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Question: 1

Which four mutually interacting independent variables of an organization were identified by Harold Leavitt?

Response:

- A. Structure, objectives, technology and people
- B. Structure, objectives, processes and environment
- C. Objectives, technology, processes and people
- D. Objectives, technology, processes and environment

Answer: A

Question: 2

In an Income Statement, where would the organization's overheads be listed?

Response:

- A. Revenue
- B. Cost of sales
- C. Administrative expenses
- D. Profit after tax

Answer: C

Question: 3

When completing a payback calculation, what unit will be used to measure output?

Response:

- A. Money
- B. Time
- C. Percentage
- D. Quantity

Answer: B

Question: 4

Why is cash flow forecasting useful?

- a) It can predict a cash surplus to be used elsewhere in the business.
- b) It can predict a cash shortfall that needs to be managed.
- c) It can predict profits.
- d) It can help with decision-making.
- e) It can identify when inflation is too high.

Response:

- A. a, b and c only
- B. b, c and d only
- C. c, d and e only
- D. a, b and d only

Answer: D

Question: 5

A computer manufacturing organization serves personal, business and retail markets separately. What kind of structure does it operate?

Response:

- A. Divisional
- B. Matrix
- C. Functional
- D. Team-based

Answer: A

Question: 6

George Homans identified that a group's environment is shaped by management decisions in which three areas?

Response:

- A. Physical, technological and performance targets
- B. Technological, hierarchy and performance targets
- C. Technological, social and hierarchy
- D. Physical, technological and social

Answer: D

Question: 7

Why is 'operating profit' so useful when analyzing financial performance?

Response:

- A. It is not affected by the level of tax an organization pays.
- B. It helps an investor see what liabilities the organization has.
- C. It can be used to calculate the ratio of debt to equity.
- D. It helps an investor see returns made on long term assets.

Answer: A

Question: 8

An electronics manufacturer has contracted an overseas organization to provide a call answering service for customers to report faulty products. What is this an example of?

Response:

- A. Reshoring
- B. Offshoring
- C. Outshoring
- D. A strategic alliance

Answer: B

Question: 9

Which of the following areas are considered under the Balanced Business Scorecard?

- a) Finance
- b) Customer
- c) Policy
- d) Learning and growth
- e) Systems

Response:

- A. a, c and e only
- B. a, b and d only
- C. b, d and e only
- D. a, c and d only
- E. Systems

Answer: B

Question: 10

Where would 'business policy' be found in the Object Management Group's Business Motivation Model?
Response:

- A. Desired result
- B. Course of action
- C. Directive
- D. Influencer

Answer: C

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