

I. Thông tin chung

Học phần: Quản trị học	Số tín chỉ: 2
Mã học phần: 72MANA20032	Mã nhóm lớp học phần: 231_72MANA20032_01
Thời gian làm bài: 60 phút	Hình thức thi: Trắc nghiệm
SV được tham khảo tài liệu:	Có <input checked="" type="checkbox"/> Không <input type="checkbox"/>
Giảng viên nộp đề thi, đáp án	Lần 1 <input checked="" type="checkbox"/> Lần 2 <input type="checkbox"/>

II. Các yêu cầu của đề thi nhằm đáp ứng CLO

(phần này phải phối hợp với thông tin từ đề cương chi tiết của học phần)

Ký hiệu CLO	Nội dung CLO	Hình thức đánh giá	Trọng số CLO trong thành phần đánh giá (%)	Câu hỏi thi số	Điểm số tối đa	Lấy dữ liệu đo lường mức đạt PLO/PI
(1)	(2)	(3)	(4)	(5)	(6)	(7)
CLO 1	Identify the types, environment of organization and roles of departments in the organization	Trắc nghiệm	20	1-10	2	PI 1.2
CLO 2	Explain the role of individuals, teams, groups in the organization and methods of managing and leading employees as well as internal and external communication	Trắc nghiệm	20	11-20	2	PI 3.1
CLO 3	Apply theories to identify, explain, and analyze management situations	Trắc nghiệm	20	21-30	2	PI 4.5
CLO 4	Adopt critical and creative thinking in making managerial decision to solve problem	Trắc nghiệm	20	31-40	2	PI 7.2
CLO 5	Form a sense of self-study and lifelong learning	Trắc nghiệm	20	41-50	2	PI 10.3

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II. Nội dung câu hỏi thi

1

This company has a policy of internal.....We always try to fill managerial positions with current employees.

- A. recruitment
- B. selection
- C. application
- D. position

ANSWER: A

2

As personnel director, he is authorized to issue employee identification. Issuing employee identification is one of his.....

- A. Responsibilities
- B. Authorities
- C. Requirements
- D. Qualifications

ANSWER: A

3

For fair and equal treatment of all employees a company needs to have_____

- A. A written personnel policy
- B. A large personnel department
- C. A method for settling employee grievances
- D. All of the above

ANSWER: A

4

To be a manager a person must have three types of skills: conceptual skills, human skills, and technical skills. Which skills are equally important at all levels of management?

- A. Human skills
- B. Technical skills
- C. Conceptual skills
- D. All of the above

ANSWER: A

5

Which of the following external factors is the most important one that always affects all activities of a company and that cannot be controlled by the company.

- A. Politics and laws
- B. Competitors
- C. Labour union
- D. Investor or bankers

ANSWER: A

6

Which of the following businesses are not competitors.

- A. Apple and Amazon
- B. Honda and Ford
- C. CoCa and Pepsi
- D. Vingroup and Dat Xanh Land

ANSWER: A

7

A change of jobs from one division of a company to another company's division is called_____.

- A. None of the above
- B. A lateral transfer
- C. A promotion
- D. External recruitment

ANSWER: A

8

Ability acquired through practice of a skill or a job is called _____.

- A. Experience
- B. Knowledge
- C. Experiment
- D. Know-how

ANSWER: A

9

No matter what an organization engages in, its managers will face these tasks:_____

- A. All of the above
- B. Managing work and organization
- C. Managing people
- D. Managers production and operations

ANSWER: A

10

The larger an organization is, the greater the number of the managers will be. All its managers are distinguished by_____

- A. All of the above
- B. Their levels of management
- C. Their titles
- D. Their areas of management

ANSWER: A

11

Which of the following kinds of decision is made fairly quickly and based on experience of managers?

- A. Market share
- B. Production capacity
- C. Strategic decision
- D. None of the above

ANSWER: A

12

Which of the following indicators is used to evaluate the performance of workers in a factory?

- A. Productivity
- B. Production capacity
- C. Market share
- D. Profit margins

ANSWER: A

13

Some performance indicators of a business organization are such things as_____.

- A. All of the above
- B. Market share
- C. Sales revenues
- D. Profit margins

ANSWER: A

14

Before deciding on strategies, the planners have to look at the company's present performance and at external factors which might affect _____

- A. Its future
- B. Its market share
- C. Its output and productivity
- D. Its production capacity

ANSWER: A

15

In Peter Drucker's opinions a manager should be_____.

- A. All of the above

- B. Able to give clear orders
- C. Keen to improve lives
- D. Admired by others

ANSWER: A

16

The personnel department announces a promotional examination next week. This examination is intended for

- A. Current employees
- B. Supervisors
- C. New recruits
- D. Qualified applicants

ANSWER: A

17

The job description tells about a job opening at a company. It would most likely state

- A. Duties and responsibilities
- B. The applicant's name
- C. The supervisor's name
- D. What the applicant looks like

ANSWER: A

18

The settlement of a dispute by which each side has to give up something it has, and neither side gets all it asks for, is called a _____

- A. Compromise
- B. Resolution
- C. Option
- D. Alternative

ANSWER: A

19

The lack of information and knowledge are often considered as reasons why making decisions involves a _____

- A. Degree of risk
- B. Great failure
- C. Poor performance
- D. Degree of danger

ANSWER: A

20

Which of the following steps in the process of decision making should be first?

- A. Identify the problem or opportunity
- B. Gather information and develop alternative
- C. Analyze and evaluate alternatives
- D. Choose and implement the best alternatives

ANSWER: A

21

Middle management and supervisors generally make day to day decisions which help an organization to run _____ and smoothly.

- A. Efficiently
- B. Effectively
- C. Continually
- D. Continuously

ANSWER: A

22

Managers have a responsibility to use the resources of their organization _____ and economically to achieve its objectives.

- A. Effectively
- B. Efficiently
- C. Logically
- D. Carefully

ANSWER: A

23

If your main competitor is doing better than you in the market, you should _____ a new strategy to improve your performance in the market.

- A. Work out
- B. Have created
- C. Production capacity
- D. Have worked out

ANSWER: A

24

By re-organizing the work of office staff, you can often increase their _____

- A. Productivity
- B. Production capacity
- C. Productive capacity
- D. Salary

ANSWER: A

25

A serious problem has _____ in his company.

- A. Arisen
- B. Risen
- C. Raised
- D. Been arisen

ANSWER: A

26

We are _____ at the moment, because one of our biggest customers has gone bankrupt. He owed us a lot of money.

- A. In the spot
- B. In the spot light
- C. Bankruptcy
- D. None of the above

ANSWER: A

27

The income tax officials often do a _____ on tax payers to make sure they are giving accurate information.

- A. Spot-check
- B. In the spot
- C. High spot
- D. Weak spot

ANSWER: A

28

In my opinion, our computer products _____ those of our competitors.

- A. Knock spots off
- B. Spot-on
- C. Spot check
- D. Knock down

ANSWER: A

29

Our terms for consignment of rubber are _____

- A. Spot cash
- B. Spot check
- C. Spot light
- D. On the spot

ANSWER: A

30

I do not want to wait for an answer. Can you give me a decision _____?

- A. On the spot
- B. Spot on
- C. High spot
- D. At the right time

ANSWER: A

31

A firm often has to _____ if it is not successful in a market.

- A. Pull out
- B. Put off

- C. Put down
- D. Pull back

ANSWER: A

32

You can _____ a market survey to find out if potential customers will buy our products.

- A. Carry out
- B. Draw up
- C. Drive off
- D. Take up

ANSWER: A

33

I'd like to mention the subject of expense claims at our next meeting.

- A. To bring up
- B. To take up
- C. To call on
- D. To weigh up

ANSWER: A

34

We have to increase our work rate if we are going to get the accounts finished in time.

- A. To step up
- B. To bring up
- C. To take up
- D. To give up

ANSWER: A

35

Before preparing the contract, may I go over or two points again please?

- A. Drawing up
- B. Setting up
- C. Carrying out
- D. Taking up

ANSWER: A

36

In carrying our management functions such as planning, organizing, motivating, and controlling, a manager will be _____ making decisions.

- A. Continually
- B. Continued
- C. Continuously
- D. All of the above

ANSWER: A

37

A store manager in supermarket may decide on the spot to give a refund to a customer.

- A. All of the above
- B. Immediately
- C. At once
- D. Without delay

ANSWER: A

38

If we do not _____ with new products, we run the risk of falling behind our competitors.

- A. Come up
- B. Manufacturing
- C. Design
- D. Be acceptable

ANSWER: A

39

Sheldon considered the problem. Should he turn a blind eyes to what was going on?

- A. Refuse to look at
- B. Accept unwillingly
- C. Develop alternatives to solve it
- D. Make a final decision

ANSWER: A

40

If the demand for your products in your home market is saturated, you can try to _____ an overseas market.

- A. Break out
- B. Break up
- C. Break into
- D. Breaking

ANSWER: A

41

Communicating with and motivating the workers are the responsibility of

- A. All of the above
- B. Top managers
- C. Middle managers
- D. Lower level or supervisory managers

ANSWER: A

42

Among the following functions of a manager which should come first?

- A. Planning
- B. Organizing

- C. Controlling
- D. Directing

ANSWER: A

43

Which of the following schools of management came into being first?

- A. The classical school
- B. The behavioral school
- C. The management science school
- D. The systems analysis school

ANSWER: A

44

In enabling their companies to function successfully, today managers must

- A. All of the above
- B. Recognize the importance of a good strategy plan
- C. Be aware of the value of the flexibility and communication on all levels of management
- D. Choose the most suitable leadership style

ANSWER: A

45

The success or failure of a company depends on

- A. All of the above
- B. The size and type of the company
- C. The specific conditions
- D. The leadership and management skills

ANSWER: A

46

The ability to work and motivate other people is called

- A. Human skills
- B. Personal skills
- C. Conceptual skills
- D. Leadership skills

ANSWER: A

47

To be successful a company must have

- A. All of the above
- B. Good leadership
- C. Good management skills
- D. To apply the right theory of management

ANSWER: A

48

When employees are experts and the leader is new to the job which leadership style is the best?

- A. Autocratic leadership
- B. Democratic leadership
- C. Free-rein leadership
- D. None is the best at all time

ANSWER: A

49

Which of the following is not a recognized theory of management?

- A. The Freudian school
- B. The behavioral school
- C. The classical school
- D. The management science school

ANSWER: A

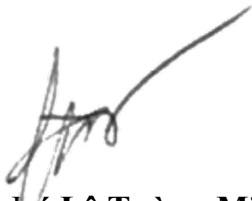
50

Which of the following is not a function of management?

- A. Fund raising
- B. Directing
- C. Planning
- D. Organizing

ANSWER: A

NGƯỜI DUYỆT ĐỀ



TS. Lý Lê Tường Minh

TP. Hồ Chí Minh, ngày 1 tháng 11 năm 2023.

GIẢNG VIÊN RA ĐỀ



TS. Trần Đức Tuấn