

# Organizational Theory and Management

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## Test Questions

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### Chapter 2 Multiple Choice

1. Of the following, which is NOT considered to be one of the most important of Fayol's 14 Principles?
  - a. Authority
  - b. Discipline
  - c. Unity of command
  - d. Specialization
2. According to Robert Merton, the Weberian model is predicated on ...
  - a. Secrecy
  - b. Citizen participation
  - c. Legal order
  - d. Transparency
3. Theory X states that individuals
  - a. Enjoy work
  - b. Are motivated by economic factors, threats and punishment
  - c. Are capable of self-direction
  - d. Embrace responsibility
4. POSDCORB was developed by
  - a. Taylor
  - b. Weber
  - c. Fayol
  - d. Gulick
5. Principle agent theory describes
  - a. Relationship between owners and managers
  - b. Relationship between agency bureaucrats and chief executive officers
  - c. All of the above
  - d. None of the above

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6. NPR refers to
  - a. National Public Radio
  - b. National Performance Review
  - c. National Production Revenue
7. The human side of organizational management was first introduced by
  - a. Maslow
  - b. McGregor
  - c. Weber
  - d. Follett
8. This individual is most commonly associated with the neo-classical school of management:
  - a. Simon
  - b. Follett
  - c. Gulick
  - d. None of the above
9. Recognized as a hallmark of the human relations movement, the needs hierarchy was developed by
  - a. McGregor
  - b. Hawthorne
  - c. Maslow
  - d. Mayo
10. “Never tell people how to do things ...” is an example of
  - a. Theory X
  - b. Theory Y
  - c. No theory
  - d. All of the above

## Chapter 2 True/False

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1. T/F—Lillian Gilbreth designed an efficiency kitchenette that remains the standard for studio apartments today.
2. T/F—Workers are motivated by more than money.
3. T/F—In the needs hierarchy, self-actualization supersedes esteem and love.
4. T/F—Deming is known for developing quality circles.
5. T/F—The Gilbreths were employed as efficiency experts.
6. T/F—Culture refers to a notion of shared beliefs that binds an organization.
7. T/F—Economic theory is concerned with developing organizations that are rational.
8. T/F—Frederick Taylor is best known as the father of scientific management.
9. T/F—Urwick established ten principles, one of which included span of control.
10. T/F—Max Weber was a German socialist and educator.