

MGT504 Quiz no 4 solved Fall 2012

Solved by Ulfat Jafery

VU_MSBA POINEER GROUP

Abdul Saboor, Ulfat Jafery, Sweet Poison, Khurram Saeed, MSBA124

*MGT504 Organization theory and design solved
with reference by Ulfat Abbas Jafery,*

Question # 1 of 30 (Start time: 03:30:13 PM) Total Marks: 1

Which of the following designate the ends sought through the actual operating procedures of the organization and explain what the organization is actually trying to do?

Select correct option:

Operative goals

Strategic goals

Big goals

Technical goals

Ref: Operative goals designate the ends sought through the actual operating procedures of the organization and explain what the organization is actually trying to do.

Question # 2 of 30 (Start time: 03:30:59 PM) Total Marks: 1

Which of the following term refers to narrative based on true events that are frequently shared among organizational employees and told to new employees to inform them about an organization?

Select correct option:

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Language

Symbols

Stories

Rites and Ceremonies

Stories: Stories are narratives based on true events that are frequently shared among organizational employees and told to new employees to inform them about an organization. (Page 87 handouts)

Question # 3 of 30 (Start time: 03:31:45 PM) Total Marks: 1

Which one of the following may be a characteristic of an innovative organization?

Select correct option:

Flexibility

Empowered employees

Absence of rigid work rules

All of the given options

Ref: An innovative organization is characterized by flexibility, empowered employees and the absence of rigid work rules.(Page 102 of handouts)

Question # 4 of 30 (Start time: 03:32:21 PM) Total Marks: 1

Which of the following is a part of organizational culture?

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Select correct option:

Values

Beliefs

Feelings

All of the given options

Question # 5 of 30 (Start time: 03:32:54 PM) Total Marks: 1

What is measured as the amount of resources used to produce a unit output?

Select correct option:

Efficiency

Effectiveness

Legitimacy

Hierarchy

Ref: Efficiency is a more limited concept that pertains to the internal workings of the organization. Organizational efficiency is the amount of resources used to produce a unit of output. (Page 18 of handouts)

Question # 6 of 30 (Start time: 03:33:28 PM) Total Marks: 1

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Which of the following designates formal reporting relationships, including the number of levels in the hierarchy and the span of control of managers and supervisors?

Select correct option:

Organization policy

Organization structure

Organization environment

Organization reputation

Ref: Organization structure designates formal reporting relationships, including the number of levels in the hierarchy and the span of control of managers and supervisors. (Page 21 of Handouts)

Question # 7 of 30 (Start time: 03:34:00 PM) Total Marks: 1

Which of the following occurs when leaders from important sectors in the environment are made part of an organization?

Select correct option:

Cooptation

Interlocking

Directorates

Affiliation

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Cooptation occurs when leaders from important sectors in the environment are made part of an organization. (Page no 40 of handouts)

Question # 8 of 30 (Start time: 03:34:59 PM) Total Marks: 1

What level of employees' participation is required in a network structured organization?

Select correct option:

Lesser employee participation

Same as in other organizational structures

Greater employee participation

No employee participation is required

Ref: Greater employee participation. With today's technology, workers on the front lines can have instant access to pertinent information about their jobs, allowing greater participation and autonomy

Question # 9 of 30 (Start time: 03:35:59 PM) Total Marks: 1

Sometimes, an organization's structure needs to be multi focused in that both product and function or product and geography are emphasized at the same time. Which of the following option is right for this statement?

Select correct option:

Matrix structure

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Geographical structure

Functional structure

Divisional structure

MATRIX STRUCTURE

Sometimes, an organization's structure needs to be multi focused in that both product and function or product and geography are emphasized at the same time. (Page no 28 of handouts)

Question # 10 of 30 (Start time: 03:37:14 PM) Total Marks: 1

Which one of the following is not the example of an organization?

Select correct option:

School

Hospital

Bank

ATM Machine

Question # 11 of 30 (Start time: 03:37:33 PM) Total Marks: 1

In which one of the following types of cultures, personal involvement of all the organizational members remains somewhat lower as compared to other types of cultures?

Select correct option:

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The Clan Culture

The Mission Culture

The Adaptability Culture

The Bureaucratic Culture

(Page no 89 of handouts)

Question # 12 of 30 (Start time: 03:38:17 PM) Total Marks: 1

A company has the established working pattern for its accounts department which finally generates financial reports on monthly basis. What type of departmental technology is that company using?

Select correct option:

Engineering technology

Non routine technology

Routine technology

Craft technology

Ref: high scores for analyzability and low scores for variety, the department would have a routine technology. (Page no 60 of handouts)

Question # 13 of 30 (Start time: 03:39:17 PM) Total Marks: 1

Which stage of organization life cycle development is identified by departmentalization along with hierarchy of authority, job assignments and beginning of division of labour?

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Select correct option:

Entrepreneurial stage

Collectivity stage

Formalization stage

Elaboration stage

Ref: **Collectivity Stage**: If the leadership crisis is resolved, strong leadership is obtained and the organization begins to develop clear goals and direction. Departments are established along with a hierarchy of authority, job assignments, and a beginning division of labor; (Page no 81 of handouts)

Question # 14 of 30 (Start time: 03:40:07 PM) Total Marks: 1

In which type departmental technology the task variety is high but analyzability is low?

Select correct option:

Engineering technology

Non routine technology

Routine technology

Craft technology

Ref: Non routine technologies have high task variety, and the conversion process is not analyzable or well understood. (Page no 60 of handouts)

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Question # 15 of 30 (Start time: 03:40:50 PM) Total Marks: 1

Which of the following is the first stage in the development of the organization?

Select correct option:

Elaboration Stage

Formalization Stage

Collectivity Stage

Entrepreneurial Stage

Ref: 1. **Entrepreneurial Stage:** (Page no 81 of handouts)

Question # 16 of 30 (Start time: 03:41:52 PM) Total Marks: 1

What is the effectiveness criterion for owners?

Select correct option:

Financial return

Worker satisfaction

Quality of goods and services

Creditworthiness

Stakeholder Effectiveness Criteria

- | | |
|------------------|---------------------------------------|
| 1. Owners | Financial return |
| 2. Employees | Worker satisfaction, pay, supervision |
| 3. Customers | Quality of goods and services |

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- | | |
|---------------|-----------------------------------|
| 4. Creditors | Creditworthiness |
| 5. Community | Contribution to community affairs |
| 6. Suppliers | Satisfactory transactions |
| 7. Government | Obedience to laws, regulations |

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Question # 17 of 30 (Start time: 03:42:11 PM) Total Marks: 1

At which stage of organization life cycle development, need for delegation of power remains very high in the organization?

Select correct option:

Entrepreneurial stage

Collectivity stage

Formalization stage

Elaboration stage

(Page no 81 of handouts)

Question # 18 of 30 (Start time: 03:43:15 PM) Total Marks: 1

The set of values, guiding beliefs, understandings, and ways of thinking that is shared by members of an organization and taught to new members as correct. This statement refers to which of the following?

Select correct option:

Culture

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Norms

Custom

Tradition

Ref: Culture is the set of values, guiding beliefs, understandings, and ways of thinking that is shared by members of an organization and taught to new members as correct. It represents the unwritten, felling part of the organization. Everyone participates in culture, but culture generally goes unnoticed. It is only when organizations try to implement new strategies or programs that go against basic culture norms and values that they come face to face with the power of culture. Page 88

Question # 19 of 30 (Start time: 03:44:06 PM) Total Marks: 1

Which one of the following was a contribution of Joan Woodward, who was a British industrial sociologist?

Select correct option:

Study of services technology

Study of computer technology

Study of manufacturing technology

None of the above

Ref: **Woodward's Study:** The first and most influential study of manufacturing technology was conducted by Joan Woodward, a British industrial sociologist. (Page no 53 of handouts)

Question # 20 of 30 (Start time: 03:44:32 PM) Total Marks: 1

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Which one of the following requires the use of standardized methods of work processing and finding one best way for doing a job?

Select correct option:

Scientific management

Time and motion studies

Administration principles

Hawthorne studies

(Page no 1 of handouts)

Question # 21 of 30 (Start time: 03:45:05 PM) Total Marks: 1

CEO of a large organization provides annual budgets to the different departments based on the financial forecasting of finance department. He follows this pattern every year. What type of decision he makes in this regard?

Select correct option:

Programmed decision

Non-programmed decisions

Contingency decisions

None of the above

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Question # 22 of 30 (Start time: 03:46:29 PM) Total Marks: 1

What is the effectiveness criterion for Community?

Select correct option:

Contribution to community affairs

Satisfactory transactions

Obedience to laws, regulations

Quality of goods and services

Stakeholder Effectiveness Criteria

- | | |
|---------------------|--|
| 1. Owners | Financial return |
| 2. Employees | Worker satisfaction, pay, supervision |
| 3. Customers | Quality of goods and services |
| 4. Creditors | Creditworthiness |
| 5. Community | Contribution to community affairs |
| 6. Suppliers | Satisfactory transactions |
| 7. Government | Obedience to laws, regulations |

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Question # 23 of 30 (Start time: 03:46:51 PM) Total Marks: 1

Which one of the following IT applications supports in decision making at the highest management level?

Select correct option:

Decision support systems (DSS)

Transaction Processing Systems (TPS)

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Executive information system (EIS)

Management Information Systems (MIS)

Ref: An executive information system (EIS) is a higher – level application that facilitates decision making at the highest levels of management. (Page no 66 of handouts)

Question # 24 of 30 (Start time: 03:47:50 PM) Total Marks: 1

Which one of the following is the most critical factor that forces an organization for a change in its internal structure and work processes?

Select correct option:

Market share

External environment

Employees

None of the above

Ref: As the complexity in the external environment increases, so does the number of positions and departments within the organization, which in turn increases internal complexity. (Page no 36 of handouts)

Question # 25 of 30 (Start time: 03:48:38 PM) Total Marks: 1

CEO of a large industry wants consensus of all the managers of his different departments on a critical organizational level decision. Which one of the following decision models will be suitable for him?

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Select correct option:

Carnegie Model

Garbage Can Model

Incremental decision process model

None of the given options

Ref: Research by the Carnegie group indicated that organization – level decisions involved many managers and that a final choice was based on a coalition among those managers. (Page no 119 of handouts)

Question # 26 of 30 (Start time: 03:49:58 PM) Total Marks: 1

Which of the following is characterized by strategic focus on the external environment through flexibility and change to meet customer needs?

Select correct option:

Bureaucratic culture

Clan culture

Mission culture

Entrepreneurial culture

Ref: The adaptability / entrepreneurial culture is characterized by strategic focus on the external environment through flexibility and change to meet customer needs, the culture encourages

Question # 27 of 30 (Start time: 03:51:24 PM) Total Marks: 1

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What type of change is more suitable in an environment which is complex and dynamic?

Select correct option:

Incremental changes

Radical changes

Business process re-engineering

None of the above

Question # 28 of 30 (Start time: 03:52:19 PM) Total Marks: 1

Which one of the following is not a part of horizontal linkages model?

Select correct option:

Specialization

Boundary Spanning

Horizontal Linkages

Total Quality Management

Ref: **HORIZONTAL LINKAGES MODEL**

The organization design for achieving new product innovation involves three components --- departmental specialization, boundary spanning, and horizontal linkages. (Page no 108 of handouts)

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Question # 29 of 30 (Start time: 03:53:36 PM) Total Marks: 1

How can the management of an organization inculcate ethical values in its employees?

Select correct option:

Employee trainings

Visual demonstrations

Case studies and scenario

All of the given options

Question # 30 of 30 (Start time: 03:54:20 PM) Total Marks: 1

Who proposed 14 principles of administration?

Select correct option:

Adam Smith

F W Taylor

Henri Fayol

Jean Woodward

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