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Supervisory Management

The Art of Inspiring, Empowering, and Developing People

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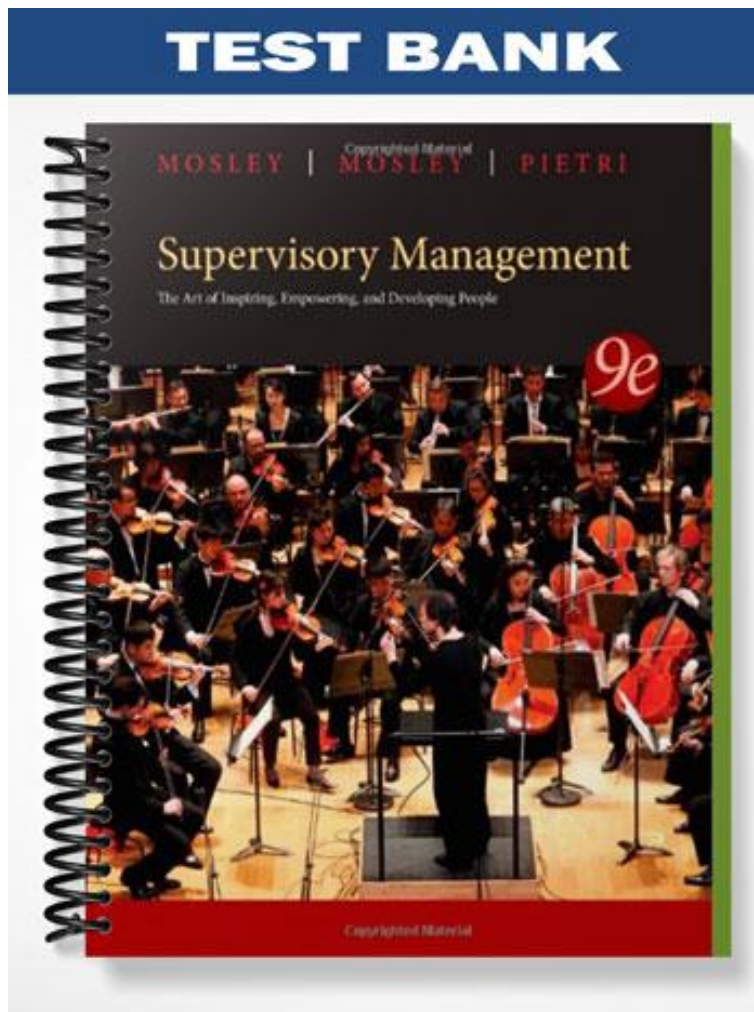1. Making job assignments is a part of the planning carried out by supervisors.
    a. True
    b. False

    ANSWER: True
    POINTS: 1
    DIFFICULTY: Difficulty: Easy
    LEARNING OBJECTIVES: SPMT.MOSL.15.02.01
    NATIONAL STANDARDS: United States - BUSPROG: Reflective Thinking
    KEYWORDS: Bloom's: Knowledge

 2. Planning involves the use of administrative skills only.
    a. True
    b. False

    ANSWER: False
    POINTS: 1
    DIFFICULTY: Difficulty: Easy
    LEARNING OBJECTIVES: SPMT.MOSL.15.02.02
    NATIONAL STANDARDS: United States - BUSPROG: Reflective Thinking
    KEYWORDS: Bloom's: Knowledge

3. As a supervisor, Mark is developing the first step in the planning process for his department. Mark is probably working on the objectives he wants to achieve within his group.
    a. True
    b. False

    ANSWER: True
    POINTS: 1
    DIFFICULTY: Difficulty: Moderate
    LEARNING OBJECTIVES: SPMT.MOSL.15.02.02
    NATIONAL STANDARDS: United States - BUSPROG: Reflective Thinking
    KEYWORDS: Bloom's: Application

4. Planning essentially means forward looking.
    a. True
    b. False

    ANSWER: True
    POINTS: 1
    DIFFICULTY: Difficulty: Moderate
    LEARNING OBJECTIVES: SPMT.MOSL.15.02.02
    NATIONAL STANDARDS: United States - BUSPROG: Reflective Thinking
    KEYWORDS: Bloom's: Comprehension

5. Planning always involves assessing present conditions and making only short term goals.
   a. True
   b. False

ANSWER:	False
POINTS:	1
DIFFICULTY:	Difficulty: Moderate
LEARNING OBJECTIVES:	SPMT.MOSL.15.02.02
NATIONAL STANDARDS:	United States - BUSPROG: Reflective Thinking
KEYWORDS:	Bloom's: Comprehension

6. Planning is most closely related to organizing.
   a. True
   b. False

ANSWER:	False
POINTS:	1
DIFFICULTY:	Difficulty: Moderate
LEARNING OBJECTIVES:	SPMT.MOSL.15.02.02
NATIONAL STANDARDS:	United States - BUSPROG: Reflective Thinking
KEYWORDS:	Bloom's: Comprehension

7. Effective managers never make assumptions about the future while planning.
   a. True
   b. False

ANSWER:	False
POINTS:	1
DIFFICULTY:	Difficulty: Easy
LEARNING OBJECTIVES:	SPMT.MOSL.15.02.02
NATIONAL STANDARDS:	United States - BUSPROG: Reflective Thinking
KEYWORDS:	Bloom's: Knowledge

8. It is always advisable for managers to solve problems as they arise rather than to spend working hours making long term plans.
   a. True
   b. False

ANSWER:	False
POINTS:	1
DIFFICULTY:	Difficulty: Easy
LEARNING OBJECTIVES:	SPMT.MOSL.15.02.02
NATIONAL STANDARDS:	United States - BUSPROG: Reflective Thinking
KEYWORDS:	Bloom's: Knowledge

9. Implementation and evaluation of goals do not form a part of planning.
    a. True
    b. False

   ANSWER: False
   POINTS: 1
   DIFFICULTY: Difficulty: Moderate
   LEARNING OBJECTIVES: SPMT.MOSL.15.02.02
   NATIONAL STANDARDS: United States - BUSPROG: Reflective Thinking
   KEYWORDS: Bloom's: Comprehension

10. The first step in planning is setting an objective or goal.
    a. True
    b. False

   ANSWER: True
   POINTS: 1
   DIFFICULTY: Difficulty: Easy
   LEARNING OBJECTIVES: SPMT.MOSL.15.02.02
   NATIONAL STANDARDS: United States - BUSPROG: Reflective Thinking
   KEYWORDS: Bloom's: Knowledge

11. Scenario planning has a short-term focus and is typically associated with planning at the supervisory level.
    a. True
    b. False

   ANSWER: False
   POINTS: 1
   DIFFICULTY: Difficulty: Moderate
   LEARNING OBJECTIVES: SPMT.MOSL.15.02.02
   NATIONAL STANDARDS: United States - BUSPROG: Reflective Thinking
   KEYWORDS: Bloom's: Comprehension

12. Top managers are more involved in operational planning.
    a. True
    b. False

   ANSWER: False
   POINTS: 1
   DIFFICULTY: Difficulty: Easy
   LEARNING OBJECTIVES: SPMT.MOSL.15.02.03
   NATIONAL STANDARDS: United States - BUSPROG: Reflective Thinking
   KEYWORDS: Bloom's: Knowledge

13. Strategic planning has longer time horizons.
    a. True
    b. False

    ANSWER: True
    POINTS: 1
    DIFFICULTY: Difficulty: Easy
    LEARNING OBJECTIVES: SPMT.MOSL.15.02.03
    NATIONAL STANDARDS: United States - BUSPROG: Reflective Thinking
    KEYWORDS: Bloom's: Knowledge

14. The planning done by top managers is narrower in scope than the planning done at the supervisory level.
    a. True
    b. False

    ANSWER: False
    POINTS: 1
    DIFFICULTY: Difficulty: Easy
    LEARNING OBJECTIVES: SPMT.MOSL.15.02.03
    NATIONAL STANDARDS: United States - BUSPROG: Reflective Thinking
    KEYWORDS: Bloom's: Knowledge

15. Supervisors are involved with short-term planning that usually spans a timeframe of one day to six months.
    a. True
    b. False

    ANSWER: True
    POINTS: 1
    DIFFICULTY: Difficulty: Easy
    LEARNING OBJECTIVES: SPMT.MOSL.15.02.03
    NATIONAL STANDARDS: United States - BUSPROG: Reflective Thinking
    KEYWORDS: Bloom's: Knowledge

16. Planning at the higher level generally is less complex and involves less uncertainty than planning at supervisory levels.
    a. True
    b. False

    ANSWER: False
    POINTS: 1
    DIFFICULTY: Difficulty: Easy
    LEARNING OBJECTIVES: SPMT.MOSL.15.02.03
    NATIONAL STANDARDS: United States - BUSPROG: Reflective Thinking
    KEYWORDS: Bloom's: Knowledge

17. In any organization, objectives are first needed at the top management level.
    a. True
    b. False

    ANSWER: True
    POINTS: 1
    DIFFICULTY: Difficulty: Easy
    LEARNING OBJECTIVES: SPMT.MOSL.15.02.04
    NATIONAL STANDARDS: United States - BUSPROG: Reflective Thinking
    KEYWORDS: Bloom's: Knowledge

18. In a hierarchy of objectives, top managers establish goals that reflect the goals of the middle and supervisory management levels.
    a. True
    b. False

    ANSWER: False
    POINTS: 1
    DIFFICULTY: Difficulty: Moderate
    LEARNING OBJECTIVES: SPMT.MOSL.15.02.04
    NATIONAL STANDARDS: United States - BUSPROG: Reflective Thinking
    KEYWORDS: Bloom's: Comprehension

19. Unified planning means that all departments help decide what the plans of the entire organization should be.
    a. True
    b. False

    ANSWER: False
    POINTS: 1
    DIFFICULTY: Difficulty: Easy
    LEARNING OBJECTIVES: SPMT.MOSL.15.02.04
    NATIONAL STANDARDS: United States - BUSPROG: Reflective Thinking
    KEYWORDS: Bloom's: Knowledge

20. Because objectives focus attention and effort, it is better to have as many objectives as possible that cover not only the important areas but areas which are less important too.
    a. True
    b. False

    ANSWER: False
    POINTS: 1
    DIFFICULTY: Difficulty: Moderate
    LEARNING OBJECTIVES: SPMT.MOSL.15.02.05
    NATIONAL STANDARDS: United States - BUSPROG: Reflective Thinking
    KEYWORDS: Bloom's: Comprehension

21. Objectives should be set such that they can be met through average effort.
    a. True
    b. False

    ANSWER: False
    POINTS: 1
    DIFFICULTY: Difficulty: Easy
    LEARNING OBJECTIVES: SPMT.MOSL.15.02.05
    NATIONAL STANDARDS: United States - BUSPROG: Reflective Thinking
    KEYWORDS: Bloom's: Knowledge

22. Effort expended in one performance area frequently affects another.
    a. True
    b. False

    ANSWER: True
    POINTS: 1
    DIFFICULTY: Difficulty: Easy
    LEARNING OBJECTIVES: SPMT.MOSL.15.02.05
    NATIONAL STANDARDS: United States - BUSPROG: Reflective Thinking
    KEYWORDS: Bloom's: Knowledge

23. In order to preserve managerial authority, supervisors should not involve subordinates in setting objectives.
    a. True
    b. False

    ANSWER: False
    POINTS: 1
    DIFFICULTY: Difficulty: Easy
    LEARNING OBJECTIVES: SPMT.MOSL.15.02.05
    NATIONAL STANDARDS: United States - BUSPROG: Reflective Thinking
    KEYWORDS: Bloom's: Knowledge

24. Once objectives have been set, it is necessary for supervisors to follow-up by having progress discussions with employees.
    a. True
    b. False

    ANSWER: True
    POINTS: 1
    DIFFICULTY: Difficulty: Easy
    LEARNING OBJECTIVES: SPMT.MOSL.15.02.05
    NATIONAL STANDARDS: United States - BUSPROG: Reflective Thinking
    KEYWORDS: Bloom's: Knowledge

25. Standing plans are also known as repeat-use plans.
    a. True
    b. False

    ANSWER: True
    POINTS: 1
    DIFFICULTY: Difficulty: Easy
    LEARNING OBJECTIVES: SPMT.MOSL.15.02.06
    NATIONAL STANDARDS: United States - BUSPROG: Reflective Thinking
    KEYWORDS: Bloom's: Knowledge

26. A program is a type of standing plan.
    a. True
    b. False

    ANSWER: False
    POINTS: 1
    DIFFICULTY: Difficulty: Easy
    LEARNING OBJECTIVES: SPMT.MOSL.15.02.06
    NATIONAL STANDARDS: United States - BUSPROG: Reflective Thinking
    KEYWORDS: Bloom's: Knowledge

27. Supervisors normally do not establish policies, even within their own departments.
    a. True
    b. False

    ANSWER: False
    POINTS: 1
    DIFFICULTY: Difficulty: Moderate
    LEARNING OBJECTIVES: SPMT.MOSL.15.02.06
    NATIONAL STANDARDS: United States - BUSPROG: Reflective Thinking
    KEYWORDS: Bloom's: Comprehension

28. Policies are always required to be written, otherwise they are not considered as policies.
    a. True
    b. False

    ANSWER: False
    POINTS: 1
    DIFFICULTY: Difficulty: Moderate
    LEARNING OBJECTIVES: SPMT.MOSL.15.02.06
    NATIONAL STANDARDS: United States - BUSPROG: Reflective Thinking
    KEYWORDS: Bloom's: Comprehension

29. A rule is stronger than a policy.
    a. True
    b. False

    ANSWER: True
    POINTS: 1
    DIFFICULTY: Difficulty: Easy
    LEARNING OBJECTIVES: SPMT.MOSL.15.02.06
    NATIONAL STANDARDS: United States - BUSPROG: Reflective Thinking
    KEYWORDS: Bloom's: Knowledge

30. A rule is a single use plan.
    a. True
    b. False

    ANSWER: False
    POINTS: 1
    DIFFICULTY: Difficulty: Easy
    LEARNING OBJECTIVES: SPMT.MOSL.15.02.06
    NATIONAL STANDARDS: United States - BUSPROG: Reflective Thinking
    KEYWORDS: Bloom's: Knowledge

31. A program is a large-scale plan that involves a mix of objectives, policies, rules, and smaller projects.
    a. True
    b. False

    ANSWER: True
    POINTS: 1
    DIFFICULTY: Difficulty: Easy
    LEARNING OBJECTIVES: SPMT.MOSL.15.02.06
    NATIONAL STANDARDS: United States - BUSPROG: Reflective Thinking
    KEYWORDS: Bloom's: Knowledge

32. A budget is considered to be a type of standing plan.
    a. True
    b. False

    ANSWER: False
    POINTS: 1
    DIFFICULTY: Difficulty: Easy
    LEARNING OBJECTIVES: SPMT.MOSL.15.02.06
    NATIONAL STANDARDS: United States - BUSPROG: Reflective Thinking
    KEYWORDS: Bloom's: Knowledge

33. A Gantt chart is a scheduling technique that shows how various activities involved in the job depend on each other.
   a. True
   b. False

   ANSWER: False
   POINTS: 1
   DIFFICULTY: Difficulty: Moderate
   LEARNING OBJECTIVES: SPMT.MOSL.15.02.07
   NATIONAL STANDARDS: United States - BUSPROG: Reflective Thinking
   KEYWORDS: Bloom's: Comprehension

34. The critical path is the series of scheduled activities that require the shortest period of time.
   a. True
   b. False

   ANSWER: False
   POINTS: 1
   DIFFICULTY: Difficulty: Moderate
   LEARNING OBJECTIVES: SPMT.MOSL.15.02.07
   NATIONAL STANDARDS: United States - BUSPROG: Reflective Thinking
   KEYWORDS: Bloom's: Comprehension

35. Which of the following is a planning step that immediately follows the establishment of a goal by a manager?
   a. Developing a systematic approach, or plan, to achieve the objective
   b. Implementing the plan and monitoring its implementation
   c. Setting an alternative objective as a backup strategy
   d. Identifying and assessing present and future conditions affecting the objective

   ANSWER: d
   POINTS: 1
   DIFFICULTY: Difficulty: Easy
   LEARNING OBJECTIVES: SPMT.MOSL.15.02.02
   NATIONAL STANDARDS: United States - BUSPROG: Reflective Thinking
   KEYWORDS: Bloom's: Knowledge

36. Which of the following is the first step in planning?
   a. Developing a systematic approach to achieve the objective
   b. Implementing the plan
   c. Setting an objective or goal
   d. Monitoring the plan's implementation

   ANSWER: c
   POINTS: 1
   DIFFICULTY: Difficulty: Easy
   LEARNING OBJECTIVES: SPMT.MOSL.15.02.02
   NATIONAL STANDARDS: United States - BUSPROG: Reflective Thinking
   KEYWORDS: Bloom's: Knowledge

37. Planning is most closely related to the management function of:
    a. financing.
    b. accounting.
    c. implementing.
    d. controlling.

    ANSWER: d
    POINTS: 1
    DIFFICULTY: Difficulty: Easy
    LEARNING OBJECTIVES: SPMT.MOSL.15.02.02
    NATIONAL STANDARDS: United States - BUSPROG: Reflective Thinking
    KEYWORDS: Bloom's: Knowledge

38. Which of the following is the third step in planning?
    a. Monitoring the plan's implementation
    b. Setting an objective or goal
    c. Identifying and assessing present and future conditions affecting the objective
    d. Developing a systematic approach to achieve the objective

    ANSWER: d
    POINTS: 1
    DIFFICULTY: Difficulty: Easy
    LEARNING OBJECTIVES: SPMT.MOSL.15.02.02
    NATIONAL STANDARDS: United States - BUSPROG: Reflective Thinking
    KEYWORDS: Bloom's: Knowledge

39. Contingency planning means:
    a. allotting more time for problem-solving.
    b. thinking in advance about possible problems and having anticipated solutions.
    c. solving problems after they happen with the best possible solution.
    d. comparing current productivity levels with desired productivity levels and planning strategies to achieve desired results.

    ANSWER: b
    POINTS: 1
    DIFFICULTY: Difficulty: Easy
    LEARNING OBJECTIVES: SPMT.MOSL.15.02.02
    NATIONAL STANDARDS: United States - BUSPROG: Reflective Thinking
    KEYWORDS: Bloom's: Knowledge

40. Anticipating alternative future situations and developing courses of action for each alternative is referred to as _____ planning.
   a. scenario
   b. operational
   c. diverse
   d. institutional

ANSWER: a
POINTS: 1
DIFFICULTY: Difficulty: Easy
LEARNING OBJECTIVES: SPMT.MOSL.15.02.02
NATIONAL STANDARDS: United States - BUSPROG: Reflective Thinking
KEYWORDS: Bloom's: Knowledge

41. An organization's _____ defines the purpose the organization serves and identifies its services, products, and customers.
   a. mission
   b. norm
   c. code
   d. patent

ANSWER: a
POINTS: 1
DIFFICULTY: Difficulty: Easy
LEARNING OBJECTIVES: SPMT.MOSL.15.02.03
NATIONAL STANDARDS: United States - BUSPROG: Reflective Thinking
KEYWORDS: Bloom's: Knowledge

42. The type of planning that is usually done by top management and is for a period of five years or more into the future, is known as:
   a. operational planning.
   b. short-term planning.
   c. strategic planning.
   d. intermediate planning.

ANSWER: c
POINTS: 1
DIFFICULTY: Difficulty: Easy
LEARNING OBJECTIVES: SPMT.MOSL.15.02.03
NATIONAL STANDARDS: United States - BUSPROG: Reflective Thinking
KEYWORDS: Bloom's: Knowledge

43. Operational planning:

a. involves the establishment of the organization's mission.

b. facilitates the achievement of strategic planning.

c. is planning for more than five years into the future.

d. is done by the top-managers.

ANSWER: b

POINTS: 1

DIFFICULTY: Difficulty: Moderate

LEARNING OBJECTIVES: SPMT.MOSL.15.02.03

NATIONAL STANDARDS: United States - BUSPROG: Reflective Thinking

KEYWORDS: Bloom's: Comprehension

44. Which of the following management levels is involved with short-range plans of 1 day, 1 week, or 1 to 6 months?

a. Chief executive officers

b. Top managers

c. Presidents

d. Supervisory managers

ANSWER: d

POINTS: 1

DIFFICULTY: Difficulty: Easy

LEARNING OBJECTIVES: SPMT.MOSL.15.02.03

NATIONAL STANDARDS: United States - BUSPROG: Reflective Thinking

KEYWORDS: Bloom's: Knowledge

45. Planning that involves determining how to increase efficiency in production is usually done by:

a. top managers.

b. middle managers.

c. supervisory managers.

d. intermediate managers.

ANSWER: c

POINTS: 1

DIFFICULTY: Difficulty: Easy

LEARNING OBJECTIVES: SPMT.MOSL.15.02.03

NATIONAL STANDARDS: United States - BUSPROG: Reflective Thinking

KEYWORDS: Bloom's: Knowledge

46. ____are the purposes, goals, and desired results for the organization and its parts.
    a. Rules
    b. Objectives
    c. Procedures
    d. Norms

ANSWER: b
POINTS: 1
DIFFICULTY: Difficulty: Easy
LEARNING OBJECTIVES: SPMT.MOSL.15.02.03
NATIONAL STANDARDS: United States - BUSPROG: Reflective Thinking
KEYWORDS: Bloom's: Knowledge

47. ____are what you want to accomplish-the focus toward which plans are aimed.
    a. Procedures
    b. Objectives
    c. Rules
    d. Strategies

ANSWER: b
POINTS: 1
DIFFICULTY: Difficulty: Easy
LEARNING OBJECTIVES: SPMT.MOSL.15.02.03
NATIONAL STANDARDS: United States - BUSPROG: Reflective Thinking
KEYWORDS: Bloom's: Knowledge

48. Which of the following is true of planning at different management levels?
    a. Top managers are more involved in strategic planning.
    b. Planning done at the supervisory level is more complex and involves a higher degree of uncertainty than planning done at other management levels.
    c. Middle managers are involved in long-term planning, and they plan for 5 or more years.
    d. Supervisors plan the growth rate of the organization.

ANSWER: a
POINTS: 1
DIFFICULTY: Difficulty: Moderate
LEARNING OBJECTIVES: SPMT.MOSL.15.02.03
NATIONAL STANDARDS: United States - BUSPROG: Reflective Thinking
KEYWORDS: Bloom's: Comprehension

49. A(n)_____is a network with broad goals at the top level of the organization and narrower goals for individual divisions, departments, or employees.

a. unified plan

b. organizational planning body

c. management hierarchy

d. hierarchy of objectives

ANSWER: d

POINTS: 1

DIFFICULTY: Difficulty: Easy

LEARNING OBJECTIVES: SPMT.MOSL.15.02.04

NATIONAL STANDARDS: United States - BUSPROG: Reflective Thinking

KEYWORDS: Bloom's: Knowledge

50. Unified planning:

a. ensures that plans at all organizational levels are in harmony.

b. is planning done by an organization along with its competitors in order to ensure equal market shares.

c. inhibits coordination among departments.

d. promotes competition between departments.

ANSWER: a

POINTS: 1

DIFFICULTY: Difficulty: Moderate

LEARNING OBJECTIVES: SPMT.MOSL.15.02.04

NATIONAL STANDARDS: United States - BUSPROG: Reflective Thinking

KEYWORDS: Bloom's: Comprehension

51. Which of the following is true of guidelines to be followed while setting objectives?

a. Managers should not involve employees in setting objectives.

b. The objective "to have good quality" is an example of a good objective.

c. Objectives should be as broad and ambiguous as possible.

d. The key performance areas should be selected for setting objectives.

ANSWER: d

POINTS: 1

DIFFICULTY: Difficulty: Moderate

LEARNING OBJECTIVES: SPMT.MOSL.15.02.05

NATIONAL STANDARDS: United States - BUSPROG: Reflective Thinking

KEYWORDS: Bloom's: Comprehension

52. A_____is an example of a standing plan.
    a. budget
    b. policy
    c. schedule
    d. program

ANSWER: b
POINTS: 1
DIFFICULTY: Difficulty: Easy
LEARNING OBJECTIVES: SPMT.MOSL.15.02.06
NATIONAL STANDARDS: United States - BUSPROG: Reflective Thinking
KEYWORDS: Bloom's: Knowledge

53. A_____is a guide to decision making-a way to provide consistency among decision makers.
    a. patent
    b. policy
    c. trademark
    d. project

ANSWER: b
POINTS: 1
DIFFICULTY: Difficulty: Easy
LEARNING OBJECTIVES: SPMT.MOSL.15.02.06
NATIONAL STANDARDS: United States - BUSPROG: Reflective Thinking
KEYWORDS: Bloom's: Knowledge

54. Employees who violate an organizational mandate which states that "Employees who violate the no-smoking rule are automatically discharged" are going against an organizational:
    a. rule.
    b. procedure.
    c. policy.
    d. objective.

ANSWER: a
POINTS: 1
DIFFICULTY: Difficulty: Moderate
LEARNING OBJECTIVES: SPMT.MOSL.15.02.06
NATIONAL STANDARDS: United States - BUSPROG: Reflective Thinking
KEYWORDS: Bloom's: Application

55. _____ are inflexible and must be obeyed.
   a. Policies
   b. Strategies
   c. Rules
   d. Projects

   ANSWER: c
   POINTS: 1
   DIFFICULTY: Difficulty: Easy
   LEARNING OBJECTIVES: SPMT.MOSL.15.02.06
   NATIONAL STANDARDS: United States - BUSPROG: Reflective Thinking
   KEYWORDS: Bloom's: Knowledge

56. A _____ outlines the steps to be performed when a particular course of action is taken.
   a. rule
   b. procedure
   c. budget
   d. policy

   ANSWER: b
   POINTS: 1
   DIFFICULTY: Difficulty: Easy
   LEARNING OBJECTIVES: SPMT.MOSL.15.02.06
   NATIONAL STANDARDS: United States - BUSPROG: Reflective Thinking
   KEYWORDS: Bloom's: Knowledge

57. Which of the following types of plans is often discarded after use?
   a. A standing plan
   b. A policy
   c. A procedure
   d. A budget

   ANSWER: d
   POINTS: 1
   DIFFICULTY: Difficulty: Easy
   LEARNING OBJECTIVES: SPMT.MOSL.15.02.06
   NATIONAL STANDARDS: United States - BUSPROG: Reflective Thinking
   KEYWORDS: Bloom's: Knowledge

58. A＿＿＿is a forecast of expected financial performance over time.
    a. budget
    b. project
    c. schedule
    d. program

    ANSWER: a
    POINTS: 1
    DIFFICULTY: Difficulty: Easy
    LEARNING OBJECTIVES: SPMT.MOSL.15.02.06
    NATIONAL STANDARDS: United States - BUSPROG: Reflective Thinking
    KEYWORDS: Bloom's: Knowledge

59. A budget is:
    a. a standing plan.
    b. a policy.
    c. a single-use plan.
    d. a repeat-use plan.

    ANSWER: c
    POINTS: 1
    DIFFICULTY: Difficulty: Easy
    LEARNING OBJECTIVES: SPMT.MOSL.15.02.06
    NATIONAL STANDARDS: United States - BUSPROG: Reflective Thinking
    KEYWORDS: Bloom's: Knowledge

60. The＿＿＿identifies work stages on a vertical axis and schedule completion dates horizontally.
    a. PERT chart
    b. Gantt Chart
    c. pie chart
    d. flow chart

    ANSWER: b
    POINTS: 1
    DIFFICULTY: Difficulty: Easy
    LEARNING OBJECTIVES: SPMT.MOSL.15.02.07
    NATIONAL STANDARDS: United States - BUSPROG: Reflective Thinking
    KEYWORDS: Bloom's: Knowledge

61. The＿＿＿is used on highly complex, one-time projects.

a. PERT network chart

b. Gantt chart

c. contingency method

d. critical path method

ANSWER: d

POINTS: 1

DIFFICULTY: Difficulty: Easy

LEARNING OBJECTIVES: SPMT.MOSL.15.02.07

NATIONAL STANDARDS: United States - BUSPROG: Reflective Thinking

KEYWORDS: Bloom's: Knowledge

62. What are the three steps in the planning process?

ANSWER: The three steps in the planning process are (1) setting an objective or goal, (2) identifying and assessing present and future conditions affecting the objective, and (3) developing a systematic approach by which to achieve the objective.

POINTS: 1

DIFFICULTY: Difficulty: Easy

LEARNING OBJECTIVES: SPMT.MOSL.15.02.02

NATIONAL STANDARDS: United States - BUSPROG: Reflective Thinking

KEYWORDS: Bloom's: Knowledge

63. Which of the managerial functions is planning most related to, and why?

ANSWER: Planning is most closely related to the controlling function of management as it involves setting performance goals or norms, which is similar to the planning function.

POINTS: 1

DIFFICULTY: Difficulty: Easy

LEARNING OBJECTIVES: SPMT.MOSL.15.02.02

NATIONAL STANDARDS: United States - BUSPROG: Reflective Thinking

KEYWORDS: Bloom's: Comprehension

64. Why do managers neglect planning?

ANSWER: Thinking is often more difficult than doing, therefore many managers—including supervisors—tend to slight planning. It is very tempting to forgo thinking about the future in order to get busy performing a task or solving present work problems.

POINTS: 1

DIFFICULTY: Difficulty: Moderate

LEARNING OBJECTIVES: SPMT.MOSL.15.02.02

NATIONAL STANDARDS: United States - BUSPROG: Reflective Thinking

KEYWORDS: Bloom's: Comprehension

65. What is contingency planning, and why is it important?

ANSWER:	*Contingency planning* means thinking in advance of problems or changes that may occur so that one is prepared to deal with them smoothly if they do arise. Proper anticipation of a crisis may prevent it from happening.
POINTS:	1
DIFFICULTY:	Difficulty: Moderate
LEARNING OBJECTIVES:	SPMT.MOSL.15.02.02
NATIONAL STANDARDS:	United States - BUSPROG: Reflective Thinking
KEYWORDS:	Bloom's: Comprehension

66. Explain how planning differs at top, middle, and supervisory management levels.

ANSWER:	Management planning differs according to the level of management at which it occurs. Top managers are more involved in strategic planning, which has longer time horizons, affects the entire organization, and deals with the organization's interaction with its external environment. Middle and supervisory level managers are more concerned with operational planning. Operational planning consists of intermediate- and short-term planning that facilitates achievement of the long-term strategic plans set at higher levels.
POINTS:	1
DIFFICULTY:	Difficulty: Easy
LEARNING OBJECTIVES:	SPMT.MOSL.15.02.03
NATIONAL STANDARDS:	United States - BUSPROG: Reflective Thinking
KEYWORDS:	Bloom's: Knowledge

67. What is the importance of setting objectives?

ANSWER:	Objectives are crucial to effective planning. Objectives are the goals that provide the desired purposes and results for an organization and its parts. Plans are aimed at achieving objectives. They answer the question "What do I want to accomplish?" Objectives provide a stimulus for effort; they give people something to strive for.
POINTS:	1
DIFFICULTY:	Difficulty: Moderate
LEARNING OBJECTIVES:	SPMT.MOSL.15.02.03
NATIONAL STANDARDS:	United States - BUSPROG: Reflective Thinking
KEYWORDS:	Bloom's: Comprehension

68. Explain hierarchy of objectives.

ANSWER: A hierarchy of objectives is a network with broad goals at the top level of the organization and narrower goals for individual divisions, departments, or employees. In any organization, objectives are first needed at the top management level. Once top management has determined broad objectives or goals, other levels of the organization, including supervisory management, reflect these in objectives or goals of their own, thus creating a hierarchy of objectives.

POINTS: 1

DIFFICULTY: Difficulty: Easy

LEARNING OBJECTIVES: SPMT.MOSL.15.02.04

NATIONAL STANDARDS: United States - BUSPROG: Reflective Thinking

KEYWORDS: Bloom's: Knowledge

69. Discuss important guidelines in setting performance objectives.

ANSWER: The following guidelines should be followed by managers while setting objectives: the key performance areas for objectives should be selected, objectives should be specific, objectives should be challenging, the objective areas should be kept in balance, objectives should be measurable, managers should involve employees in setting objectives, and Once objectives have been set, supervisors must follow and discuss progress with employees.

POINTS: 1

DIFFICULTY: Difficulty: Easy

LEARNING OBJECTIVES: SPMT.MOSL.15.02.05

NATIONAL STANDARDS: United States - BUSPROG: Reflective Thinking

KEYWORDS: Bloom's: Knowledge

70. Describe the difference/s between standing plans and single-use plans, and give an example of each type of plan.

ANSWER: Standing plans or repeat-use plans are those that are used repeatedly over time, while single-use plans are developed with a specific purpose in mind and are then discarded once the course of action has been achieved. Single-use plans are not used on a repetitive basis.
Examples of standing plans include: policies, procedures and rules, while examples of single-use plans include programs, projects, budgets and schedules.

POINTS: 1

DIFFICULTY: Difficulty: Easy

LEARNING OBJECTIVES: SPMT.MOSL.15.02.06

NATIONAL STANDARDS: United States - BUSPROG: Reflective Thinking

KEYWORDS: Bloom's: Knowledge

71. Discuss two techniques used for scheduling.

ANSWER:	The two popular scheduling techniques used are Gantt chart and critical path method. The Gantt chart is a visual progress report that identifies work stages or activities on a vertical axis and scheduled completion dates horizontally. While the Gantt chart is helpful as a planning tool, it does not show directly how the various activities involved in a job depend on one another. It is in showing such dependencies of activities that the critical path method can be helpful. The critical path method is a management scheduling tool that identifies the activities needed to complete a task or project, specifies the time each activity will take, and shows the relationships among the network of activities to determine the total completion time of the task or project. The critical path method is used on highly complex, one-time projects, such as building a skyscraper or completing the prototype of a new jet aircraft.
POINTS:	1
DIFFICULTY:	Difficulty: Moderate
LEARNING OBJECTIVES:	SPMT.MOSL.15.02.07
NATIONAL STANDARDS:	United States - BUSPROG: Reflective Thinking
KEYWORDS:	Bloom's: Comprehension