer: FALSE

Page Ref: 5

Learning Outcome: Describe the roles of managers and the skills they need to succeed within an organization

AACSB: Reflective Thinking Skills

Ch. Objective: 1

Difficulty: Easy

Classification: Conceptual

6) In traditionally structured organizations managers can be classified as first-line managers, middle managers, or top managers.

Answer: TRUE

Page Ref: 6

Learning Outcome: Describe the components of the management environment; Discuss factors influencing organizational structure decisions

AACSB: Reflective Thinking Skills

Ch. Objective: 2

Difficulty: Easy

Classification: Conceptual

7) Middle managers are responsible for making organization-wide decisions and establishing the plans and goals that affect the entire organization.

Answer: FALSE

Page Ref: 6

Learning Outcome: Identify the different types of decisions managers make and discuss how they make decisions

AACSB: Reflective Thinking Skills

Ch. Objective: 2

Difficulty: Easy

Classification: Conceptual

8) Effectiveness refers to getting the most output from the least amount of input.

Answer: FALSE

Page Ref: 8

Learning Outcome: Describe the roles of managers and the skills they need to succeed within an organization

AACSB: Analytic Skills

Ch. Objective: 3

Difficulty: Easy

Classification: Conceptual

9) Efficiency is described as "doing things right."

Answer: TRUE

Page Ref: 8

Learning Outcome: Describe the roles of managers and the skills they need to succeed within an organization

AACSB: Analytic Skills

Ch. Objective: 3

Difficulty: Easy

Classification: Conceptual

10) The four contemporary functions of management are planning, organizing, leading, and controlling.

Answer: TRUE

Page Ref: 9

Learning Outcome: Describe the roles of managers and the skills they need to succeed within an organization

AACSB: Reflective Thinking Skills

Ch. Objective: 3

Difficulty: Easy

Classification: Conceptual

11) Determining who reports to whom is part of the controlling function of management.

Answer: FALSE

Page Ref: 9

Learning Outcome: Identify the different types of decisions managers make and discuss how they make decisions

AACSB: Reflective Thinking Skills

Ch. Objective: 3

Difficulty: Easy

Classification: Conceptual

12) Directing and motivating are part of the controlling function of management.

Answer: FALSE

Page Ref: 9

Learning Outcome: Describe the roles of managers and the skills they need to succeed within an organization

AACSB: Reflective Thinking Skills

Ch. Objective: 3

Difficulty: Easy

Classification: Conceptual

13) When a manager performs the controlling function of management, he must monitor and evaluate performance.

Answer: TRUE

Page Ref: 9

Learning Outcome: Describe the roles of managers and the skills they need to succeed within an organization

AACSB: Reflective Thinking Skills

Ch. Objective: 3

Difficulty: Easy

Classification: Conceptual

14) Figurehead, leader, and liaison are all interpersonal managerial roles according to Mintzberg.

Answer: TRUE

Page Ref: 10

Learning Outcome: Describe the roles of managers and the skills they need to succeed within an organization

AACSB: Reflective Thinking Skills

Ch. Objective: 3

Difficulty: Easy

Classification: Conceptual

15) Disturbance handler is one of Mintzberg's interpersonal roles.

Answer: FALSE

Page Ref: 10

Learning Outcome: Identify the different types of decisions managers make and discuss how they make decisions

AACSB: Reflective Thinking Skills

Ch. Objective: 3

Difficulty: Easy

Classification: Conceptual

16) According to Robert L. Katz, managers need to have technical, human, and conceptual skills.

Answer: TRUE

Page Ref: 11

Learning Outcome: Describe the roles of managers and the skills they need to succeed within an organization

AACSB: Reflective Thinking Skills

Ch. Objective: 3

Difficulty: Easy

Classification: Conceptual

17) Technical skills become less important as a manager moves into higher levels of management.

Answer: TRUE

Page Ref: 12

Learning Outcome: Describe the roles of managers and the skills they need to succeed within an organization

AACSB: Reflective Thinking Skills

Ch. Objective: 3

Difficulty: Easy

Classification: Conceptual

18) Conceptual skills are less important to top managers.

Answer: FALSE

Page Ref: 12

Learning Outcome: Describe the roles of managers and the skills they need to succeed within an organization

AACSB: Reflective Thinking Skills

Ch. Objective: 3

Difficulty: Easy

Classification: Conceptual

19) In order for organizations to survive successfully, managers must create a customer-responsive organization.

Answer: TRUE

Page Ref: 15

Learning Outcome: Describe the components of the management environment

AACSB: Reflective Thinking Skills

Ch. Objective: 4

Difficulty: Easy

Classification: Conceptual

20) Social media platforms for electronic communication have become popular among employees to share ideas in their personal lives, but have not yet become tools used extensively in the workplace.

Answer: FALSE

Page Ref: 15

Learning Outcome: Describe the components of the management environment

AACSB: Reflective Thinking Skills

Ch. Objective: 4

Difficulty: Easy

Classification: Conceptual

21) Innovation is confined to high-tech and other technologically sophisticated organizations.

Answer: FALSE

Page Ref: 16

Learning Outcome: Describe the components of the management environment

AACSB: Reflective Thinking Skills

Ch. Objective: 4

Difficulty: Easy

Classification: Conceptual

22) Management is universally needed in all organizations.

Answer: TRUE

Page Ref: 17

Learning Outcome: Describe the components of the management environment

AACSB: Reflective Thinking Skills

Ch. Objective: 5

Difficulty: Easy

Classification: Conceptual

23) A portion of a manager's job, especially at lower organizational levels may entail duties that are often more clerical than managerial.

Answer: TRUE

Page Ref: 18

Learning Outcome: Describe the roles of managers and the skills they need to succeed within an organization

AACSB: Reflective Thinking Skills

Ch. Objective: 5

Difficulty: Easy

Classification: Conceptual

24) Which of the following statements regarding managers in today's world is accurate?

A) Their age range is limited to between 30 and 65 years.

B) They are found only in large corporations.

C) They can be found exclusively in for-profit organizations.

D) The single most important variable in employee productivity and loyalty is the quality of the relationship between employees and their direct supervisors.

Answer: D

Page Ref: 5

Learning Outcome: Describe the components of the management environment

AACSB: Reflective Thinking Skills

Ch. Objective: 1

Difficulty: Easy

Classification: Conceptual