QUIZ I

True-False Questions
Select the correct answer.

1. T F The step that distributes responsibility and authority within an organization is called delegation.

2. T F Job specialization is the systematic shifting of employees from one job to another.

3. T F The obligation of a worker to accomplish an assigned job or task is called accountability.

4. T F Span of management and span of control are synonymous terms.

5. T F There are fewer conflicts when the areas of responsibility for line managers and staff managers are clearly defined.

Multiple-Choice Questions
Circle the letter before the most accurate answer.

6. The line of authority extending from the top to the bottom of the organization is known as the
   a. informal organization.
   b. cluster structure.
   c. bureaucratic structure.
   d. chain of command.
   e. matrix structure.

   a. Karl Marx
   b. Victor Vroom
   c. George Washington
   d. Adam Smith
   e. Frederick Taylor

8. Grouping all jobs related to the same organizational activity is departmentalization by
   a. function.
   b. employee.
   c. location.
   d. customer.
   e. product.
9. The act of distributing part of a manager’s work and power to workers is called
   a. departmentalization.
   b. organizing.
   c. delegation.
   d. decentralization.
   e. job sharing.

10. When authority is spread to lower-level management, a business is said to be
    a. centralized.
    b. decentralized.
    c. progressive.
    d. tall.
    e. upwardly mobile.

QUIZ II

True-False Questions
Select the correct answer.

1. T F The span of management is the number of subordinates who will report to each manager.

2. T F There seems to be a movement from variety in jobs to more specialization.

3. T F Most small and new organizations base departmentalization on customers.

4. T F When a manager has many subordinates, a wide span of management exists.

5. T F Staff managers usually provide support, advice, and expertise to line managers.
Multiple-Choice Questions
Circle the letter before the most accurate answer.

6. Two or more people working together in a predetermined way to achieve common goals is known as a(n)
   a. organization.
   b. chain of command.
   c. structure.
   d. enterprise.
   e. functional arrangement.

7. All of the following are reasons for job specialization except that
   a. boredom from repetition is eliminated.
   b. special equipment can be produced to do a specific job.
   c. most jobs are too large for one person to handle.
   d. a specialized job can be efficiently learned.
   e. there is no loss of time by switching from one operation to another.

8. Employees at a chemical factory are systematically moved every two weeks among three different departments in the organization. This is called
   a. job trading.
   b. specialization.
   c. departmentalization by function.
   d. job enlargement.
   e. job rotation.

9. All of the following are departmentalization bases except
   a. function.
   b. product.
   c. location.
   d. customer.
   e. employee.

10. A subordinate’s obligation to accomplish an assigned job is called
    a. accountability.
    b. responsibility.
    c. job requirements.
    d. delegation.
    e. authority.