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CBM

 **Certified Business Manager**  
Version 1.0

## Exam A

### QUESTION 1

Process of envisioning the organization's future and developing the necessary procedures and operations to achieve that future is called:

- A. Foregoing planning
- B. Strategic planning
- C. Operational planning
- D. Organizational planning

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 2** What focuses on the roles of senior managers in guiding an organization to fulfill its missions and meet its goals?

- A. Senior management
- B. Operational control
- C. Executive leadership
- D. Board of Control

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**



**QUESTION 3** Effective leadership requires which core leadership skills?

- A. vision, empowerment, intuition, self-understanding, and value congruence
- B. vision, mission, intuition, process-control, and value congruence
- C. mission, empowerment, perception, self-understanding, and value congruence
- D. mission, presentiment, intuition, self-understanding, and correspondence

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 4** What is based on the presumption that it is determined by what a customer wants?

- A. Property
- B. Trait
- C. Superiority
- D. Quality

**Correct Answer:** D

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 5** \_\_\_\_\_ are targets and tolerances determined by designers of products and services.

- A. Terms
- B. Specifications
- C. Constraints
- D. Provision

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 6** Total quality is based on which of the following fundamental principle?

- A. Focus on customers and stakeholders
- B. Participation and teamwork by everyone in the organization
- C. Process focus supported by continuous improvement and learning
- D. All of the above

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 7** What refers to both incremental improvements that are small and gradual as well as break through, and large and rapid, improvement?

- A. Continuous improvement
- B. Re-growth
- C. Streamlined improvement
- D. Rationalized improvement

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 8** A learning cycle has which of the following four stages?

- A. Planning, Organizing, Measurement, Revision
- B. Planning, Implementation, Assessment, Adjustment
- C. Planning, Execution, Assessment, Revision
- D. Planning, Execution, Evaluation, Improvement



**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 9** What refers to the basic management systems necessary to function effectively and carryout the principles of total quality?

- A. Infrastructure
- B. Practices
- C. Processes
- D. None of the above

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 10** Which of the following is NOT the element of infrastructure?

- A. Customer leadership management
- B. Quality planning
- C. Leadership and strategic planning
- D. Process management

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 11**

What include a wide variety of graphical and statistical methods to plan work activities, collect data, analyze results, monitor progress, and solve problems?

- A. Statistics
- B. Techniques
- C. system
- D. Tools

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 12** An organization that is committed to total quality must apply it at which level?

- A. organizational level
- B. process level



- C. job level
- D. All of the above

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 13** A tool for organizing a large number of ideas, opinions and facts relating to a broad problem or subject area is called:

- A. Interrelationship diagram
- B. Affinity diagram
- C. Kinship diagram
- D. Expansive diagram

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 14** 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

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 15**

What are spreadsheets that graphically display relationships between ideas, activities, or other dimensions in such a way as to provide logical connecting points between each item?

- A. Matrix diagrams
- B. Matrix data analyzed charts
- C. Arrow diagrams
- D. Process diagrams

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 16** A defect is any mistake or error that is passed on to the customer is known as:



- A. Customer conformance
- B. Consultant
- C. Six-sigma terminology
- D. X-bar terminology

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 17** Which is NOT the tool used in six-sigma efforts?

- A. Elementary statistical tools
- B. Product processing time
- C. Measurement
- D. Implementation and teamwork

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 18** A line graph in which data are plotted over time is known as:

- A. run chart
- B. flowchart
- C. streamline chart
- D. horizontal chart

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 19** A special type of data collection forms in which the results may be interpreted on the form directly without additional processing is called:

- A. Mark sheets
- B. Processing sheets
- C. Check sheets
- D. Restraint sheets

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**



**QUESTION 20**

A basic statistical tool that graphically shows the frequency or number of observations of a particular value or within a specified group is called:

- A. Histogram
- B. Control chart
- C. Power tool
- D. Sway chart

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 21** What clearly separates the vital few from the trivial many and provides direction for selecting projects for improvement?

- A. Upgrading analysis
- B. Expansion decision
- C. Restitution analysis
- D. Pareto analysis

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 22** A Pareto diagram is a histogram of the data from the smallest frequency to the largest.

- A. True
- B. False

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 23** An approach for mistake-proofing processes using automatic devices or methods to avoid simple human or machine error is called:

- A. Xeron-savvy
- B. Alex-degrade
- C. Poka-yoke
- D. Zulex-crew

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**



**QUESTION 24**

Which of the following is NOT the category of quality costs?

- A. Training cost
- B. Prevention cost
- C. Internal cost
- D. Appraisal cost

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 25**

Costs that are associated with efforts to ensure conformance to requirements, generally through measurement and analysis of data to detect non-conformances are called:

- A. Appraisal costs
- B. Prevention cost
- C. Internal cost
- D. Training cost

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 26** Which of the following is NOT the category of internal failure costs?

- A. Scrap and rework costs
- B. Costs of corrective action
- C. Downgrading costs
- D. Tests and Inspections costs

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 27** Measuring expected revenue gains against expected costs associated with quality efforts is known as:

- A. effective quality gains
- B. return on quality
- C. quality index
- D. None of the above

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**





**QUESTION 28**

The formula to calculate the return on quality is:

- A.  $ROQ = (NPV \text{ of benefits} / NPV \text{ of costs}) - 1.00 * 365$
- B.  $ROQ = (NPV \text{ of benefits} / NPV \text{ of costs}) - 0.05$
- C.  $ROQ = (NPV \text{ of benefits} / NPV \text{ of costs}) - 1.00$
- D.  $ROQ = (NPV \text{ of benefits} / NPV \text{ of costs}) - 0.05 * 365$  NPV = net present value

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 29** According to Juran's prescriptions, quality trilogy consists of:

- A. Quality planning, quality disbursement, quality improvement
- B. Quality planning, quality control, quality improvement
- C. Quality planning, quality restrain, quality expansion
- D. Quality planning, quality control, quality feedback

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 30** In which quality model, whole philosophy is summarized in three steps to quality, which include quality leadership, modern quality technology, and organizational commitments to continuous training and motivation of the entire workforce?

- A. Ishikawa Model
- B. Crosby Model
- C. Taguchi Model
- D. Feigenbaum Quality Model

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 31** Shiba quality model focus on which level of quality?

- A. Fitness to standard
- B. Fitness to needs
- C. Fitness of costs
- D. All of the above

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 32**

The Australian Business Awards are administered by the Australian Quality Awards Foundation with which level?

- A. Business Improvement level
- B. Award Gold level
- C. Australian Business Excellent prize
- D. All of the above

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 33**

Leading companies identify important business processes throughout the supply chain that affect customer satisfaction, these fall into which of the following category?

- A. Product design processes
- B. Support processes
- C. Supplier and partnering processes
- D. All of the above

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**



**QUESTION 34**

According to \_\_\_\_\_, quality is innate excellence and can be recognized only through experience.

- A. Awe-inspiring view
- B. Transcendent view
- C. Magnificent view
- D. Uplifting view

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 35**

Measuring your performance against that of best-in-class companies, determining how the best-in-class achieve those performance levels, and using the information as a basis for your own company's targets, strategies and implementation is called:

- A. Benchmarking
- B. Flowcharting
- C. Reengineering
- D. Redesign

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 36** What takes the opportunities and turns them into actions which, in turn, become values?

- A. Evaluation
- B. Execution
- C. Continuous process improvement
- D. Work structure

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 37** What translate into maximizing the value of the firm as measured by the price of the firm's common stock?

- A. Stockholder wealth maximization
- B. maximize goal achievementC. Stock price maximization
- D. Maximize profit investments

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**



**QUESTION 38** How much of the current earnings to pay out as dividends rather than to retain and reinvest this is called:

- A. Debt usage
- B. Earnings debt streams
- C. Dividend policy decision
- D. Honeywell dividend policy

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 39** The firm's stock price is dependent on which of the following factors?

- A. Projected earnings per share
- B. Riskiness of the projected earnings
- C. Dividend Policy
- D. All of the above

**Correct Answer:** D

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 40**

When one or more people hire another person to perform a service and then delegate decision-making authority to that agent, then they are said to be in:

- A. Charity relationship
- B. Agency relationship
- C. Group relationship
- D. Intervention relationship

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 41** Which mechanism is used to motivate managers to act in the shareholder's best interest?

- A. threat of firing
- B. threat of takeover
- C. managerial compensation plans
- D. All of the above

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 42**

In \_\_\_\_\_, managers of the acquired firm generally are fired, and who are able to stay on lose the power they had prior top the acquisition.

- A. Prison pill
- B. Hostile takeover
- C. Adverse takeover
- D. Antagonistic prison

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 43** Greenmail, which is like blackmail, occurs when:

- A. potential acquirer buys a block of stock in a company
- B. the target company's management becomes frightened that the acquirer will make a tender offer and gain control of the company
- C. head off a possible takeover, management offer to pay greenmail, buying the stock owned by the potential raider at a price above the existing market price



D. All of the above



**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 44** Creditors lend funds to the firm at rates that are based on:

- A. riskiness of the firm's existing assets
- B. expectations concerning the riskiness of future asset additions
- C. firm's existing capital structure
- D. All of the above

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 45** Financial management decisions can be divided into the management of assets and liabilities in:

- A. long term
- B. short term
- C. Both A and B
- D. Neither A nor B

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 46** Target levels for each category of current assets and how current assets will be financed are the firm's basic policies for:

- A. Net working capital
- B. Working capital policy
- C. Strategic policy decisions
- D. Working capital management

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 47** Working capital management involves management of the current assets and the current liabilities of a firm.

B.



A. True False

**Correct**

**Answer:**

A

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 48** The average length of time required converting materials into finished goods and then to sell those goods is called:

- A. Inventory conversion period
- B. Cash conversion cycle
- C. receivables collection period
- D. selling goods duration

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 49** The average length of time between the purchase of raw materials and labor and the payment of cash for them is called:

- A. Accounts payable period
- B. Capital investment cycle
- C. Payable deferral period
- D. Purchase goods duration

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 50** The formula to calculate the Cash conversion cycle is:

- A. Cash Conversion Cycle = (Cash conversion period) + (Receivables conversion period) – (Payable deferral period)
- B. Cash Conversion Cycle = (Inventory conversion period) + (payables conversion period) – (receivables deferral period)
- C. Cash Conversion Cycle = (Receivables conversion period) + (Payable deferral period) - (Inventory conversion period)
- D. Cash Conversion Cycle = (Inventory conversion period) + (Receivables conversion period) – (Payable deferral period)

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

B.



**QUESTION 51** What calls for matching asset and liability maturities?

- A. Short-term financing Self-liquidating approach
- C. Long-term financing
- D. Equity spontaneous approach

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 52**

When finances all of the temporary assets with short-term, non-spontaneous debt and finances its fixed assets with long-term capital, this leads to:

- A. Aggressive approach
- B. Long vs. short term debt
- C. Conservative approach
- D. Debt financing approach

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 53**

The aggressive policy calls for the greatest use of long-term debt, while the conservative policy requires the least, maturity matching falls in between.

- A. True
- B. False

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 54** Cash balances associated with routine payments and collections are known as:

- A. Compensating balances
- B. precautionary balances
- C. Transaction balances
- D. None of the above

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

B.



**QUESTION 55** Sometimes cash balances are held to enable the firm to take advantage of bargain purchases that might arise, these funds are called:

- A. Speculative balances
- Cash flow balances



B.

- C. Check-clearing balances
- D. Tentative balances

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 56** The difference between the balance shown in a firm's checkbook and the balance in the bank's records is called:

- A. Float
- B. Soar
- C. Glide
- D. Drift

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 57**

What requires customers to send their payments to a post office box located in the area near where they live rather than directly to the firm is called:

- A. bolt-box system
- B. padlock system
- C. lockbox arrangement
- D. intertwine arrangement

The logo for 'Udumps' features a stylized orange 'U' followed by the word 'dumps' in a grey, lowercase, sans-serif font.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 58**

A cash management arrangement used to mobilize funds from decentralized receiving locations, whether they are decentralized company locations, into one or more central cash pools is known as:

- A. Payable Concentration
- B. Concentration banking
- C. Marketable Concentration
- D. None of the above

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 59**

Accounts that are not funded until the day's checks are presented against the account is called:

- A. Near-cash assets accounts
- B. Preauthorized debit accounts
- C. Disbursement floating accounts
- D. Controlled disbursement accounts

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 60** What refers to the process of evaluating the credit policy to determine if a shift in the customers' payment patterns has occurred?

- A. Payables monitoring
- B. Receivables monitoring
- C. Transactional monitoring
- D. Controlled monitoring

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 61** \_\_\_\_\_ represents the average time it takes to collect credit accounts.

- A. Days sales outstanding
- B. Average sales outstanding
- C. Collection policy
- D. Accumulating time

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 62** What involves more trading monitoring of the portfolio and may be motivated by a philosophy that the investor can beat the market?

- A. Yield-spread investment strategy
- B. Passive investment strategy
- C. Active investment strategy
- D. None of the above

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**



**QUESTION 63**

Which of the following is NOT the source of short-term funds?

- A. Accruals
- B. Letter of credit
- C. Reverse repurchase agreement
- D. Payable concentration

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 64**

Banks sometimes require borrowers to maintain an average demand deposit balance equal to from 10 percent to 20 percent of the amount borrowed, this is called:

- A. line of credit
- B. compensating balance
- C. commitment fee
- D. revolving credit agreement

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 65** The heart of \_\_\_\_\_ is the security agreement, a standardized document on which the specific pledged assets are listed.

- A. Uniform Commercial Code
- B. Factoring Account Code
- C. Pledged Account Code
- D. Crediting Resource Code

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 66** What involves the purchase of accounts receivables by the lender, generally without resource to the borrower?

- A. Wal-Mart financing
- B. Pledging
- C. Factoring
- D. Interest expense

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 67** Which element is needed for the establishment of a field warehouse?

- A. public notification
- B. physical control of the inventory
- C. supervision by a custodian of the field warehousing concern
- D. All of the above

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 68** A firm uses more short-term sources, its debt costs are low, profits are high and solvency is low with:

- A. Aggressive strategy
- B. Conservative financing strategy
- C. Moderate financing strategy
- D. Excess Liquidity strategy

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**



**QUESTION 69**

If earnings are poor and stockholders are dissatisfied, an outside group might solicit the proxies in an effort to overthrow management and take control of the business, this is known as:

- A. Poor Proxy
- B. Proxy fight
- C. Scrap proxy
- D. stand-up fight Proxy

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 70**

A long-term contract under which a borrower which a borrower agrees to make payments of interest and principal on specific dates to its holder is called:

- A. Bond
- B. Loan
- C. Mortgage
- D. Credit

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 71** The Single-A and triple-B bonds are strong enough to be called \_\_\_\_\_, and they are the lowest-rated bonds that many banks and other institutional investors are permitted by law to hold.

- A. Investment grade bonds
- B. Public service bonds
- C. Floating rate bonds
- D. Coupon bonds

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 72** What is used to designate any debt sold in a country other than the one in whose currency the debt is denominated?

- A. Euro-debt
- B. Foreign debt
- C. Bell debt
- D. Exotic debt

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**



**QUESTION 73**

An option that gives the right to sell a stock at a specified price during some period in the future, this is called:

- A. gets option
- B. go option
- C. put option
- D. step option

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 74** Information system, that help seize opportunities are called:

- A. Confiscate information systems
- B. Strategic information systems
- C. Appropriate information systems
- D. Restore information systems

**Correct Answer:** B

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 75** Who was the first PC manufacturer to use the Web to take customer orders?

- A. Dell
- B. Sony
- C. Toshiba
- D. Compaq

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 76** The expenses incurred when a customer stops buying a product or service from one business and starts buying it from another are called:

- A. Transferring costs
- B. Switching costs
- C. Change costs
- D. Replacement costs

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 77** Information system (IS) planning includes which of the following sep that is part of any successful planning process?

- A. Creating a corporate and IS mission statement
- B. Articulating the vision for IT within the organization
- C. Creating IS strategic and tactical plans
- D. All of the above

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 78** For IS planning to be successful, top management must:

- A. Recognize IT as an indispensable resource
- B. Understand that IT is a complex resource
- C. Regard ISs as a source for gaining strategic goals



D. All of the above

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 79** What refers to how easy it is to augment hardware and software and their use as the business grows?

A. Compatibility

B. Connectivity

C. Scalability

D. Functionality

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 80** A high-ranking officer, who commands sufficient political clout to promote the idea that a new system is needed and when the go-ahead is granted to remove obstacles as the project progresses, is known as:

A. Champion

B. Professional

C. Certified

D. Advocate

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 81** \_\_\_\_\_ occurs when human beings deliberately destroy computer system.

A. Defacement

B. Wreckage

C. Vandalism

D. Destruction

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 82** What causes data communications applications to process huge numbers of messages and files for no useful; purposes, which detracts from the efficiency of transmitting and receiving legitimate messages and files?

A. Viruses





- B. Bugs
- C. Worms
- D. Errors

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 83** Software that is programmed to cause damage at a specified time to specific applications and data files is called:

- A. Malicious mishap
- B. Logic bomb
- C. Malevolent
- D. Wicked Logic

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 84** What occurs when too many requests are received to log on to a website's pages?

- A. Denial of services
- B. Loads of requests
- C. Masses services
- D. Brokers services

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 85** Deception for the purpose of gaining access, or deception of users to make them think they are logged on to a certain website while they actually are logged on to another, this phenomenon is called:

- A. Disguising
- B. Camouflaging
- C. Masquerading
- D. Spoofing

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 86**



What support information-processing needs of a business's day-to-day operations, as well as low-level operations management functions?

- A. Operations Information System
- B. Decision Making System
- C. Functional Management System
- D. None of the above

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 87** What support the strategic decision-making needs of higher-level managers?

- A. Management Decisions
- B. Management policies
- C. Management Information System
- D. Hostile Management System

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 88** Which of the following is NOT the element of the Management Information System?

- A. Information-reporting system
- B. Decision-support system
- C. Executive information system
- D. Enterprise resource planning

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 89** Which system record and process data resulting from business operations?

- A. Information Processing System
- B. Transaction Processing System
- C. Data Processing System
- D. Business Processing System

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**



**QUESTION 90**

Combining modern hardware and software such as word processors, desktop publishers, e-mail, and teleconferencing to handle the tasks of publishing and distributing information, in which system?

- A. Mechanization System
- B. Office Automation System
- C. Computerization System
- D. Process Control System

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 91** What provide managers with timely and concise information about the performance of their organization?

- A. Executive Information System
- B. Information Reporting System
- C. Customer Reporting System
- D. Process Improvement System

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 92** Software that works on computer network or via the Internet to link people across a room or around the globe is called:

- A. Assembly-line
- B. Troop-up
- C. Groupware
- D. Band-ware

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 93** A system that helps manage an organization's data and information in multiple business functions is known as:

- A. Compound Resource Planning
- B. Manifold Management
- C. Enterprise Resource Planning
- D. Amalgam Resource Planning

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

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**QUESTION 94** A database or data warehouse that allows a decision maker to conduct the intelligence phase of decision making is called:

- A. Data Management Module
- B. Data Modeling Module
- C. Data Information Module
- D. Data Processing Module

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 95** \_\_\_\_\_ is conducted to test the degree to which the total profit grows or shrinks if one or more of the factors in increased or decreased.

- A. Change Analysis
- B. Decision Analysis
- C. Sensitivity analysis
- D. Business analysis

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 96** Which of the following are the characteristics of useful information?

- A. Time, data, form
- B. Knowledge, content, scope
- C. Time, scope, performance
- D. Time, content, form

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 97** An important resource similar to cash, raw materials, and energy is the:

- A. Power
- B. Knowledge
- C. Performance
- D. Tools

**Correct Answer:** B

**Section:** (none)

**Explanation**



**Explanation/Reference:**

**QUESTION 98** A field whose values identify records either for display or for processing is called:

- A. key
- B. model
- C. structure
- D. element

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 99**

The ability in object-oriented structures to automatically create a new object by replicating all or some of the characteristics of a previously developed object is called:

- A. Heritage
- B. Inheritance
- C. Polymorphism
- D. Legacy

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**



**QUESTION 100**

What describes the structure of the database being designed: the names and types of fields in each record type and the general relationships among different sets of records or files?

- A. Data element
- B. Schema
- C. Database Management System
- D. Data diagram

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 101** What contains the notion of who is responsible for updating each part of the database and descriptions or names of the people who are authorized to access the different parts of the database?

- A. Data schema
- B. Data definition
- C. Data dictionary
- D. Data glossary

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 102** Which language allows using it both to develop applications that retrieve and manipulate data from a database?

- A. Data Definition
- B. Data Manipulation
- C. Data Articulation
- D. 4GLs

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 103** A full copy of the entire database is stored at all the sites that need access to it is known as:

- A. Replication
- B. Duplication
- C. Simulation
- D. Impersonation

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**



**QUESTION 104** In \_\_\_\_\_ database, different parts of the database are stored in the locations where they are accessed more often, but they continue to be fully accessible to others through telecommunications

- A. Distributed
- B. Partitioned
- C. Fragmented
- D. Spontaneous

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 105** Client/server architecture can follow which of the following basic model?

- A. Applications run at a server
- B. Applications run on local PCs
- C. Applications run on both local PCs and the server
- D. All of the above

**Correct Answer:** D

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 106**

Which databases allow browsers to search items by key words or combinations of them and to do so, the site provides a local search engine that scours web pages stored in its database?

- A. Catalog
- B. Library
- C. Directory
- D. Value

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 107**

A huge collection of data that supports management decision making and maintains snapshots of business conditions at predetermined points in time is called:

- A. Data store
- B. Data warehouse
- C. Data storehouse
- D. Data depot

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 108** Smaller collections of data that focus on a particular subject or department are known as:

- A. Data set
- B. data marts
- C. Data assembly
- D. Data crew

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 109**

In which phase, the builders create the files from transactional databases and save them on the server that will hold the data warehouse?

- A. Extraction phase
- B. Cleansing phaseC. Loading phase
- D. Execution phase



**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 110**

The process of selecting, exploring, and modeling large amounts of data to discover previously unknown relationships is called:

- A. Data mining
- B. Data withdrawal
- C. Data removal
- D. Data insertion

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 111**

What is based on rules that do not have discrete boundaries but lie along a continuum, enabling a system to better deal with ambiguity?

- A. Fuzzy logic
- B. Genetic logic
- C. Vague logic
- D. Indistinct logic

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**



**QUESTION 112**

Environmental changes, which are detected through \_\_\_\_\_ of the global environment, often require that firms develop international strategies.

- A. Internal review
- B. External review
- C. Market review
- D. Protection review

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 113**

What uses all of its resources against its competition in a very integrated fashion and all of its foreign subsidiaries and divisions are highly interdependent in both operations and strategy?

- A. Global Corporation
- B. Multi-domestic Corporation



- C. Ethnocentric Corporation
- D. None of the above

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 114** What provides for global coordination and at the same time it allows local autonomy?

- A. Tactical strategy
- B. International strategy
- C. Transnational strategy
- D. Global strategy

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 115**

The term commonly used to describe the process by which a firm attempts to locate and purchase goods and services on a world-wide basis is known as:

- A. Global sourcing
- B. Foreign penetrating
- C. Importing
- D. Tracing

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 116** Tariffs are imposed for which of the following reasons?

- A. collection of revenue
- B. protection of domestic industries from foreign competition
- C. political control
- D. All of the above

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 117**

A restriction imposed by law on the numbers or quantities of goods, or of a particular type of good, allowed to be imported is known as:

The logo for 'Udumps' features a stylized orange 'U' followed by the word 'dumps' in a grey, lowercase, sans-serif font.

- A. share
- B. quota
- C. ration
- D. fraction

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 118**

A total or near-total ban on trade with a particular country sometimes enforced by military action and usually imposed for a political purpose is called:

- A. block
- B. embargo
- C. impediment
- D. prohibition

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 119** What refers to the efforts of governments to reduce tariffs and non-tariffs barriers to trade?

- A. Trade liberation
- B. Trade release
- C. Trade freedom
- D. Trade emancipation

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 120** What are governmental grants to inventors assuring them of the exclusive legal right to produce and sell their inventions for a period of years?

- A. Trademarks
- B. Copyrights
- C. Patents
- D. None of the above

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**



**QUESTION 121**

The contracts by which the holder of intellectual property will grant certain rights in that property to a foreign firm under specified conditions and for a specified time are known as:

- A. Protecting Intellectual rights Agreements
- B. International Intellectual franchising
- C. International licensing agreements
- D. None of the above

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 122**

What is a foreign corporation organized under the laws of a foreign host country, but owned and controlled by the parent corporation in the home country?

- A. partially owned foreign subsidiary
- B. wholly owned foreign subsidiary
- C. wholly foreign participation venture
- D. partially foreign participation venture

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**



**QUESTION 123** Entering a foreign market, what can be done?

- A. market the same product anywhere
- B. adapt the product for foreign markets
- C. develop a totally new product
- D. All of the above

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 124** A firm sells the same product and uses the same promotional appeals in all markets, this leads to:

- A. standardize product / standardize message
- B. standardize product / customize message
- C. customized product / standardize message
- D. customized product / customized message

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 125**

Which strategy is made complex by momentary exchange factors as well as by firms often being required to countertrade, that is, to trade by barter or a similar system?

- A. International service strategy
- B. Standardize productivity strategy
- C. International pricing strategy
- D. Information technology and service strategy

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 126** Pricing is  
a static element.

- A. True
- B. False

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 127** Political risks can be broken down into which of  
the following risks?

- A. Systematic risks, Country risks, Foreign-Exchange risks
- B. Credit risks, operating risks, ownership risks
- C. Market Risks, Liquidity Risks, ownership risks
- D. transfer risks, operating risks, ownership risks

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 128**

The risks stem from government policies and procedures that directly constrain the international management and performance of local business activities is known as:

- A. Foreign-Exchange risks
- B. Operating risks
- C. Market risks
- D. Functional risks

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**



**QUESTION 129** The transfer of ownership by the host government to a domestic entity with payment of compensation is called:

- A. Expropriation
- B. Domestication
- C. Local content
- D. All of the above

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 130** What the simplest from the administrative point is of view because it emphasizes the basic tasks of the firm?

- A. Customer structure
- B. Organizational structure
- C. Functional structure
- D. Statistical structure

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 131** Many multinational corporations, in an attempt to facilitate planning for, organizing, and controlling interdependent businesses, critical resources, strategies and geographic regions, has adopted:

- A. Customer structure
- B. Matrix structure
- C. Mixed structure
- D. Area structure

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 132** If subsidiaries are granted a high degree of autonomy, the system is called:

- A. Coordination
- B. Incorporation
- C. Centralization
- D. Decentralization

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 133** What integrate a company's information assets into a single accessible system using Internet-based technologies?

- A. Internets
- B. Intranets
- C. Extranets
- D. Virtual Internet beams

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 134**

Who is a country organization with a distinctive competence, such as product development and increasingly, country organizations are the source of new products?

- A. contributor
- B. leader
- C. implementer
- D. supplier

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**



**QUESTION 135** Which of the following is the element of a bureaucratic / formalized control system?

- A. international budget and planning system
- B. functional reporting system
- C. policy manuals used to direct functional performance
- D. All of the above

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 136** The system which is designed to deny or at least delay the acquisition of strategically important goods by adversaries is called:

- A. Export-control system
- B. Export-licensing system
- C. Dual-use system
- D. None of the above

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 137**

According to which theory, a country that is relatively labor abundant should specialize in the production and export of that product which is relatively labor intensive?

- A. The Theory of Comparative Advantage
- B. The Theory of Absolute Advantage
- C. The Theory of Factor Proportions
- D. The Theory of Overlapping Product Ranges

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 138**

A technique of decomposing a good into the values and quantities of the labor, capital, and other potential factors employed in the good's manufacture is known as:

- A. Input-output analysis
- B. Break-down analysis
- C. Paradox analysis
- D. Factoring analysis

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**



**QUESTION 139** The overlapping product ranges described by Linder would today be termed as:

- A. Product cycle theory
- B. Capital-intensive theory
- C. Market segments
- D. Product analysis

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 140** Which of the following is NOT the stage of the product cycle?

- A. The new product
- B. The maturing product
- C. The standardized product
- D. The marketed product

**Correct Answer:** D

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 141** A firm must avail itself of all dimensions of competition, which Michael Porter categorized into which of the following four components is NOT of “the diamond of national advantage”?

- A. Related industries
- B. Factor conditions
- C. External economy
- D. Firm strategy

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 142** Many of the world’s developing countries have long sought to create domestic industry by restricting imports of competitive products in order to allow smaller, less competitive domestic firms to grow and prosper, this is called:

- A. Import substitution
- B. Factor mobility
- C. Internalizers
- D. None if the above

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 143**

The measurement of all international economic transactions between the residents of a country and foreign residents is called:

- A. equilibrium
- B. balance of payments
- C. measuring flow of transaction
- D. balance of accounting

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 144** Which of the following is NOT the category of Current Account?

- A. Goods trade
- B. Financial trade
- C. Services trade





D. Income

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 145** What is made up of transfers of financial assets and the acquisition and disposal of nonproduced / nonfinancial assets?

- A. Capital account
- B. Financial account
- C. Portfolio account
- D. Direct Investment account

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 146** Which account makes sure that the balance of payments actually balances?

- A. Equivalence account
- B. Net errors and omissions account
- C. Official reserves account
- D. Balance account

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 147** What describes the organization's vision, its shared values and beliefs, and its reason for being?

- A. Mission
- B. Vision
- C. Organizational goals
- D. Operative goals

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 148** What typically defines business operations and may focus on values, markets and customers that distinguish the organization?

- A. Operative goal statement



- B. Performance goal statement
- C. Official goal statement
- D. Productivity goal statement

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 149** \_\_\_\_\_ pertains to the acquisition of needed material and financial means from the environment.

- A. Market
- B. Resources
- C. Innovation and change
- D. Employee development

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 150** A plan for interacting with the competitive environment to achieve organizational goals is known as:

- A. Design
- B. Policy
- C. Certificate
- D. Strategy

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 151** Michael E. Porter introduced a framework describing which three competitive strategies?

- A. Low-cost leadership, Productivity and Focus
- B. Low-cost leadership, Differentiation and Focus
- C. Official goals, Differentiation and Design
- D. Low-cost leadership, Differentiation and Effectiveness

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 152**



The degree to which an organization realizes its goals is called organizational:

- A. Effectiveness
- B. Efficiency
- C. Contingency
- D. Productivity

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 153**

What assess effectiveness by observing the beginning of the process and evaluating whether the organization effectively obtains means necessary for high performance?

- A. Goal approach
- B. Internal process approach
- C. Resource-based approach
- D. Stakeholder approach

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 154**

The ability of the organization to obtain from its environment scarce and valued resources, including financial resources, raw materials, human resources, knowledge and technology is called:

- A. Bargaining position
- B. Agreement indicator
- C. Covenant approach
- D. Convention

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 155** The organization's economy efficiency is the indicator of:

- A. Internal process effectiveness
- B. Process work climate
- C. Process Development effectiveness
- D. Organizational Effectiveness

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 156** Which of the following are the main forms of business organizations?

- A. Sole proprietorships, partnerships and finance associations
- B. Sole proprietorships, partnerships and capital ownerships
- C. Sole proprietorships, partnerships and joint ventures
- D. Sole proprietorships, partnerships and corporations

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 157** \_\_\_\_\_ is not a separate taxable entity and only the single owner is taxed.

- A. Sole stakeholder
- B. Sole proprietorships
- C. Sole possessor
- D. Sole vendor

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 158** An unincorporated business association of two or more persons to carry on as co-owners of a business for profit is called:

- A. General partnership
- B. Limited partnership
- C. Limited Liability partnership
- D. Limited Liability Limited partnership

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 159** An unincorporated business association of two or more persons to carry out a particular business enterprise for profit is known as:

- A. Speculation
- B. Business enterprise
- C. Joint venture
- D. None of the above

**Correct Answer:** C

**Section:** (none)

**Explanation**

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**Explanation/Reference:**

**QUESTION 160** A legal entity separate and distinct from its owners is called:

- A. Government firm
- B. Non-profit organization
- C. Corporation
- D. Business trustee

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 161** A separateness of corporation gives it which of the following advantages?

- A. A corporation can continue after its original owners and managers are deceased.
- B. Ownership interests can be divided into shares of stock.
- C. A corporation offers its owners limited liability.
- D. All of the above

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 162** The corporate charter includes which of the following factor?

- A. types of activities it will pursue
- B. amount of capital stock
- C. number of directors
- D. All of the above

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 163** Which of the following is NOT the type of partners?

- A. General partners
- B. Limited partners
- C. Dormant partners
- D. Legal partners

**Correct Answer: D**

**Section: (none)**

**Explanation**



**Explanation/Reference:**

**QUESTION 164** The formation of a partnership requires which of the following?

- A. Association two or more persons with legal capacity who agree to become partners
- B. Business for profit
- C. Co-ownership includes sharing of profits, losses and control of the business
- D. All of the above

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 165** The change in the relation of partners caused by any partner's ceasing to be associated with the carrying on of the business is called:

- A. Dissolution
- B. Disbanding
- C. Conclusion
- D. Suspension

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 166** Dissolution by Operation of Law a partnership is dissolved by operation of law upon:

- A. the death of a partner
- B. the bankruptcy of a partner or of the partnership
- C. the subsequent illegality of the partnership
- D. All of the above

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 167** Completing unfinished business, collecting debts, and distributing assets to creditors and partners is called:

- A. Bankruptcy
- B. Liquidation
- C. Insolvency
- D. All of the above

**Correct Answer:** B



**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 168** Which authority is reasonably deduced from the nature of the partnership, the terms of the partnership agreement, or the relations of the partners?

- A. Actual Express Authority
- B. Actual Applied Authority
- C. Apparent Authority
- D. Formal Account Authority

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 169** Which of the following events triggers dissolution?

- A. expiration of the time period
- B. withdrawal of a general partner, unless all partners agree to continue the business
- C. decree of judicial dissolution
- D. All of the above

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 170** Which one is created to administer a unit of local civil government or one created by the United States to conduct business?

- A. Profit Corporation
- B. Private Corporation
- C. Public Corporation
- D. Domestic Corporation

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 171** The filing of the articles of incorporation is generally conclusive proof of proper incorporation in:

- A. Statutory approach
- B. Common Law approach
- C. Publicly-held approach



D. Parent-subsidary approach

**Correct Answer:** A

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 172** Which of the following is NOT the type of debt securities?

- A. Authority bonds
- B. Equity bonds
- C. Participating bonds
- D. Callable bonds

**Correct Answer:** A

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 173** Issuance of shares defines:

- A. Equity Security source of capital creating an ownership interest in the corporation
- B. Share a proportionate ownership interest in a corporation
- C. Treasury Stock shares reacquired by a corporation
- D. All of the above

**Correct Answer:** D

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 174** Minimum number necessary to be present at a meeting in order to transact business is called:

- A. Quota
- B. Quorum
- C. Voting trust
- D. Determination

**Correct Answer:** B

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 175**

What entitles shareholders to multiply the number of votes they are entitled to cast by the number of directors for whom they are entitled to vote and to cast the product for a single candidate?

- A. Cumulative Voting





- B. Straight Voting
- C. Shareholder Voting Agreement
- D. Proxy Voting

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 176** What brought by a shareholder or a class of shareholders against the corporation based upon the ownership of shares?

- A. Direct suits
- B. Derivative suits
- C. Shareholder suits
- D. Capital suits

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 177** One who opposes a fundamental change and has the right to receive the fair value of his shares is:

- A. Authorized Business shareholder
- B. Shareholder Merger
- C. Dissenting shareholder
- D. Board of Shareholder Director

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 178** What pertains to the availability, production, and distribution of resources in a society?

- A. Social forces
- B. Political forces
- C. Economic forces
- D. Cost-effective forces

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 179**

The logo for 'Udumps' features a stylized orange 'U' followed by the word 'dumps' in a grey, lowercase, sans-serif font.

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

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 180** Organizations that would be managed on an impersonal, rational basis, this form of organization is called:

- A. Bureaucracy
- B. Bankruptcy
- C. Insolvency
- D. System of government

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 181**

A management perspective that suggests jobs should be designed to meet higher-level needs by allowing workers to use their full potential is known as:

- A. Human relations movement
- B. Humanistic perspective
- C. Human resource viewpoint
- D. Human resource perspective

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 182** In which theory, managers take a negative view and assume that most employees do not like work and try to avoid it?

- A. U Theory
- B. V Theory
- C. X TheoryD. Y Theory

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 183**

What refers to a Japanese style of management that is characterized by long-term employment, slow promotions, considerable job rotation, consensus-style decision making, and concern for the employee as a whole?

- A. Theory T
- B. Theory T +C. Theory Z
- D. Theory Z +

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 184**

An approach that applies social science in an organizational context, drawing from economics, psychology, sociology, and other disciplines is called:

- A. Behavioral sciences Approach
- B. Management sciences Approach
- C. Systematic sciences Approach
- D. Strategic sciences Approach

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 185** The basic systems theory of organizations includes which of the following components?

- A. Inputs, transformation process, outputs and testing
- B. Inputs, transformation process, outputs, feedback and environment
- C. Inputs, processing, outputs, feedback and maintenance
- D. Inputs, processing, outputs, testing and environment

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 186** A system that interacts with the external environment is called Open system.

- A. True
- B. False

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 187**

A universal property of systems and which refers to their tendency to run down and die is called:

- A. Closed system
- B. Subsystem
- C. Entropy
- D. None of the above

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 188** Synergy means that the whole is greater than the sum of its parts.

- A. True
- B. False

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 189** An extension of the humanistic perspective in which the successful resolution of organizational problems is thought to depend on managers' identification of key variations in the situation at hand is known as:

- A. Universal view
- B. Contingency view
- C. Case view
- D. Business view

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 190**

A system, which unites all of a company's major business functions, such as order processing, product design, purchasing, inventory, manufacturing, distribution, human resources, receipt of payments, and forecasting of future demand is called:

- A. Universal resource planning
- B. Technological resource planning
- C. Driven-work resource planning
- D. Enterprise resource planning

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 191**

\_\_\_\_\_ is the attainment of organizational goals in an effective and effective manner through planning, organizing, leading and controlling organizational resources.

- A. Management
- B. Mission statement
- C. Operational goals
- D. Knowledge Management

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 192** A blueprint specifying the resource allocations, schedules, and other actions necessary for attaining goals is called:

- A. Goal
- B. Mission
- C. Plan
- D. Strategy

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 193** An organization's mission describes what the organization stands for and its reason for existence is called:

- A. Source of motivation
- B. Legitimacy
- C. Rationale for decisions
- D. Standard of performance

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 194**

A method whereby managers and employees define goals for every department, project, and person and use them to monitor subsequent performance is known as:

- A. On-time Program management
- B. Management by Objectives
- C. Management by Performance
- D. All of the above

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

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**QUESTION 195** The ongoing plans that are used to provide guidance for tasks performed repeatedly within the organization are called:

- A. Procurement plans
- B. Long-lasting plans
- C. Single-use plans
- D. Standing plans

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 196** Plans that define company responses to specific situations, such as emergencies, or unexpected conditions are called:

- A. Operational plans
- B. Contingency plans
- C. Definite plans
- D. Precise plans

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**



**QUESTION 197** The deployment of organizational resources to achieve strategic goals is called:

- A. Organizing
- B. Categorizing
- C. Systematizing
- D. Coordinating

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 198** Organizational structure is defined by:

- A. set of formal tasks assigned to individuals and departments
- B. formal reporting, relationships, including line of authority, decision responsibility, and span of managers' control
- C. design of systems to ensure effectiveness coordination of employees across departments
- D. All of the above

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 199** The degree to which organizational tasks are subdivided into separate jobs is known as:

- A. Work specialization
- B. Chain of command
- C. Unity of command
- D. Authorization

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 200**

The fact that the people with authority and responsibility are subject to reporting and justifying task outcomes to those above them in the chain of command is known as:

- A. Liability
- B. Accountability
- C. Legal responsibility
- D. None of the above

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 201** The process, managers use to transfer authority and responsibility to positions below them in the hierarchy is called:

- A. Allocation
- B. Assignment
- C. Delegation
- D. Deputation

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 202** The number of employees reporting to a supervisor is called:

- A. Span of control
- B. Line authority
- C. Staff reporting
- D. Whirlpool

**Correct Answer:** A

**Section:** (none)

**Explanation**

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**Explanation/Reference:**

**QUESTION 203** \_\_\_\_\_ has a wide span, is horizontally dispersed, and has fewer hierarchical levels.

- A. Tall structure
- B. Centralized structure
- C. Flat structure
- D. Decentralized structure

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 204** The use of influence to motivate employees to achieve organizational goals is called:

- A. Planning
- B. OrganizingC. Leading
- D. Controlling

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**



**QUESTION 205** Power that stems from a formal management position in an organization and the authority granted to it refers to:

- A. Legitimate power
- B. Reward power
- C. Coercive power
- D. None of the above

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 206**

Power that results from characteristics that command subordinates' identification with, respect and admiration for, and desire to emulate the leader is called:

- A. Personal power
- B. Expert power
- C. Referent power
- D. Autocratic power

**Correct Answer: C**

**Section: (none)**

**Explanation**



**Explanation/Reference:**

**QUESTION 207**

A model of leadership that describes the relationship between leadership styles and specific organizational situations is known as:

- A. Initiating approach
- B. Behavioral approach
- C. Leadership approach
- D. Contingency approach

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 208**

A contingency approach to leadership that links leader's behavioral style with the task readiness of subordinates is known as:

- A. Contingency theory
- B. Situational theory
- C. Assignment theory
- D. None of the above

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**



**QUESTION 209** 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

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 210** In \_\_\_\_\_ leadership, the leader consults with his or her subordinates about decisions.

- A. Supportive leadership
- B. Directive leadership
- C. Participative leadership
- D. Achievement-oriented leadership

**Correct Answer:** C

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 211** A situational variable that counteracts a leadership style and prevents the leader from displaying certain behaviors is called:

- A. Neutralizer
- B. Substitute
- C. Switch module
- D. Situational factor

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 212**

A leader who clarifies subordinates' role and task requirements, initiates structure, provide rewards, and displays consideration for subordinates is known as:

- A. Change leader
- B. Transactional leader
- C. Charismatic leader
- D. Visionary leader

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 213** To be considered reliable, accounting information must NOT posses which of the following quality?

- A. Verifiability
- B. Comparability
- C. Faithfulness
- D. Neutrality

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 214**

An information system that provides reports to stakeholders about the economic activities and condition of a business is called:

- A. Accounting
- B. Financing
- C. Bookkeeping
- D. Investment



**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 215** What limits the economic data in the accounting system to data related directly to the activities of the business?

- A. Business entity concept
- B. Business cost concept
- C. Business data concept
- D. Business line concept

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 216** \_\_\_\_\_ is the unit of measurement for reporting uniform financial data and reports.

- A. Quality
- B. Equity
- C. Data
- D. Money

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 217**

What implies that errors, which could occur during journalizing and posting transactions, should be significant enough to affect the decision making process?

- A. Actuality
- B. Equity
- C. Materiality
- D. Mutuality

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 218**

Which information includes both historical and estimated data used by people in conducting daily operations, planning future operations, and developing overall business strategies?

- A. Managerial accounting
- B. Financial accounting



- C. Cost accounting
- D. Supervisory accounting

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 219** The process that begins with analyzing and journalizing transactions and ends with the post-closing trial balance is called:

- A. Income statement
- B. Source cycle
- C. Accounting cycle
- D. Statement of cash flows

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 220** The annual accounting period adopted by a business is known as its:

- A. Natural business year
- B. Fiscal year
- C. Final year
- D. Monetary year

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 221** Stock issued to owners is referred to as:

- A. Capital stock
- B. Owner stock
- C. Proprietor stock
- D. Principal stock

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 222** If received an asset and incurred a liability to pay a future bill, this type of transaction is called:

- A. payable on account



- B. supplies on account
- C. sale on account
- D. purchase on account

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 223** What is the owner's equity created by the business operations?

- A. Log-on earnings
- B. Sale earnings
- C. Retained earnings
- D. Transactional earnings

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 224**

Instead of requiring the payment of cash at the time services are provided or goods are sold, a business may accept payment at a later date, such revenues are called:

- A. fees on account
- B. earnings on account
- C. credit on account
- D. liability on account

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 225**

After transactions have been recorded and summarized, reports are prepared for users; the accounting reports that provide this information are called:

- A. income statement
- B. financial statements
- C. cash flow statement
- D. accounting statement

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 226**

A list of the assets, liabilities, and owner's equity as of a specific date, usually at the close of the last day of a month or a year is called:

- A. Income sheet
- B. Report sheet
- C. Balance sheet
- D. Retained earnings sheet

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 227**

Cash and other assets that are expected to be converted to cash or sold or used up usually within one year or less, through the normal operations of the business, are called:

- A. Fixed assets
- B. Streamlined assets
- C. Current assets
- D. Set assets

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 228** Liabilities that will not be due for a long time are known as:

- A. long-term liabilities
- B. Fixed liabilities
- C. Variable liabilities
- D. None of the above

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 229** In the statement of cash flows, which of the following is NOT the activity of reporting cash flows?

- A. Cash flows from operating activities
- B. Cash flows from investing activities
- C. Cash flows from financing activities
- D. Cash flows from inventory activities

**Correct Answer:** D

**Section:** (none)



**Explanation**

**Explanation/Reference:**

**QUESTION 230**

What is a measure of operating cash flow available for corporate purposes after providing sufficient fixed asset additions to maintain current productive capacity and dividends?

- A. Venture cash flow
- B. Free cash flow
- C. Rigid cash flow
- D. Permanent cash flow

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 231**

Cash flow to creditors is computed from the interest paid minus net new borrowings and cash flow to owners is computed from the dividends paid minus net new equity.

- A. True
- B. False

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**



**QUESTION 232**

The percentage analysis of increases and decreases in related items in comparative financial statements is called:

- A. Parallel analysis
- B. Reciprocal analysis
- C. Horizontal analysis
- D. Vertical analysis

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 233** The ability of a business to meet its financial obligations is called:

- A. Position analysis
- B. Glass seizing
- C. Nominal Concealing
- D. SolvencyD

**Correct Answer:**

**QUESTION 234** The excess of the current assts of a business over its current liabilities is called:

- A. Business capital
- B. Working capital
- C. Ratio capital
- D. Market capital

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 235** A ratio that measures the instant debt-paying ability of a company is called:

- A. acid-test ratio
- B. Liquidity ratio
- C. debit ratio
- D. credit ratio

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**



**QUESTION 236** The relationship between credit sales and accounts receivable may be stated as:

- A. quick account analysis
- B. account payable turnover
- C. account receivable turnover
- D. None of the above

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 237** The relationship between the volume of goods sold and inventory may be stated as inventory turnover.

- A. True
- B. FalseA

**QUESTION 238** The ratio of variable assets to long-term liabilities is a solvency measure that indicates the margin of safety of the note-holders or bondholders.

**Correct Answer:**



- A. True
- B. False

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 239** Which of the following is NOT used in analysis in accessing profitability?

- A. Rate earned on total assets
- B. Earnings per share on common stock
- C. Price-earnings ratio
- D. Time interest earned charges

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 240** The ratios that are much higher than the market averages are generally associated with companies with fast-growing profits are called:

- A. Price-earnings ratios
- B. Emerging ratios
- C. Capital ratio
- D. Dividend charges

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 241** What is the formula used for to calculate the Total Cost?

- A. Total Cost = (fixed cost per unit \* units of production) + Variable cost
- B. Total Cost = (variable cost per unit + units of production) \* Fixed cost
- C. Total Cost = (variable cost per unit \* units of production) + Fixed cost
- D. Total Cost = (fixed cost per unit + units of production) \* variable cost

C

**Correct Answer:**

**QUESTION 242** What is the excess of sales revenues over variable costs?

- A. Total margin
- B. Contribution margin
- C. Absolute margin
- D. Computing margin

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 243** The formula used to calculate the Contribution Margin Ratio is:

- A.  $\text{Contribution Margin Ratio} = (\text{purchases} - \text{fixed costs}) / \text{sales}$
- B.  $\text{Contribution Margin Ratio} = (\text{purchases} - \text{variable costs}) / \text{sales}$
- C.  $\text{Contribution Margin Ratio} = (\text{sales} - \text{fixed costs}) / \text{sales}$
- D.  $\text{Contribution Margin Ratio} = (\text{sales} - \text{variable costs}) / \text{sales}$

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**



**QUESTION 244** The level of operations at which a business's revenues and expired costs are exactly equal is called:

- A. break-even point
- B. break-even point sales
- C. break-even cost
- D. break-even analysis

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 245** The formula to calculate the Sales (units) is:

- A.  $\text{Sales (units)} = (\text{Fixed costs} + \text{Target profit}) / \text{break-even sales}$
- B.  $\text{Sales (units)} = (\text{variable costs} + \text{Target profit}) / \text{break-even purchases}$
- C.  $\text{Sales (units)} = (\text{Fixed costs} + \text{Target profit}) / \text{Unit contribution margin}$
- D.  $\text{Sales (units)} = (\text{variables costs} + \text{Target profit}) / \text{Unit contribution margin}$

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 246** The relative mix of a business's variable costs and fixed costs is measured by:

- A. Operating control
- B. Operating leverage
- C. Operating pull
- D. Operating power

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 247** What provides a separate record for the cost of each quantity of product that passes through the factory?

- A. job order cost system
- B. factory labor cost system
- C. product manufacturing cost system
- D. None of the above

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**



**QUESTION 248** Although it is desirable to establish attainable goals, it is undesirable to plan lower goals than may be possible, this is known as:

- A. budgetary monitoring
- B. budgetary slack
- C. budgetary drooping
- D. inactive budget

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 249** Which budget presents the expected receipts and payments of cash for a period of time?

- A. Cost budget
- B. Direct labor budget
- C. Purchases budget
- D. Cash budget

**Correct Answer:** D

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 250** The formula to calculate Rate of return in investment (ROI) is:

- A. Rate of return in investment (ROI) = Profit margin \* Investment turnover
- B. Rate of return in investment (ROI) = Profit margin + Investment turnover
- C. Rate of return in investment (ROI) = Profit margin - Investment turnover
- D. Rate of return in investment (ROI) = Profit margin / Investment turnover

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 251** \_\_\_\_\_ requires an analysis of the number of suppliers required currently and in the future for each purchased item.

- A. Optimization
- B. Neutralization
- C. Balancing
- D. Counterbalance

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 252** An approach that requires purchasing to view the entire world as a potential source for parts, components, services, and finished goods is called:

- A. Global sourcing
- B. Global resourcing
- C. Globe of suppliers
- D. Global foundation

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 253**

The heart of the organization's production of its product or service is:

- A. Centralized planning
- B. Control processes
- C. Technical core
- D. Structural design



**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 254**

The field of management that focuses on the physical production of goods or services and uses specialized techniques for solving manufacturing problems is called:

- A. Manufacturing management
- B. Control management
- C. Operations management
- D. None of the above

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 255** An organization that produces non-physical outputs that require customer involvement and cannot be stored in inventory is called:

- A. Service organization
- B. Routine organization
- C. Involuntary organization
- D. Overhaul organization

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 256**

The recognition of the importance of operations to the firm's success and the involvement of the operations managers in the organization's strategic planning is known as:

- A. Organizational strategy
- B. Operations strategy
- C. Integrated-enterprise strategy
- D. Industry current strategy

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 257**

Design for manufacturability and assembly collaborate on achieving which of the following objectives of product design?

- A. Producibility
- B. Cost



- C. Quality
- D. All of the above

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 258** The purchasing of supplies, services and raw materials for use in the production process, known as:

- A. Procurement
- B. Disbursement
- C. Foot-holding
- D. Leveraging

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 259** The process in which all machines that perform a similar function or task are grouped together is called:

- A. Process kinship
- B. Process community
- C. Process layout
- D. Process landscape



**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 260** A small or medium sized automated production line that can be adopted to produce more than one product line is known as:

- A. Variable manufacturing system
- B. Flexible manufacturing system
- C. Accommodating manufacturing system
- D. Open manufacturing system

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 261** The determination and adjustment of the organization's ability to produce products and services to match customer demand is known as:

- A. Inventory planning

- B. Capacity planning
- C. Quality planning
- D. Evolutionary planning

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 262** The most common inventory control system used for handling dependent demand inventory is called:

- A. Dependent demand Inventory planning
- B. Enterprise Inventory planning
- C. Material requirements planning
- D. Inventory factoring planning

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 263** An inventory control system that schedules materials to arrive precisely when they are needed on a production line is called:

- A. Distribution inventory system
- B. Just-in-time inventory system
- C. Disembark inventory system
- D. None of the above

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 264** The activities required to physically moving materials into the company's operations facility and to move finished products to customers is called:

- A. Distribution
- B. Logistics
- C. Allotment
- D. Dissemination

**Correct Answer:** B

**Section:** (none)

**Explanation**



**QUESTION 265** The ratio of total outputs to the inputs from labor, capital, materials, and energy is called total factor productivity.

- A. True
- B. False

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 266** What refers to the tools, techniques, machines, and actions used to transform organizational inputs into outputs?

- A. Technology
- B. Designs
- C. Structures
- D. Expertise

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 267** Which of the following is NOT the category of Woodward's scale of technical complexity?

- A. Small-batch and unit production
- B. Large-batch and mass production
- C. Continuous process production
- D. Technological assembly production

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 268** Computer-integrated manufacturing is typically the result of which of the following component?

- A. Computer-aided design
- B. Computer-aided manufacturing
- C. Integrated Information Network
- D. All of the above

**Correct Answer:** D

**Section:** (none)

**Explanation**





**QUESTION 269** The dimensions of variety and analyzability form the basis for which of the following categories of technology?

- A. routine, technique, engineering, and non-routine
- B. routine, craft, engineering, and non-routine
- C. standard, craft, production, and non-routine
- D. custom, craft, production, and non- schedule

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 270** The number of employees who are forced by multiple managers to supervisors is known as span of control.

- A. True
- B. False

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**



**QUESTION 271**

What provides products or services that link clients from the external environment, and in doing so, allows each department to work independently in known as:

- A. Mediating technology
- B. Pooled interdependence
- C. Sequential technology
- D. None of the above

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 272** What refers to combination in one organization of successive stages of production; each stage of production uses as its inputs the production of the preceding stage and produces inputs for the following stage?

- A. reconciling technology
- B. chain of support technology
- C. long-linked technology
- D. shackling technology

**Correct Answer:** C

**Section:** (none)

**Explanation**

**QUESTION 273** \_\_\_\_\_ includes the assignment of goals and tasks to be accomplished by employees.

- A. job design
- B. job rotation
- C. job plan
- D. job assignment

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 274** What means that the job provides greater responsibility, recognition, and opportunities for growth and development?

- A. job simplification
- B. job enrichment
- C. job enlargement
- D. job growth

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**



**QUESTION 275**

Which approach recognizes the interaction of technical and human needs in effective job design, combining the needs of people with the organization's needs?

- A. Information technology systems approach
- B. joint optimization systems approach
- C. socio-technical systems approach
- D. None of the above

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 276** Strategic, long-range, manufacturing planning decisions may NOT be grouped in which of the followings?

- A. value-added decisions
- B. facility size, location, and degree of focus decisions
- C. process flow and facility layout decisions
- D. business integration decisions

**Correct Answer:** D

Section: (none)



**Explanation**

**Explanation/Reference:**

**QUESTION 277** Which of the following is NOT the step of resource requirements planning?

- A. Obtain the planned production for each product group by period
- B. determine the efficiency and capacity of work centers
- C. determine the resource profile for each product group
- D. using the planned production, calculate the resource and material requirements

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 278** What is designed to allow for sufficient capacity and flexibility to enable production output to match the demand?

- A. extensive strategy
- B. chase strategy
- C. production strategy
- D. demand strategy

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 279** Producing a plan to manufacture specific items or provide specific services within a given time period is called:

- A. Master scheduling
- B. Run-on-time scheduling
- C. Capability scheduling
- D. Production activity scheduling

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 280** The competitive strategy of an organization consists of:

- A. Make finished items to stock
- B. Assemble final products to order and make components
- C. Custom design and make-to-order
- D. All of the above



**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 281**

The amount added can be calculated in same manner as safety stock, using this procedure to cover possible high side demand for each option is called:

- A. go beyond option
- B. option overlying
- C. option overlapping
- D. option intersecting

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 282** In controlling the master schedule, which of the following activity is NOT included?

- A. Track actual production and compare it to the planned production
- B. Calculate the available-to-promise to determine if an incoming order can be promised
- C. Determine the rough-cut capacity requirements plan
- D. Use results of preceding activities to determine if capacity should be revised

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 283** From the focal firm's perspective, the supply chain includes:

- A. internal functions
- B. upstream suppliers
- C. downstream customers
- D. All of the above

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 284** When inventory moves so fast that firms essentially hold zero inventory on hand, they are following a system known as:

- A. slant supply chain
- B. lean supply chain



- C. slender supply chain
- D. spare supply chain

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 285** Which systems attempt to make the most effective use of finished-goods inventories?

- A. slant supply chain
- B. Distribution resource planning
- C. Chain inventory planning
- D. Purchasing transportation services

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 286** In which stage of multisite services life cycle, the skills that matter are local marketing and public relations and a charismatic founder who can personally motivate the few ersonnel at an initial site?

- A. Maturity stage
- B. Entrepreneurial stage
- C. Regeneration stage
- D. multisite rationalization stage

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 287**

The final activities and steps needs to place merchandise made elsewhere into the hands of the consumer or to provide services to the customer is called retaining.

- A. True
- B. False

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 288** The process of planning and executing the conception, pricing, promotion, and distribution of ideas, goods, and services to create exchanges that satisfy individual and organizational goals is called:

- A. Marketing
- B. Promotion



- C. Selling
- D. Advertising

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 289** The marketing concept consists of the following fundamental principle?

- A. the organization exists to identify and to satisfy the needs and wants of its potential and existing customers
- B. Satisfying customer needs is accomplished through an integrated effort throughout the organization
- C. the organizational focus should be long-term cooperative trading relationships with customers as opposed to short-term exploitation of customers
- D. All of the above

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 290**

What composed of product, pricing, distribution, and promotion decisions, is then tailored to meet the needs and wants of specific target markets and to carve out a position in the marketplace?

- A. Marketing segments
- B. Target markets
- C. Marketing mix
- D. Marketing strategy



**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 291** Product decisions, distribution decisions, and promotion decisions are all the element of:

- A. Product activities
- B. Internal marketing
- C. Marketing mix
- D. Technological developments

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 292**

New product development (NPD) managers recommended that NPD project success be measured using which item?

- A. financial success

- B. technical performance success
- C. market share
- D. All of the above

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 293** Which customers are the populations of people or organizations who have the problem your product is trying to solve?

- A. potential customers
- B. existing customers
- C. unrealized customers
- D. in-depth analyzing customers

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 294**

A process that defines which functions are responsible for performing what tasks, in what order, and in conjunction with what other tasks and functions is called?

- A. Market segment strategy
- B. Product development process
- C. Task development process
- D. Project strategy

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 295**

What is organized and consistent, and can be understood by and deployed across all those involved in new product development (NPD) projects at a firm?

- A. Product prototype
- B. Stage-Gate process
- C. Advantaged products strategy
- D. Position proportion process

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 296**



The marketplace value of a brand based on reputation and goodwill is called:

- A. Brand equity
- B. Product impartiality
- C. Trade-marking
- D. Brand Identification

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 297** Which of the following is NOT the function of packaging?

- A. protection
- B. identification
- C. packaging lines
- D. information

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 298** The set of products a firm targets to one general market is known as:

- A. Market development
- B. Product diversification
- C. Packaging line
- D. Product line

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 299**

The product mix depth is the number of different product lines a company offers and the product mix width refers to the number of brands within each product line.

- A. True
- B. False

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 300**

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

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 301** What is the reason for setting advertising objectives?

- A. it forces top marketing and advertising management to agree on the course advertising is to take for the following planning period
- B. it guides the budgeting, message creation, and media selection aspects of advertizing strategy
- C. it provide standards against which results can be measured
- D. All of the above

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 302** What is calculated by dividing the cost of an ad placed in a particular ad vehicle by the number of people who are exposed to that vehicle?

- A. Cost per single source
- B. Cost per thousand
- C. Selectivity cost
- D. Advertising cost

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 303** Database marketing offers companies for which of the following four abilities?

- A. Addressability, Measurability, Flexibility, and Reproduction
- B. Attainability, Measurability, Litheness, and Accountability
- C. Addressability, Expressiveness, Flexibility, and Accumulation
- D. Addressability, Measurability, Flexibility, and Accountability

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 304**

What come in a variety of forms and are offered to retailers simply for purchasing the manufacturer's brand or for performing activities in support of the manufacturer's brand?

- A. Trade allowances
- B. Power transfers
- C. Sales promotions
- D. Reward structures

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 305**

Retailers purchase enough products during a manufacturer's off-invoice allowance period to carry the retailers over until the manufacturer's net regularly scheduled deal is called:

- A. Forward buying
- B. Backward buying
- C. Diverting
- D. Forward rewards

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 306** What is speaks as offensively rather than defensively oriented, and opportunity-seeking rather than problem solving?

- A. Event marketing relations
- B. Cause-related marketing
- C. Proactive marketing public relations
- D. None of the above

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 307**

Form of defensively oriented public relations that deals with developments having negative consequences for the organization, this is called:

- A. Proactive marketing public relations
- B. Reactive marketing public relations
- C. Immediate marketing public relations
- D. Upbeat marketing public relations

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 308** Form of brand promotion that ties a brand to a meaningful cultural, social, athletic, or other type of high-interest public activity is known as:

- A. Purchase-related marketing
- B. Cause-related marketing
- C. Even-related marketing
- D. Corporate-related marketing

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 309**

Strategy of pricing the new product at a relatively high level and then gradually reducing it over time is known as:

- A. Product skimming
- B. Consumer skimming
- C. Floating Market concept
- D. Market skimming

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 310** Leaves the cost and responsibility at transportation to the customer is called:

- A. live pricing
- B. Free on board pricing
- C. couponing pricing
- D. customer pricing

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 311**

The process by which individuals or groups select, use, or dispose of goods, service, ideas, or experiences to satisfy needs and demands is called:

- A. consumer behavior
- B. buyer behavior
- C. user behavior
- D. purchaser behavior

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**



**QUESTION 312** Which of the following is NOT the step of decision-making process?

- A. Problem recognition
- B. Alternative evaluation
- C. Purchase
- D. Post-purchase security

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 313** The consumer arrives at a choice by considering all of the attributes of a product and mentally trading off the alternative's perceived weakness on one or more attributes for its perceived strength on other attributes in:

- A. Non-compensatory model
- B. Compensatory model
- C. Post-purchase model
- D. House-holding decision making model

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 314** A post-purchase doubt the buyer experiences about the wisdom of the choice is called:

- A. Loyalty dissonance
- B. Cognitive dissonance
- C. Record dissension
- D. Decision conflict

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 315** What is measured as a percentage of total industry sales over a specified time period?

- A. Market share
- B. Research & development share
- C. Mind share
- D. Voice share

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**



**QUESTION 316**

The competitive strategy guru Michael Porter has argued that competitive advantage in product quality and costs can come from which of the following stage?

- A. Inbounding logistics processes
- B. Marketing and sales processes
- C. Services processes
- D. All of the above

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 317** A network of organizations that creates time, place, and possession utilities for consumers and business users is known as:

- A. Marketing channel
- B. Volkswagen strategy
- C. Federal Express channel
- D. Inventory level strategy

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**



**QUESTION 318** What mans that all possible intermediaries at the particular level of the channel are used?

- A. Channel intensity
- B. Intensive distribution
- C. Selective distribution
- D. Territory intensity

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 319** What is obtained by spreading the costs of distribution over a large quantity of products or over a wide variety of products?

- A. Transaction efficiency
- B. Economies of scale and scope
- C. Division of labor
- D. Discrepancies in place

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 320** Movement of products, negotiation, ownership, information, and promotion through each participant in the marketing channel is called:

- A. Market ownership flow
- B. Marketing management channels
- C. Flows in marketing channels
- D. Logistics in marketing channels

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 321** Which of the following is NOT the market that comprises the e-market landscape?

- A. Business-to-Business
- B. Business-to-Government
- C. Government -to-Consumer
- D. Consumer -to-Market

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**



**QUESTION 322** What refers to organizational use of employees to gain or keep a competitive advantage against competitors?

- A. HR Activities
- B. HR management roles
- C. Strategic HR management
- D. HR policies

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 323**

A unique capability that creates high value and differentiates the organization from its competition is known as:

- A. Core competency
- B. Core proficiency
- C. Core expertise
- D. Core adeptness

**Correct Answer:** A

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 324** The shared values and beliefs of a workforce is called:

- A. Organizational rituals
- B. Organizational culture
- C. Organizational norms
- D. Organizational standard

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 325** A measure of the quantity and quality of work done, considering the cost of the resources used is known as:

- A. Productivity
- B. Innovation
- C. Efficiency
- D. Effectiveness

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 326** What is computed by dividing the average cost of workers by their average levels of output?

- A. cost of productivity
- B. labor cost of conduct
- C. Total cost of conduct
- D. unit labor cost

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 327**

What strategy is appropriate in a relatively stable business environment because its approaches competition on the basis of low price and high quality of product or service?

- A. cost-leadership
- B. external staffing
- C. business innovation





D. staffing growth

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 328**

The process of analyzing and identifying the need for and availability of human resources so that the organization can meet its objectives is called:

- A. Human Resource Planning
- B. Human Resource OrganizingC. Human Resource Structuring
- D. Human Resource Designing

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 329** Means used to anticipate and manage the supply of and demand for human resources is known as:

- A. HR development
- B. HR management
- C. HR strategies
- D. HR business decisions

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 330** Process of studying the environment of the organization to pinpoint opportunities and threats is known as:

- A. Environmental regulating
- B. Environmental scanning
- C. Environmental scrutinize
- D. Environmental inspection

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 331** A method used to forecast the supply of people for certain positions is called:

- A. Succession analysis
- B. Placement analysis
- C. Replacement analysis



D. Affecting workforce

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 332** Worker Adjustment and Retaining

Notification Act states that:

- A. Employers to give a 20 day notice before a layoff or facility closing involving more than 10 people B. Employers to give a 40 day notice before a layoff or facility closing involving more than 30 people C. Employers to give a 50 day notice before a layoff or facility closing involving more than 40 people D. Employers to give a 60 day notice before a layoff or facility closing involving more than 50 people

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 333** A structural change that negates rehiring laid-off workers is called:

- A. Rightsizing  
B. Downsizing  
C. Downscaling  
D. Rationalizing

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 334** A group of services provided to displace employees to give them support and assistance is known as:

- A. Outplacement  
B. Backing-up  
C. Assistance  
D. Referral workshops

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 335** A formal research effort that evaluates the current state of HR management in an organization is called:

- A. HR Service  
B. HR Mandate



- C. HR Audit
- D. HR Examination

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 336** The formula for Return on Investment is calculated as:

A = operations costs for a new or enhanced system for the time period

B = one-time cost of acquisition and implementation

C = value if gains from productivity improvements for the time period

A. Return on Investment =  $A / (B + C)$  B.

Return on Investment =  $(A + C) / B$  C.

Return on Investment =  $(A + B) / C$  D.

Return on Investment =  $C / (A + B)$

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 337** In Maslow's hierarchy of needs which of the following factor is NOT included?

- A. physiological needs
- B. self-actualization needs
- C. safety and security needs
- D. equipment and technology needs

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 338** What is defined as the perceived fairness of what the person does compared with what the person receives?

- A. Actuality
- B. Equity
- C. Justice
- D. Evenhandedness

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**



**QUESTION 339** Expectation theory focuses on:

- A. Effort performance expectations
- B. Performance reward linkage
- C. Value of rewards
- D. All of the above

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 340** All of the above the underwritten expectations employees and employers have about the nature of their work relationships is known as:

- A. Fairness contract
- B. Psychological contract
- C. Loyalty contract
- D. None of the above

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**



**QUESTION 341** Which of the following is NOT the type of turnover?

- A. Involuntary turnover
- B. Functional turnover
- C. Faulty turnover
- D. Controllable turnover

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 342**

Some employees have a \_\_\_\_\_ program in which vacation time, holidays, and sick leave for each employee are combined into its that account.

- A. non-faulty
- B. paid time-off
- C. value-added
- D. relief-sanction

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 343** Organizing tasks, duties, and responsibilities into a productive unit of work is known as:

- A. Job design
- B. Job description
- C. Job plan
- D. Job model

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 344** Increasing the depth of a job by adding the responsibility for planning, organizing, controlling, and evaluating the job is called:

- A. Job rotation
- B. Job enlargement
- C. Job enrichment
- D. Job extension

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 345** The extent of individual freedom and discretion in the work and its scheduling indicates:

- A. Autonomy
- B. Self-rule
- C. Feedback
- D. Sovereignty

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 346**

A larger work segment composed of several tasks that are performed by an individual is referred to as:

- A. Task
- B. Duty
- C. Responsibility
- D. Chore

**Correct Answer:** B



**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 347** Which of the following is NO the step in developing job descriptions and job specifications?

- A. Draft job descriptions and specifications
- B. Review and compile data
- C. Review drafts with managers and employees
- D. Identify recommendations

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 348** Duties that are part of a job but are incidental or ancillary to the purpose and nature of a job are called:

- A. Marginal functions
- B. Essential job functions
- C. Frequency functions
- D. Supervisory functions

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 349** Basic characteristics that can be linked to enhanced performance by individuals or teams are called:

- A. Proficiencies
- B. Competencies
- C. Expertise
- D. Capabilities

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 350** By which reason organizations use a competency approach?

- A. to communicate valued behaviors throughout the organization
- B. to raise the competency levels of the organization
- C. to emphasize the capabilities of people to enhance organizational competitive advantage
- D. All of the above



**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 351** \_\_\_\_\_ are the external supply pool from which employers attract employees.

- A. Labor markets
- B. Recruiting markets
- C. Applicant markets
- D. Administrative markets

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 352** A system in which the employer provides notices of job openings and employees respond to apply is the job posting.

- A. True
- B. False

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 353** A comparison of the number of applicants at one stage of the recruiting process to the number at the next stage is called:

- A. Labor ratios
- B. Surrender ratios
- C. Yield ratios
- D. Revenue ratios

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 354** 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



Section: (none)  
Explanation

Explanation/Reference:

