ABE501 Complied CA Questions (2024/25)

1. First-line managers are responsible for what?
A. Managing non-managers
B. Managing through other managers
C. Setting long-term plans
D. None of the above

2. Which of the following best describes interpersonal roles and decision roles?
A. They involve interactions with people inside and outside the organization
B. They focus only on making financial decisions
C. They do not require communication skills
D. They are unrelated to managerial positions

3. What is the ratio of output to material input?
A. Labour productivity
B. Financial productivity
C. Material productivity
D. None of the above

4. An engineer is known as ___ if less effort is used to achieve the same value of output.
A. Effective
B. Efficient
C. None of the above
D. Effascent

5. Which of the following isn't among the Forecasting Procedure?
A. Statement of the problem
B. Definition of the scope (short or long term)
C. Setting of objectives
D. Cross-checking values to ensure consistency

6. A plan designed to coordinate a large set of activities is called:
A. Project
B. Budget
C. Program
D. Financial Statement

7. The most important skill of a project manager is:
A. Leadership
B. Technical expertise
C. Financial management
D. Communication

8. Which of these is not among types of leaders?

A. Keep it simple style
B. Lion-hearted leader
C. Historically minded leader
D. None of the above

9. Which of the following best describes a top-level manager?
A. Director
B. Executive director
C. Manager
D. All of the above

10. ___ are plans that describe the exact series of actions to be taken.
A. Procedure
B. Strategy
C. Rules
D. Goals

11. A plan designed to coordinate a large set of activities is called a:
A. Program
B. Budget
C. Project
D. Framework

12. The function of management concerned with monitoring and adjusting performance is:
A. Controlling
B. Planning
C. Organizing
D. Leading

13. What is the third step in the controlling cycle?
A. Top managers set standards
B. Performance is analyzed through qualitative and quantitative measures
C. Performance is compared with set standards
D. If performance exceeds set standards, no creative work is done

14. Ways to avoid organizational inflexibility are as follows except:
A. Avoid inflexibility through organization
B. Avoid flexibility
C. Need for readjustment and change

15. Forecasting procedure includes the following except:
A. Definition of scope
B. Setting of objectives
C. Cross-checking values
D. None

16. A good forecast should have the following characteristics:
A. It must produce fairly accurate results
B. It must be simple to use
C. It must be cost-conscious
D. All of the above

17. What is the most essential attribute of a project manager?
A. Leadership
B. Charisma
C. Communication skill
D. Technical expertise

18. What refers to establishing interrelationships between people and things in such a way that human and material resources are effectively focused toward achieving the company's goal?
A. Planning
B. Leading
C. Controlling
D. Organizing

19. What refers to the collection of tools and techniques that are used on a predefined set of inputs to produce a predefined set of outputs?
A. Project Management
B. Engineering Management
C. Management
D. Planning

20. Which manager is responsible for planning, pricing, and promoting products and making them available to customers?
A. Sales Manager
B. Product Manager
C. Marketing Manager
D. Business Development Manager

21. What type of management is responsible for First-Line Management?
A. Supervising workers
B. Overseeing daily operations
C. Directing and controlling primary functions
D. All of the above

22. Creating a viable organization involves:
A. Avoiding mistakes in organizing by planning
B. Avoiding organizational inflexibility
C. Making staff work effective
D. All of the above

23. Forecasting method helps in the following except:

A. Produce product in fairly accurate
B. Cost-conscious
C. Simple to use
D. All of the above

24. A manager does the following functions except:
A. Leading
B. Directing
C. Measuring
D. Controlling

25. Engineers can become good managers only through:
A. Experience
B. Taking a master's degree in management
C. Effective career planning
D. Training

26. Managers within the field of engineering are trained to understand:
A. Human resource management
B. Finances
C. Industrial psychology
D. All of the above

27. Which of these is not among the types of leaders?
A. Keep it simple style
B. Lion-hearted leader
C. Historically minded leader
D. Silent type

28. _____ is the work done or performance to increase the value of a company.
A. Power
B. Energy
C. Overtime
D. Works

29. Top managers' functions include:
A. Setting organizational goals
B. Making major decisions
C. Overseeing company policies
D. All of the above

30. The Board of Executives does which of the following?
A. Recruit, monitor, and fire managers and top executives
B. Develop marketing strategies
C. Handle day-to-day operations
D. Supervise production processes

31. What does a First-Line Manager do?
A. Supervise all other workers
B. Manage through other managers
C. Develop long-term strategies
D. Set organizational policies

32. The definition of management includes:
A. What a manager does
B. The art and science of decision-making and planning
C. The process of achieving goals through people
D. All of the above

33. The third step in the cycle of controlling is:
A. Setting standards
B. Measuring performance
C. Comparing the result with the established standard and seeing the difference
D. Taking corrective actions

34. Organizing in management refers to:
A. Assigning tasks and responsibilities
B. Coordinating resources efficiently
C. Structuring work relationships
D. All of the above

35. Planning in management involves:
A. Setting objectives
B. Determining courses of action
C. Allocating resources
D. All of the above

36. The role of a marketing manager includes:
A. Developing marketing strategies
B. Managing customer relationships
C. Overseeing promotional campaigns
D. All of the above

37. Staffing in management refers to:
A. Recruiting and selecting employees
B. Training and developing employees
C. Retaining and motivating employees
D. All of the above

38. The definition of management includes:
A. Management is the art and science of decision-making and leadership
B. Management is what a manager does

C. All of the above
D. Initiation and maintenance of an investment portfolio

ABE 501 Questions

1. functions of management
   Ans: planning, organizing, staffing, leading, controlling
2. What is output for input
   Ans: productivity
3. What is management
   a) management is what a manager does
   b) Management is the art and science of decision making and leadership.
   c) The initiation and maintenance of an investment portfolio
   d) All of the above
   e) none of the above.
4. The board of directors are tasked with except
   i) Set company's policy, objectives and overall direction.
   ii) adopt by-laws
   iii) name members of the advisory, executive finance and other committees
   iv) hire, monitor, evaluate and fire the managing director
   v) none of the above.
5. Managerial roles approach except
   a Interpersonal
   b informational
   c Decision
   d occupation (Answer)

6. The following describes organizing except
a) Identification of activities
b) Classification of grouping of activities.
c) Assignment of duties
d) Delegation of authority and creation of responsibility
e) Establishment of something sha (Answer).

7. Creating a viable organization involve except
a) Avoiding organizational inflexibility
b) Avoiding organizational flexibility (Answer)
c) Avoiding mistakes in organizing by planning.
d) Making staff work effective.

8. First line management ~~oversee~~ are responsible
a) Supervise workers
b) Oversee day to day operations
c) Directing and controlling primary functions.
d) Tactical planning something sha (Answer)

9. Engineers can become good managers only through.
a) Experience
c) Effective career planning (Answer)

10. If an engineer provides less input (labor and materials) to his project and still come out with the same output, he is said to be more efficient

11. A plan designed to coordinate a large set of activities programme

12 Objectives of production Management
i Right Quality
ii Right Quantity
iii Un-predetermined Time
iv pre established cost
Ans All except iii

13. Types of Manager
i ~~Simple~~ Silent
ii Keep it simple
iii hon-Heated
Ans All

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ABE 501

WTE Compiled Test Questions

MARCH 3, 2024

FACULTY OF ENGINEERING AND TECHNOLOGY
UNIVERSITY OF ILORIN

1. Which is NOT an element of project management process?
A. Data and information
B. Research and development
C. Decision making
D. Implementation and action

2. What refers to a principal function of lower management which is to instill in the workforce a commitment and enthusiasm for pursuing the goals of the organization?
A. Directing
B. Motivating
C. Staffing
D. Controlling

3. When structuring an organization, the engineer manager must be concerned with the determining the scope of words and how it is combined in a job. This refers to _____.
A. Division of labor
B. Delegation of authority
C. Departmentation
D. Span of control

4. When structuring an organization, the engineer must be concerned with the grouping of related jobs, activities, or processes into major organizational subunits. This refers to:
A. Division of labor
B. Delegation of authority
C. **Departmentation**
D. Span of control

5. A plan which sets forth the projected expenditure for a certain activity and explains where the required funds will come from.
A. Project
B. Budget
C. Program
D. Financial Statement

6. A plan designed to coordinate a large set of activities.
A. Project
B. Budget
C. Program
D. Financial Statement

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7. The process of delegation involves
   i) Determining the results expected from a position
   ii) Assigning tasks to the position
   iii) Delegating authority for accomplishing these tasks
   iv) Holding the person in that position responsible for the accomplishment of the tasks.
   Answer: All the above

8. The personal attitude towards delegation
   i) Receptiveness
   ii) Willingness to let go
   ii) Willingness to allow mistakes by subordinates
   iv) Willingness to trust subordinates
   v) Willingness to establish and use broad controls
   Answer: All of the above

9. Productivity formula

Partial Productivity = $\frac{Total\ Output}{Individual\ Input}$

Labour Productivity = $\frac{Total\ Output}{Labour\ Input}$

Capital Productivity = $\frac{Total\ Output}{Capital\ Input}$

Material Productivity = $\frac{Total\ Output}{Material\ Input}$

Energy Productivity = $\frac{Total\ Output}{Energy\ Input}$

10. **The 5 P's of Production Management**
   1) Products
   2) Plant
   3) Process
   4) Programs
   5) People

11**. Objectives of Production Management**
   1) Right Quality
   2) Right Quantity
   3) Predetermined Time
   4) Pre-established Cost

12. Management is:
   A. An art
   B. Both science and art
   C. A science
   D. Neither art nor science

WE COMPILED

13. Engineering is:
A. An art
B. Both science and art
C. A science
D. Neither art nor science

14. An engineering is required to finish a certain engineering job in 15 days. He is said to be _____ if he finished the job within the required period of 15 days.
Answer: Effective

15. What refers to a principal function of lower management which is to instill in the workforce
a commitment and enthusiasm for pursuing the goals of the organization?
Answer: Motivating

16. When structuring an organization, the engineer must be concerned with the grouping of related jobs, activities, or processes into major organizational subunits. This refers to:
A. Division of labor
B. Delegation of authority
C. Departmentation
D. Span of control

17. The ratio of Output to Material input is **Material Productivity.**

18. A plan designed to coordinate a large set of activities
A) Budget
B) Program
C) Project
D) Policies

19. An *Undesired circumstances which give rise to ill-health or injury, damage to property, plant, products or the environment; production losses or increased liabilities*
Answer: Accident

20. There are four methods of forecasting namely: **polling of salesmen**, **survey of buyers**, **economic indicators** and **statistical methods**

21. The most important skill of a manger is _____

22. The type of manager that talks a lot and dominates every discussion
Answer: Lion-Hearted Manager

23. The manager that rose through the ranks
Answer: The Historically Minded Type

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24. The types of forecasting are
i) Long term
ii) Short term
ii) Middle term
Answer: Long and Short term

25. A good manager must possess certain managerial skills. These include, **conceptual, human relations and technical skills.**

26. The importance of management in an organization may be summarized as follows:
- It distributes the work and machine among workers in such a way that maximum output is achieved
- It coordinates the various activities of staff in organization
- It keeps proper control over the employees of various department thereby maintaining discipline
- It maintains efficient storing and recording of the company's activities
- It develops means of marketing and publicity
- It suggests new ideas and improvement
- It maintains good human relations among staff, thereby ensuring industrial peace; and harmony;
- It ensures that staff are adequately compensated

27. The process of partitioning an organization into subunits to improve efficiency is known as _____.
A. Division of labour
B. Segmentation
C. Departmentalization
D. Territorialization

28. What is the most essential attribute of a project manager?
A. Leadership
B. Charisma
C. Communication skill
D. Knowledge

29. What refers to the collection of the tolls and techniques that are used on a predefined set of inputs to produce a predefined set of outputs?
A. Project Management
B. Engineering Management
C. Management
D. Planning

30. The **Scalar principle in organization:** the clearer the line of authority from the ultimate management position in an enterprise to every subordinate position, the clearer will be the responsibility for decision making and the more effective will be organizational communication.

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31. Which is NOT an element of project management process?

A. Data and information
B. Research and development
C. Decision making
D. Implementation and action

32. What are the types of Forecasting?

I. Short term Forecasting
II. Long term Forecasting
III. Medium forecasting

A. All of the above
B. All except II
C. All except I
D. All except III

33. Which of this is a skill needed by managers

A) Analytical skills
B) Human relations skills
C) Conceptual skills
D) All of the above

34. What refers to a principal function of lower management which is to instill in the workforce a commitment and enthusiasm for pursuing the goals of the organization?

A. Directing
B. Motivating
C. Staffing
D. Controlling

35. Which manager is used to certain laid down and generally accepted ways of doing things

Answer- Historically minded

36. Engineers can become good managers only through _____.

A. Experience
B. Taking master degree in management
C. Effective career planning
D. Trainings

37. Actual performance normally is the same as the original plan and therefore it is necessary to check for deviation and to take corrective action. This action refers to what management

a) Controlling
b) Planning
c) Organizing

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38. Actual performance normally is the same as the original plan and therefore it is necessary to check for deviation and to take corrective action. This action refers to what management function? A. Organizing
B. Planning
C. Controlling
D. Staffing

39. What refers to a process of influencing and supporting others to work enthusiastically toward achieving objectives?
A. Power
B. Leadership
C. Teamwork
D. Charisma

40. The goals of a manager are to:
I) Finish on time
II) Meet requirements and specifications
II) Finish under budget
Answer: All of the above

41. The 5 goals of a project manager
- To finish on time
- To finish under budget
- To meet the requirements
- To keep customers happy
- To ensure a happy team

43. The Problems with Organizational levels are:
1) Organizational levels are expensive
2) Departmental levels complicate communication
3) Numerous Departments and levels complicate planning and control

44. When engineer enters management, what is the most likely problem he finds difficult to acquire?
A. Learning to trust others
B. Learning how to work through others
C. Learning how to take satisfaction in the work of others
D. All of the above

45. The identified **eight** characteristics of e**xcellent enterprises** are as follows: These firms
1. were oriented toward action
2. learned about the needs of their customers
3. promoted managerial autonomy and entrepreneurship
4. achieved productivity by paying close attention to the needs of their people
5. were driven by a company philosophy often based on the values of their leaders

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6. focused on the business they knew best
7. had a simple organization structure with a lean staff
8. were centralized as well as decentralized, depending on appropriateness

46. Which manager is responsible for implementing, maintaining, and controlling technology applications in business
A) Information Technology Manager
B) Financial Manager
C) Administrative Manager
D) Human Resources Manager

47. The types of leadership include:
I. Democratic
II. Free-rein
Ili. Autocratic

A. I
B. II
C. III
D. All of the above.

48. Forecasting method helps in the following except.
A. Produce product in fairly accurate
B. Cost conscious
C. Simple to use
D. All of the above

49. Which of the department helps in interviewing
A. Administrative
B. Human resources
C. Marketing
D. Analytical

50. Manager does the following functions except
A. Leading
B. Directing
C. Measuring
D. Controlling

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51. A manager that helps with the advertisement, promoting of goods and services
A. Marketing manager
B. Financial manager
C. Human resources manager
D.Information technology manager

52. What management function involves selecting candidates and training personnel?
A. Organizing
B. Staffing
C. Motivating
D. Controlling

53. Creating a viable organization involve:
1. Avoid mistakes in organizing by planning
2. Avoiding organizational inflexibility
3. Making staff work effective
4. Avoid conflict by clarification
5. Ensuring understanding of organizing
6. Promoting an appropriate organization culture

54. Which is a type of leader
I Democratic
II Syndrocatric
Iii Mestocratic
Answer: I only

55. Disadvantages of organizations with a narrow span

I) Superiors tend to get too involved in subordinates work
II) Many levels of management
III) High costs due to many levels
IV) Excessive distance between lowest level and top level
Answer: All of the above

56. Problems with organizational levels
I) Organizational levels are expensive
II) Departmental levels complicate communication
III) Numerous departments and levels complicate planning and control
Answer: All of the above

WE COMPILED

57. What type of management is responsible for First-Line Management
(I)Supervise workers
(II)Oversee daily operations
(II)Directing and controlling primary functions
Answer: First line manager

58. What function of management is concerned with monitoring and adjusting performance
(I)Measuring performance
(Ii) Comparing performance against standards
(Iii)Identifying deviations from standards
Answer: Controlling

59. Which kind of management is responsible develop & administer activities to transform resources into goods, services, and ideas for the marketplace.
Answer: Production & Operations Management

60. The simplified model of performance appraisal includes three kinds of appraisals:
I) A comprehensive review
II) Progress or periodic reviews
III) Continuous monitoring

A. All of the above
B. All except II
C. All except I
D. All except III

61. Ways to Avoiding organizational inflexibility
I) Avoiding inflexibility through reorganization
II) The need for readjustment and change
Answer: All of the above

62. What is the advantage of free-rein style of leadership?
A. Little managerial control and high degree of risk
B. Time consuming and cost ineffective
C. Little ideas from subordinate in decision- making
D. All of the above

63. _____ is the process of effectively planning and regulating the operations of that part of an enterprise which is responsible for the actual transformation of materials into finished products.
Answer: Production management

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64. Which of the following is not among the top level management
I) President
II) Chief Executive Officer (CEO)
III) Chief financial officer (CFO)
IV) Chief operations officer (COO)
Answer: All of the above

65. Which manager is responsible for planning, pricing, and promoting products and making them available to customers?
Answer: Marketing Management

66. What refers to the establishing interrelationships between people and things in such a way that human and materials resources are effectively focused toward achieving the goal of the company?
A. Planning
B. Leading
C. Controlling
D. Organizing

67. What refers to the collection of the tolls and techniques that are used on a predefined set of inputs to produce a predefined set of outputs?
A. Project Management
B. Engineering Management
C. Management
D. Planning

68. What is the most essential attribute of a project manager?
A. Leadership
B. Charisma
C. Communication skill
D. Knowledge

69. Which of the following isn't among Forecasting Procedure:
I) Statement of the problem;
II) Definition of the scope (short or long term);
III) Setting of objectives;
IV) Cross-checking values to ensure consistency.
Answer: None of the above

70. A good forecast characteristics
(I) It must produce fairly accurate results
(II) It must be simple to use
(III) It must be cost conscious
Answer: All of the above

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71. What kind of management focuses on obtaining money necessary for the successful operations and using funds to further organizational goals?
Answer: Financial Management

72. For a project manager to achieve his given set of goals through other people, he must have a good _____.
A. Interpersonal skills
B. Communication skills
C. Leadership
D. Decision- making skills

73. Which of the following is needed for productivity
i. Product
Ii. Process
iii. People
Iv. Honey.
Answer: I, ii and iii only

74. Reasons for preventing accident
I) Legislation
II) Cost
III) Moral/Humane
Answer: I, ii, iii only

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Choose the letter of the best answer in each questions.

1. Management is:
A. An art
B. Both science and art
C. A science
D. Neither art nor science

2. Engineering is:
A. An art
B. Both science and art
C. A science
D. Neither art nor science

3. Engineers can become good managers only through _____.
A. Experience
B. Taking master degree in management
C. Effective career planning
D. Trainings

4. If you are an engineer wanting to become a manager, what will you do?
A. Develop new talents
B. Acquire new values
C. Broaden your point of view
D. All of the above

5. When engineer enters management, what is the most likely problem he finds difficult to
acquire?
A. Learning to trust others
B. Learning how to work through others
C. Learning how to take satisfaction in the work of others
D. All of the above

6. What management functions refers to the process of anticipating problems, analyzing them,
estimating their likely impact and determining actions that will lead to the desired outcomes
and goals?
A. Planning
B. Leading
C. Controlling
D. Organizing

7. What refers to the establishing interrelationships between people and things in such a way
that human and materials resources are effectively focused toward achieving the goal of the
company?
A. Planning
B. Leading
C. Controlling
D. Organizing

8. What management function involves selecting candidates and training personnel?
A. Organizing
B. Staffing
C. Motivating
D. Controlling

9. What management function involves orienting personnel in the most effective way and
channeling resources?
A. Directing
B. Planning
C. Organizing
D. Leading

10. Actual performance normally is the same as the original plan and therefore it is necessary to
check for deviation and to take corrective action. This action refers to what management
function?
A. Organizing
B. Planning
C. Controlling
D. Staffing

11. What refers to management function

which is to encourage others to follow the example
set for them, with great commitment and conviction?
A. Staffing
B. Motivating
C. Controlling
D. Leading
12. What refers to a principal function of lower management which is to instill in the workforce
a commitment and enthusiasm for pursuing the goals of the organization?
A. Directing
B. Motivating
C. Staffing
D. Controlling
13. What refers to the collection of the tolls and techniques that are used on a predefined set
of inputs to produce a predefined set of outputs?
A. Project Management
B. Engineering Management
C. Management
D. Planning
14. Which is NOT an element of project management process?
A. Data and information
B. Research and development
C. Decision making
D. Implementation and action
15. What is the most essential attribute of a project manager?
A. Leadership
B. Charisma
C. Communication skill
D. Knowledge
16. In project management, what provides a simple yet effective means of monitoring and
controlling a project at each stage of its development?
A. R & D model
B. Project feasibility
C. Life cycle model
D. All of the above
17. What project life cycle model is the most relevant for information technology project?
A. Morris model
B. Waterfall model
C. Incremental release model
D. Prototype model
18. In project management, “R & D” stands for:
A. Retail Distribution
B. Research and Development
C. Repair and Develop
D. Reduce and Deduce
19. In project management O & M stands for:
A. Operation and Manpower
B. Operation and Maintenance
C. Operation and Management
D. Operation and Mission
20. A project management must be very good in which of the following skills?
A. Communication skills
B. Human relationship skills
C. Leadership skills
D. All of the above
21. Project integration management involves which of the following processes?
A. Project plan development
B. Project plan execution
C. Integrated change control
D. Quality planning
22. Project quality management involves all of the following processes except:
A. Quality planning
B. Quality assurance

C. Quality Control
D. Quality feature
23. What is defined as an organized method of providing past, present, and projected information on internal operations and external intelligence for use in decision-making?
A. Electronic Data Processing Systems
B. Management Information System
C. Central Processing System
D. Data Management System
24. Middle management level undertakes what planning activity?
A. Intermediate planning
B. Strategic planning
C. Operational planning
D. Direct planning
25. Strategic planning is undertaken in which management level?
A. Lower management level
B. Middle management level
C. Top management level
D. Lowest management level
26. What is the advantage of free-rein style of leadership?
A. Little managerial control and high degree of risk
B. Time consuming and cost ineffective
C. Little ideas from subordinate in decision-making
D. All of the above
27. If you are appointed as a division manager, your first task is most likely to
A. Set goals
B. Determine the resources needed
C. Set a standard
D. Develop strategies and tactics
28. What is defined as the process of planning, organizing, and controlling operations to reach
objective efficiently and effectively?
A. General Management
B. Engineering Management
C. Production Management
D. Operations Management
29. For a project manager to achieve his given set of goals through other people, he must have
a good _____.
A. Interpersonal skills
B. Communication skills
C. Leadership
D. Decision- making skills
30. What type of conflict do managers encounter when there is disagreement on issues of
territorial power or hidden agenda?
A. Technical opinion conflict
B. Politics
C. Ambiguous roles
D. Managerial procedure conflict
31. The process of partitioning an organization into subunits to improve efficiency is known as
_____.
A. Division of labor
B. Segmentation
C. Departmentalization
D. Territorialization
32. By departmentalization of an organization, it decentralizes _____?
A. Authority
B. Responsibility
C. Accountability
D. All of the above
33. What type of committee companies or corporations created for a short term purpose only?
A. Interim committee
B. Temporary committee
C. Standing committee
D. Ad hoc committee

34. What refers to a description of whether the objectives are accomplished?
A. Efficiency
B. Effectiveness
C. Ability to manage
D. Decision- making ability
35. An engineering is required to finish a certain engineering job in 20 days. He is said to be
_____ if he finished the job within the required period of 20 days
A. Efficient
B. Effective
C. Reliable
D. Qualified
36. If an engineer provides less input (labor and materials) to his project and still come out with
the same output, he is said to be more _____.
A. Managerial skill
B. Economical
C. Effective
D. Efficient
37. To determine a qualified applicant, the engineer manager will subject the applicant to a test
that is used to measure a person's current knowledge of a subject?
A. Interest test
B. Aptitude test
C. Performance test
D. Personality test
38. What type of training is a combination of on-the-job training and experience with classroom
instruction in particular subject?
A. On-the-job training
B. Vestibule school
C. Apprenticeship program
D. In-basket
39. What type of authority refers to a specialist's right to oversee lower level personnel
involved in the project regardless of the personnel's assignment in the organization?
A. Top authority
B. Line authority
C. Staff authority
D. Functional authority
40. When a consultant or specialist gives advice to his superior, he is using what type of
authority?
A. Top authority
B. Line authority
C. Staff authority
D. Functional authority
41. When structuring an organization, the engineer manager must be concerned with the
determining the scope of words and how it is combined in a job. This refers to
_____.
A. Division of labor
B. Delegation of authority
C. Departmentation
D. Span of control
42. When structuring an organization, the engineer must be concerned with the grouping of
related jobs, activities, or processes into major organizational subunits. This refers to:
A. Division of labor
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C. Departmentation
D. Span of control
43. Which technique will the manager use when evaluating alternative using qualitative
evaluation?

A. Comparison technique
B. Intuition and subjective judgment
C. Rational technique
D. Analytical technique

44. Which technique will the manager use when evaluating alternative using quantitative
evaluation?
A. Rational and analytical techniques
B. Intuition and subjective judgment
C. Comparison in number technique
D. Cost analysis

45. What refers to the strategic statement that identifies why an organization exists, its philosophy of management, and its purpose as distinguished from other similar organizations in terms of products, services and markets?
A. Corporate mission
B. Corporate vision
C. Corporate character
D. Corporate identity

46. What refers to a process of influencing and supporting others to work enthusiastically
toward achieving objectives?
A. Power
B. Leadership
C. Teamwork
D. Charisma

47. What describes how to determine the number of service units that will minimize both customer's waiting time and cost of service?
A. Queuing theory
B. Network model
C. Sampling theory
D. Simulation

48. What refers to the rational way to conceptualize, analyze and solve problems in situations involving limited or partial information about the decision environment?
A. Sampling theory
B. Linear programming
C. Decision theory
D. Simulation

49. What is quantitative technique where samples of populations are statistically determined to
be used for a number of processes, such as quality control and marketing research?
A. Sampling theory
B. Linear programming
C. Statistical decision theory
D. Simulation

50. The engineer manager must be concern with the needs of his human resources. What refers to the need of the employees for food, drinks, and rest?
A. Physiological need
B. Security need
C. Esteem need
D. Self - actualization need

Choose the letter of the best answer in each questions.

51. What refers to the learning that is provided in order to improve performance on the
present job?
A. Training
B. Development
C. Vestibule
D. Specialized courses

52. What technique is best suited for projects that contain many repetitions of some standard
activities?

A. Benchmark job technique
B. Parametric technique
C. Modular technique
D. Non- modular technique
53. What organizational structure is based on the assumption that each unit should specialize in
a specific functional area and perform all of the tasks that require its expertise?
A. Functional organization
B. Territorial organization
C. Process organization
D. Product organization
54. What type of organization structure in which each project is assigned to a single organizational unit and the various functions are performed by personnel within the unit?
A. Functional organization
B. Territorial organization
C. Process organization
D. Product organization
55. What organizational structure provides a sound basis for balancing the use of human
resources and skills?
A. Functional organization
B. Matrix organization
C. Process organization
D. Product organization
56. In which type of organization where the structure can lead to a “dual boss” phenomenon?
A. Functional organization
B. Matrix organization
C. Process organization
D. Product organization
57. Which one is an advantage of a matrix organization?
A. Rapid reaction organization
B. Adaptation to changing environment
C. State-of-the-art technology
D. Better utilization of resources
58. Which one is a disadvantage of a matrix organization?
A. Dual accountability of personnel
B. Conflicts between project and functional managers
C. Profit-and-loss accountability difficult
D. Inefficient use of specialist
59. Which one is an advantage projectized organization?
A. Efficient use of technical personnel
B. Good project schedule and cost control
C. Single point for customer contact
D. Rapid reaction time possible
60. Which one is a disadvantage of a projectized organization?
A. Uncertain technical direction
B. Inefficient use of specialist
C. Insecurity regarding future job assignments
D. Slower work flow
61. Which one is an advantage of a functional organization?
A. Efficient use of technical personnel
B. Rapid reaction time possible
C. Career continuity and growth of technical personnel
D. Good technology transfer between projects
62. Which one is disadvantage of a functional organization?
A. Weak customer interface
B. Weak project authority
C. Inefficient use of specialist
D. Slower work flow
63. In what type of organization where a project manager is held responsible for completion of
the project and is often assigned a budget?
A. Functional organization

B. Matrix organization
C. Projectized organization
D. Project coordinated organization
64. In selecting an organizational structure, which of the following is not a criterion?
A. Finance and accounting
B. Customer relation
C. Location
D. Technology
65. What is NOT a factor to be taken into consideration when selecting an organizational
structure for managing projects?
A. Overhead cost
B. Type of technology used
C. Location of the project
D. Level of uncertainty in projects
66. If a project have multidimensional goals, the project manager often use his _____ to
reach a compromise solution.
A. Leadership
B. Tradeoff analysis skill
C. Authority
D. Decision-making skill
67. Who is responsible for ensuring that the project is completed successfully as measured by
time, cost, performance and stakeholder satisfaction?
A. Functional manager
B. Project manager
C. Chief engineer
D. Department supervisor
68. Who is responsible for running a department so that all his customers are served efficiently
and effectively?
A. Area manager
B. Sales manager
C. Functional manager
D. Project manager
69. What is the major activity of the project support office?
A. Administrative support for projects
B. Support for tools and techniques
C. Overall project management support
D. Project management via the internet
70. What is the major activity of the project office?
A. Administrative support for projects
B. Support for tools and techniques
C. Overall project management support
D. Project management via internet
71. What is an important tool for the design and implementation of the project's work content?
A. Linear responsibility chart
B. Gantt chart
C. Life cycle model
D. Project design chart
72. What chart summarizes the relationships between project stakeholders and their
responsibilities in each project element?
A. Linear responsibility chart
B. Matrix responsibility chart
C. Responsibility interface matrix
D. All of the above
73. What network model enables engineer managers to schedule, monitor, and control large
and complex projects by using only one time factor per activity?
A. Forecasting
B. Critical path method
C. Program evaluation review technique
D. Simulation
74. What network model enables engineer managers to schedule, monitor, and control large
and complex projects by employing three

time estimate for each activity?
A. Forecasting
B. Critical path method
C. Program evaluation review technique
D. Simulation
75. For a project manager to have an effective means of identifying and communicating the
planned activities and their interrelationships, he must use a network technique. One of the
network techniques is commonly known as CPM. What does CPM stands for?
A. Critical plan method
B. Critical path method
C. Critical project method
D. Coordinated plan method
76. For a project manager to have an efficient means of identifying and communicating the
planned activities and their interrelationships, he must use a network technique. One of the
network techniques is commonly known as PERT. What does Pert stands for?
A. Project evaluation review technique
B. Program evaluation review technique
C. Path evaluation review technique
D. Program execution review technique
77. What is the benefit of using PERT/CPM network as integral component of project management?
A. They furnish a consistent framework for planning, scheduling, monitoring and controlling
project.
B. They illustrate the interdependencies of all tasks
C. They can be used to estimate the expected project completion dares as well as the
probability that the project will be completed by a specific date
D. All of the above
78. The CPM was developed by Rand and Walker in what year?
A. 1957
B. 1958
C. 1959
D. 1960
79. In what year was PERT developed?
A. 1957
B. 1958
C. 1959
D. 1960
80. In Morris life cycle model, a project is divided into how many stages to be performed in
sequence?
A. 3
B. 4
C. 5
D. 6
81. What is the first stage in the life cycle of a project using Morris model?
A. Planning and design
B. Feasibility
C. Production
D. Turnover and startup
82. Risk management is:
A. Risk avoidance
B. Controlling risk
C. To gain opportunities
D. All of the above
83. What technique a manager must use if he decides to absorb the risk in the project?
A. Create buffer in the form of management reserve or extra time in schedule
B. Use a different technology
C. Use a different supplier
D. Buying insurance
84. Buying insurance is a form of:

A. Risk elimination
B. Risk reduction
C. Risk sharing
D. Risk absorption
85. What refers to any technique used either to minimize the probability of an accident or to
mitigate its consequences?
A. Reliability management
B. Risk management
C. Quality assurance management
D. Project assurance management
86. What refers to the techniques that encompass risk assignment and the inclusive evaluation
of risk, costs and benefits of alternative projects or policies?
A. Risk management
B. Risk-benefit analysis
C. Benefit management
D. Uncertainty analysis
87. What is measured by the amount of resources that a manager can allocate without the
need to get an approval from his or her manager?
A. Responsibility
B. Leadership
C. Authority
D. Tradeoff skill
88. What is defined as a course of action aimed at ensuring that the organization will achieve its
objectives?
A. Goal
B. Strategy
C. Program
D. Plan
89. When there is a degradation of service provided by the company to clients, it is a sign that
the engineer manager in-charge:
A. Lacks leadership skill
B. Has inadequate control
C. Has poor organization
D. Has no proper planning
90. What principal element of uncertainty refers to a measure of the relevance of available
information to the problem at hand?
A. Statistical confidence
B. Tolerance
C. Incompleteness of the data
D. Ambiguity in modeling the problem
91. One of the mnemonic management tool used is the SMEAC. What does the acronym SMEAC
stands for?
A. Situation, Mission, Execution, Administration, Coordination
B. Situation, Mission, Execution, Application, Communication
C. Situation, Mission, Execution, Administration, Communication
D. Strategy, Mission, Execution, Administration, Communication
92. In the management tools, SMEAC, where A stands for administration, which is the
appropriate question will the manager ask?
A. What do we need to get it done?
B. What are we aiming to do?
C. How are we going to do it?
D. What is the operation environment?
93. In project management, what is usually the first step underlying in the process of performing a project?
A. Select appropriate performance measures
B. Define the goals of the project and their relative importance
C. Identify a need for a product or service

D. Develop a technological concept
94. In the process of performing a project, after the need for a product or service is identified,
what is usually the next step?
A. Define the goals of the project and their relative importance
B. Develop a budget
C. Develop a schedule
D. Develop the technological concept
95. What is usually the last step in the process of performing a project?
A. Select appropriate performance measures
B. Implement a plan
C. Monitor and control the project
D. Evaluate project success
96. To consider the consequence of uncertainly on project management, laws on project
management are developed. One of which is “A careless planned project will take _____
times longer to complete than expected”.
A. Three
B. Four
C. Two
D. Two and a half
97. In the typical functional organization hierarchy, the chief engineer is under the _____.
A. Finance manager
B. Manufacturing manager
C. General manager
D. Marketing manager
98. What is a diagram of the organization’s official positions and formal lines of authority
called?
A. Organization chart
B. Authority chart
C. Policy chart
D. Control chart
99. What is defined as the process of identifying and choosing alternative courses of action in a
manner appropriate to the demands of the situations?
A. Sampling theory
B. Alternative-analysis
C. Problem-solving
D. Decision-making
100. What refers to the activity of incorporating the technical know how with the ability to
organize and coordinate workforce, materials, equipment and all other resources including
money?
A. Engineering management
B. Engineering technology
C. Technical manger
D. General management

Choose the letter of the best answer in each questions.
101. Defined as the creative problem solving process of planning, organizing, leading, and
controlling an organization’s resources to achieve its mission and objectives.
A. Management
B. Planning
C. Organizing
D. Supervision
102. Refers to the activity combining “technical knowledge with the ability to organize and
coordinate worker power, materials, machinery, and money.”
A. Engineering Management

B. Engineering Materials
C. Engineering Organization
D. Engineering Club
103. The following are considered as functions of an engineer except
A. Testing
B. Construction
C. Sales
D. Physical Education
104. A function of an engineer where the engineer is engaged in the process of learning about
nature and codifying this knowledge into usable theories.
A. Research
B. Design and Development
C. Testing
D. Manufacturing
105. A function of an engineer where the engineer undertakes the activity of turning a product
concept to a finished physical term.
A. Research
B. Manufacturing
C. Testing
D. Design and Development
106. A function of an engineer where the engineer works in a unit where new products or parts
are tested for workability.
A. Research
B. Design and Development
C. Testing
D. Manufacturing
107. A function of an engineer where the engineer is directly in charge of production personnel
or assumes responsibility for the product.
A. Research
B. Design and Development
C. Testing
D. Manufacturing
108. A function of an engineer where the engineer is either directly in charge of the construction personnel or may have responsibility for the quality of the construction process.
A. Construction
B. Sales
C. Consulting
D. Government
109. A function of an engineer where the engineer assists the company's customers to meet
their needs, especially those that require technical expertise.
A. Construction
B. Government
C. Consulting
D. Sales
110. A function of an engineer where the engineer works as consultant of any individual or
organization requiring his services.
A. Construction
B. Sales
C. Consulting
D. Government
111. A function of an engineer where the engineer may find employment in the government
performing any of the various tasks in regulating, monitoring, and controlling the activities of
various institutions, public or private.
A. Construction
B. Sales
C. Government
D. Consulting
112. A function of an engineer where the engineer gets employment in a school and is assigned

as a teacher of engineering courses.
A. Teaching
B. Government
C. Management
D. Consulting
113. A function of an engineer where the engineer is assigned to manage groups of people
performing specific tasks.
A. Teaching
B. Government
C. Management
D. Consulting
114. Defined as the process of identifying and choosing alternative courses of action in a
manner appropriate to the demands of the situation.
A. Decision Making
B. Engineering Management
C. Initiative
D. Problem solving
115. The first step in Decision making process is to
A. Analyze environment
B. Diagnose problem
C. Make a choice
D. Articulate problem or opportunity
116. The last step in decision making process is to
A. Analyze environment
B. Make a choice
C. Diagnose problem
D. Evaluate and adapt decision results
117. Refers to evaluation of alternatives using intuition and subjective judgment.
A. Quantitative evaluation
B. Qualitative evaluation
C. Relative evaluation
D. Subjective evaluation
118. Refers to evaluation of alternatives using any technique in a group classified as rational
and analytical.
A. Quantitative evaluation
B. Qualitative evaluation
C. Relative evaluation
D. Subjective evaluation
119. Refers to the management function that involves anticipating future trends and determining the best strategies and tactics to achieve organizational objectives.
A. Management
B. Planning
C. Organizing
D. Supervision
120. Refers to the process of determining the major goals of the organization and the policies
and strategies for obtaining and using resources to achieve those goals.
A. Operational Planning
B. Intermediate Planning
C. Strategic planning
D. Secondary Planning
121. The top management of any firm is involved in this type of planning.
A. Operational Planning
B. Intermediate Planning
C. Strategic planning
D. Secondary Planning
122. Refers to the process of determining the contributions that subunits can make with
allocated resources.
A. Operational Planning
B. Intermediate Planning
C. Strategic planning
D. Secondary Planning
123. This type of planning is undertaken by middle management.
A. Operational Planning

B. Intermediate Planning
C. Strategic planning
D. Secondary Planning
124. Refers to the process of determining how specific tasks can best be accomplished on time
with available resources.
A. Operational Planning
B. Intermediate Planning
C. Strategic planning
D. Secondary Planning
125. This type of planning is a responsibility of lower management.
A. Operational Planning
B. Intermediate Planning
C. Strategic planning
D. Secondary Planning
126. This is the written document or blueprint for implementing and controlling an
organization's marketing activities related to particular marketing strategy.
A. Marketing Plan
B. Financial Plan
C. Production Plan
D. Short-range plans
127. This is a written document that states the quantity of output a company must produce in
broad terms and by product family.
A. Marketing Plan
B. Financial Plan
C. Production Plan
D. Short-range plans
128. It is a document that summarizes the current financial situation of the firm, analyzes
financial needs, and recommends a direction for financial activities.
A. Marketing Plan
B. Financial Plan
C. Production Plan
D. Short-range plans
129. It is a document that indicates the human resource needs of a company detailed in terms
of quantity and quality and based on the requirements of the company's strategic plan.
A. Marketing Plan
B. Financial Plan
C. Production Plan
D. Human Resource Management Plan
130. These are plans intended to cover a period of less than one year. First-line supervisors are
mostly concerned with these planes.
A. Short-range plans
B. Long-range plans
C. Standing Plans
D. Single-Use Plans
131. These are plans covering a time span of more than one year. These are mostly undertaken
by middle and top management.
A. Short-range plans
B. Long-range plans
C. Standing Plans
D. Single-Use Plans
132. Plans that are used again and again and they focus on managerial situations that recur
repeatedly.
A. Short-range plans
B. Long-range plans
C. Standing Plans
D. Single-Use Plans
133. These are broad guidelines to aid managers at every level in making decisions about
recurring situations or function.
A. Policies

B. Procedures
C. Guidelines
D. Rules
134. These are plans that describe the exact series of actions to be taken in a given situation.
A. Policies
B. Procedures
C. Guidelines
D. Rules
135. These are statements that either require or forbid a certain action.
A. Policies
B. Procedures
C. Guidelines
D. Rules
136. Specifically developed to implement courses of action that are relatively unique and are
unlikely to be repeated.
A. Short-range plans
B. Long-range plans
C. Standing Plans
D. Single-Use Plans
137. A plan which sets forth the projected expenditure for a certain activity and explains where
the required funds will come from.
A. Project
B. Budget
C. Program
D. Financial Statement
138. A plan designed to coordinate a large set of activities.
A. Project
B. Budget
C. Program
D. Financial Statement
139. A plan that is usually more limited in scope than a program and is sometimes prepared to
support a program.
A. Project
B. Budget
C. Program
D. Financial Statement
140. A management function which refers to the structuring of resources and activities to
accomplish objectives in an efficient and effective manner.
A. Organizing
B. Planning
C. Supervising
D. Structure
141. The arrangement or relationship of positions within an organization.
A. Organizing
B. Planning
C. Supervising
D. Structure
142. This is a form of departmentalization in which everyone engaged in one functional activity,
such as engineering or marketing, is grouped into one unit.
A. Functional Organization
B. Product or Market Organization
C. Matrix Organization
D. Divisible Organization
143. This type of organization is very effective in similar firms especially “single business firms
where key activities revolve around well-defined skills and areas of specialization”.
A. Functional Organization
B. Product or Market Organization
C. Matrix Organization
D. Divisible Organization
144. This refers to the organization of a company by a division that brings together all those

involved with a certain type of product or customer.
A. Functional Organization
B. Product or Market Organization
C. Matrix Organization
D. Divisible Organization
145. This is appropriate for a large corporation with many product lines in several related
industries.
A. Functional Organization
B. Product or Market Organization
C. Matrix Organization
D. Divisible Organization
146. An organizational structure in which each employee reports both a functional or division
manager and to a project or group manager.
A. Functional Organization
B. Product or Market Organization
C. Matrix Organization
D. Divisible Organization
147. Refers to a manager's right to tell subordinates what to do and then see that they do it.
A. Line authority
B. Staff authority
C. Functional authority
D. Head authority
148. A staff specialist's right to give advice to a superior.
A. Line authority
B. Staff authority
C. Functional authority
D. Head authority
149. A specialist's right to oversee lower level personnel involved in that specialty, regardless of
where the personnel are in the organization.
A. Line authority
B. Staff authority
C. Functional authority
D. Head authority
150. A committee created for a short-term purpose and have a limited life.
A. Ad hoc committee
B. Standing committee
C. Sinking committee
D. Midget committee

Choose the letter of the best answer in each questions.
151. A permanent committee that deals with issues on an ongoing basis.
A. Ad hoc committee
B. Standing committee
C. Sinking committee
D. Midget committee
152. Defined as the management function that determines human resource needs, recruits,
selects, trains, and develops human resources for jobs created by an organization.
A. Resourcing
B. Recruitment
C. Hiring
D. Staffing
153. An assessment of future human resource needs in relation to the current capabilities of
the organization.
A. Forecasting
B. Control
C. Programming
D. Recruitment
154. Refers to translation of the forecasted human resource needs to personnel objectives and

goals.
A. Forecasting
B. Control
C. Programming
D. Recruitment
155. This refers to monitoring human resource action plans and evaluating their success.
A. Forecasting
B. Evaluation and Control
C. Programming
D. Recruitment
156. Refers to attracting qualified persons to apply for vacant positions in the company so that
those who are best suited to serve the company may be selected.
A. Forecasting
B. Evaluation and Control
C. Programming
D. Recruitment
157. Refers to the act of choosing from those that are available than individuals most likely to
succeed on the job.
A. Forecasting
B. Evaluation and Control
C. Selection
D. Training
158. In this staffing procedure, the new employee is provided with the necessary information
about the company and will be introduced to the immediate working environment and coworkers.
A. Performance Appraisal
B. Induction and Orientation
C. Training and Development
D. Monetary Rewards
159. Refers to the learning that is provided in order to improve performance on the present
job.
A. Performance Appraisal
B. Induction and Orientation
C. Training and Development
D. Monetary Rewards
160. Refers to a movement by a person into a position of higher pay and greater responsibilities
and which is given as a reward for competence and ambition.
A. Monetary reward
B. Promotion
C. Demotion
D. Transfer
161. The movement of a person to a different job at the same or similar level of responsibility in
the organization.
A. Monetary reward
B. Promotion
C. Demotion
D. Transfer
162. The movement from one position to another which has less pay or responsibility attached
to it. It is used as a form of punishment or as a temporary measure to keep an employee until
he is offered a higher position.
A. Separation
B. Promotion
C. Demotion
D. Transfer
163. Either a voluntary or involuntary termination of an employee.
A. Separation
B. Transfer
C. Termination
D. Demotion
164. A process of sharing information

through symbols, including words and message.
A. Counseling
B. Communication
C. Hypnotism
D. Language
165. Function of communication that can be used for decision-making at various work levels in
the organization.
A. Information Function
B. Emotive Function
C. Motivation Function
D. Control Function
166. A function of communication used as a means to motivate employees to commit themselves to the organizations objectives.
A. Information Function
B. Emotive Function
C. Motivation Function
D. Control Function
167. Function of communication that deals when feelings are repressed in the organization,
employees are affected by anxiety, which, in turn, affects performance.
A. Information Function
B. Emotive Function
C. Motivation Function
D. Control Function
168. A form of communication transmitted through hearing or sight.
A. Verbal
B. Oral
C. Written
D. Nonverbal
169. A means of conveying message through body language, as well as the use of time, space,
touch, clothing, appearance and aesthetic elements.
A. Verbal
B. Oral
C. Written
D. Nonverbal
170. Refers to the process of activating behavior, sustaining it, and directing it toward a
particular goal.
A. Suppression
B. Motivation
C. Praising
D. Unification
171. The following are considered as factors contributing to motivation except:
A. Willingness to do a job
B. Self-confidence in carrying out a task
C. Needs satisfaction
D. Inferiority complex
172. The following are considered theories of Motivation except:
A. Maslow's Needs Hierarchy Theory
B. Expectancy Theory
C. Herzberg's Two-Factor Theory
D. Gagarin's Theory
173. It is a management function which involves influencing others to engage in the work
behaviors necessary to reach organizational goals.
A. Sales talk
B. Motivation
C. Leading
D. Commanding
174. A person who occupies a higher position has power over persons in lower positions within
the organization. This describes:
A. Legitimate power
B. Referent power
C. Coercive power
D. Reward power

175. When a person has the ability to give rewards to anybody who follows orders or requests,
it termed as:
A. Legitimate power
B. Referent power
C. Coercive power
D. Reward power
176. When a person compels with orders through treats or punishment.
A. Legitimate power
B. Referent power
C. Coercive power
D. Reward power
177. When a person can get compliance from another because the latter would want to be
identified with the former.
A. Legitimate power
B. Referent power
C. Coercive power
D. Reward power
178. Which of the following is not a trait of an effective leader:
A. A high level of personal drive
B. Knowledge of the company, industry or technology
C. Charisma
D. Greedy
179. Refers to the process of ascertaining whether organizational objectives have been
achieved and determining what activities should then be taken to achieve objectives better in
the future.
A. Planning
B. Controlling
C. Evaluation
D. Inspection
180. A type of controlling when the management anticipates problems and prevents their
occurrence.
A. Feed forward control
B. Preventive control
C. Concurrent control
D. Feedback control
181. A type of controlling when the operations are already ongoing and activities to detect
variances are made.
A. Feed forward control
B. Preventive control
C. Concurrent control
D. Feedback control
182. A type of controlling when information is gathered about a completed activity, and in
order that evaluation and steps for improvement are derived.
A. Feed forward control
B. Preventive control
C. Concurrent control
D. Feedback control
183. Refers to any process that accepts inputs and uses resources to change those inputs in
useful ways.
A. Operation
B. Production
C. Construction
D. Creation
184. The process of planning, organizing, and controlling operations to reach objectives
efficiently and effectively.
A. Planning
B. Operations management
C. Evaluation management
D. Backboning
185. A process of creating a set of product

specifications appropriate to the demands of the
situation.
A. Product Design
B. Blueprinting
C. Product planning
D. Conceptualizing
186. Refers to forecasting the future sales of a given product, translating this forecast into the
demand it generates for various production facilities, and arranging for the procurement of
these facilities.
A. Product Design
B. Blueprinting
C. Product planning
D. Conceptualizing
187. The phase of production control involved in developing timetables that specify how long
each operation in the production process takes.
A. Plotting
B. Scheduling
C. Timetable
D. Anticipating
188. Refers to the approach that seeks efficiency of operation through integration of all
material acquisition, movement, and storage activities in the firm.
A. Work
B. Quality Control
C. Inventory Control
D. Purchasing and Materials Management
189. The process of establishing and maintaining appropriate levels of reserve stocks of goods.
A. Work-Flow Layout
B. Quality Control
C. Inventory Control
D. Purchasing and Materials Management
190. The process of determining the physical arrangement of the production system.
A. Work-Flow Layout
B. Quality Control
C. Inventory Control
D. Purchasing and Materials Management
191. Refers to the measurement of products or services against standards set by the company.
A. Work-Flow Layout
B. Quality Control
C. Inventory Control
D. Purchasing and Materials Management
192. A group of activities designed to facilitate and expedite the selling of goods and services.
A. Advertisement
B. Commercial
C. Marketing
D. Sales
193. The four P's of marketing are the following except:
A. Product
B. Price
C. Promotion
D. Publicity
194. It includes the tangible (or intangible) item and its capacity to satisfy a specified need.
A. Product
B. Price
C. Promotion
D. Place
195. Refers to the money or other considerations exchanged for the purchase or use of the
product, idea, or service.
A. Product

B. Price
C. Promotion
D. Place

196. An important factor for a company to locate in places where they can be easily reached by
their customers.
A. Product
B. Price
C. Promotion
D. Place

197. Defined as communicating information between seller and potential buyer to influence
attitudes and behavior.
A. Product
B. Price
C. Promotion
D. Place

198. A type of promotion where a paid message appears in mass media for the purpose of
informing or persuading people about particular products, services, beliefs, or action.
A. Advertising
B. Publicity
C. Sales promotion
D. Personal selling

199. The promotional tool that publishes news or information about a product, service, or idea
on behalf of a sponsor but is not paid for by the sponsor.
A. Advertising
B. Publicity
C. Sales promotion
D. Personal selling

200. A more aggressive means of promoting the sales of a product or service.
A. Advertising
B. Publicity
C. Sales promotion
D. Personal selling