

## Course Post-Assessment CH 02

### MGMT6

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#### TRUE/FALSE

1. Human relations management focused on managers' roles and authority.

ANS: F

Human relations management focused on the psychological and social aspects of work.

PTS: 1                      REF: 2.4                      OBJ: 2.4

2. According to the principles of scientific management, work and the responsibility for the work should be divided equally between workers and management.

ANS: T                      PTS: 1                      REF: 2.2a                      OBJ: 2.2

3. Frank and Lillian Gilbreth studied the psychology of groups.

ANS: F

The Gilbreths are noted for their time and motion studies.

PTS: 1                      REF: 2.2b                      OBJ: 2.2

4. Technological management involves managing the daily production of goods and services.

ANS: F

Operations management involves managing the daily production of goods and services.

PTS: 1                      REF: 2.5a                      OBJ: 2.5

#### MULTIPLE CHOICE

1. How did the Industrial Revolution change jobs and organizations?
- a. Managers realized the importance of synergistic tasks.
  - b. Managers realized the importance of customer relations.
  - c. Low-paid, unskilled workers running machines began to replace high-paid, skilled artisans.
  - d. Skilled jobs were performed in homes rather than in factories.
  - e. Managers learned to use delegation.

ANS: C

Instead of being performed in fields and homes, jobs occurred in large, formal organizations where hundreds of people worked under one roof.

PTS: 1                      REF: 2.1                      OBJ: 2.1

2. The goal of scientific management was to:
- a. make sure workers did not consider their work boring or repetitive
  - b. decreased wages for individual workers
  - c. eliminate conflict between workers and management



7. Nearly all organizations should be viewed as \_\_\_\_\_ that interact with their environments and depend on them for survival.
- a. covert systems
  - b. open systems
  - c. synergistic subsystems
  - d. closed systems
  - e. entropic subsystems

ANS: B

PTS: 1

REF: 2.5c

OBJ: 2.5