IAC1 Principles of Management Version 1

Section: Management Studies • **Total Questions:** 10 • **Format:** Verified Q&A

1. An executive arrived in a country and was instructed to take the 'tilt' to the second floor. The executive did not understand the meaning of 'tilt'. Which type of cross-cultural communication barrier is this?

(A) Barrier caused by differences among perceptions
(B) Barrier caused by relativism
(C) Barrier caused by tone differences
(D) Barrier caused by semantics

2. The manager of a corporation provided training and other resources needed by employees to carry out change and perform their jobs under new rules being implemented. Which approach to change was the manager using in this situation?

(A) Education and communication
(B) Negotiation and reward
(C) Participation and involvement
(D) Facilitation and support

3. What is the last step in strategic planning

(A) SWOT analysis
(B) Goal setting
(C) Strategy formulation
(D) Strategic control

4. A company believes that employees should be grouped according to the tasks they perform in the organization. Which type of organizational design does this company use

(A) Functional
(B) Directional
(C) Divisional
(D) Virtual

5. What is the main focus of SWOT analysis

(A) Uncovering an organization's strengths and weaknesses

(B) Developing a business's mission and vision statements

(C) Establishing a factory's production rate and quality standards

(D) Determining a company's corporate structure and management style

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6. Why might a company choose to adopt an organic structure instead of a mechanistic structure

(A) It is more stable than a bureaucracy.

(B) It has formal lines of authority.

(C) It is less rigid and emphasizes flexibility.

(D) It is efficient and controlled in a stable environment.

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7. The director of human resources for a start-up company is reviewing staffing needs and has discovered a labor deficit. How can the director use strategic human resource planning in this situation

(A) Implement employee conflict resolution system

(B) Plan to reduce turnover through nonfinancial rewards

(C) Establish strategic goals for improvement of manufacturing performance

(D) Reconcile employee supply and demand

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8. Which competitive force is reduced by the barriers provided by government policies, capital requirements, brand identification, and cost disadvantages

(A) Threat of customer power

(B) Threat of substitutes

(C) Threat of new entrants

(D) Threat of supplier power

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9. When developing a quality management system, which step involves answering the question, 'If you were the customer, how would you like us to operate?'

(A) Customerization

(B) Benchmarking

(C) Reengineering

(D) Downsizing

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10. A manager must choose between two qualified candidates for a promotion and must consider equal employment opportunity law. Which characteristics may the manager use to make the decision?

(A) Religion

(B) Fitness level

(C) Age

(D) Disability status