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QUESTION 1

A field that focus on the total organization rather than the individual worker, delineating the management functions of planning, organizing, commanding, coordinating, and controlling is known as:

- A. Unity of command
- B. Administrative principle
- C. Managerial fist
- D. Decision-making process

Correct Answer: B

QUESTION 2

Characteristic that a person must have to do a job successfully is known as:

- A. Intelligence criterion
- B. Selection criterion
- C. Job performance tactics
- D. Skills of service
- Correct Answer: B

QUESTION 3

Which of the following is NOT the management and planning tool?

- A. Affinity diagrams
- B. Tree diagrams
- C. Process decision program charts
- D. Product manufacturing flow charts

Correct Answer: D

QUESTION 4

What represents an opportunity for a company and its brands to directly target communications toward



narrow, but highly desirable, audiences?

- A. strategic marketing
- B. sponsorship marketing
- C. target marketing
- D. advertising marketing
- Correct Answer: B

QUESTION 5

A contingency approach to leadership specifying that the leader\\'s responsibility is to increase subordinates\\' motivation by clarifying the behaviors necessary for task accomplishment and rewards is called:

- A. Path-goal theory
- B. Seek-goal theory
- C. Leader behavior theory
- D. None of the above
- Correct Answer: A

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