

Organizational Theory and Management

Test Questions

Chapter 2 Multiple Choice

1. Of the following, which is NOT considered to be one of the most important of Fayol's 14 Principles?
 - a. Authority
 - b. Discipline
 - c. Unity of command
 - d. Specialization

2. According to Robert Merton, the Weberian model is predicated on ...
 - a. Secrecy
 - b. Citizen participation
 - c. Legal order
 - d. Transparency

3. Theory X states that individuals
 - a. Enjoy work
 - b. Are motivated by economic factors, threats and punishment
 - c. Are capable of self-direction
 - d. Embrace responsibility

4. POSDCORB was developed by
 - a. Taylor
 - b. Weber
 - c. Fayol
 - d. Gulick

5. Principle agent theory describes
 - a. Relationship between owners and managers
 - b. Relationship between agency bureaucrats and chief executive officers
 - c. All of the above
 - d. None of the above

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6. NPR refers to
 - a. National Public Radio
 - b. National Performance Review
 - c. National Production Revenue

7. The human side of organizational management was first introduced by
 - a. Maslow
 - b. McGregor
 - c. Weber
 - d. Follett

8. This individual is most commonly associated with the neo-classical school of management:
 - a. Simon
 - b. Follett
 - c. Gulick
 - d. None of the above

9. Recognized as a hallmark of the human relations movement, the needs hierarchy was developed by
 - a. McGregor
 - b. Hawthorne
 - c. Maslow
 - d. Mayo

10. "Never tell people how to do things ..." is an example of
 - a. Theory X
 - b. Theory Y
 - c. No theory
 - d. All of the above

Chapter 2 True/False

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1. T/F—Lillian Gilbreth designed an efficiency kitchenette that remains the standard for studio apartments today.
2. T/F—Workers are motivated by more than money.
3. T/F—In the needs hierarchy, self-actualization supersedes esteem and love.
4. T/F—Deming is known for developing quality circles.
5. T/F—The Gilbreths were employed as efficiency experts.
6. T/F—Culture refers to a notion of shared beliefs that binds an organization.
7. T/F—Economic theory is concerned with developing organizations that are rational.
8. T/F—Frederick Taylor is best known as the father of scientific management.
9. T/F—Urwick established ten principles, one of which included span of control.
10. T/F—Max Weber was a German socialist and educator.