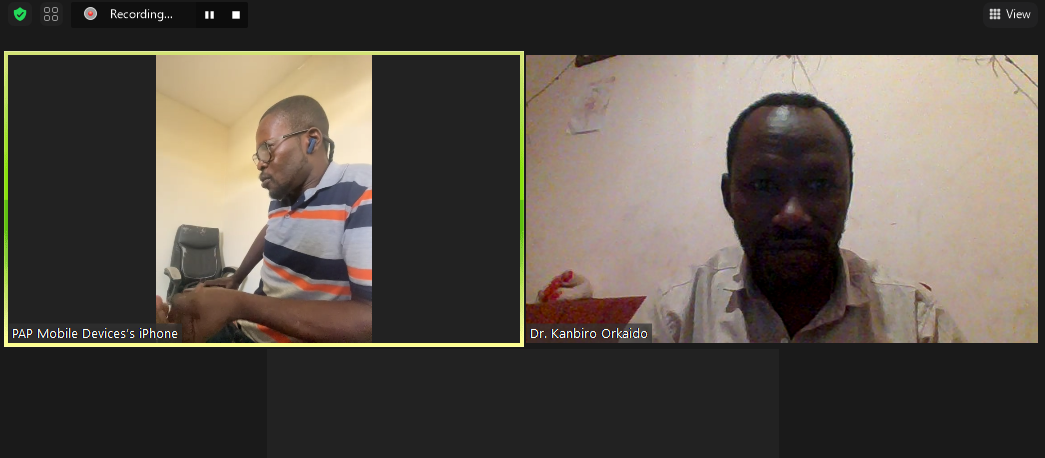
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Course evaluated through QALP: Introduction to Management

Course Objective: The objective of this course is to introduce students to the fundamentals of management, including the theories, principles, and practices of effective management in various organizational settings.

Course Description: Introduction to Management is a foundational course that provides an overview of the key concepts and principles related to management. The course covers topics such as planning, organizing, leading, and controlling within organizations. Additionally, the course explores the functions of management, managerial roles, decision-making processes, and the importance of ethical considerations in managerial decision-making.

Multiple Choice Questions:

1. Which of the following is a function of management?

a) Budgeting

b) Delegating

c) Evaluating

d) All of the above

Answer: d) All of the above

2. The process of assembling and organizing resources to achieve organizational goals is known as:

a) Planning

b) Organizing

c) Leading

d) Controlling

Answer: b) Organizing

3. Effective communication is a crucial managerial skill because it helps to:

a) Foster employee engagement and motivation

b) Reduce conflicts and misunderstandings

c) Improve decision-making processes

d) All of the above

Answer: d) All of the above

4. Which of the following is NOT a managerial role?

a) Negotiator

b) Leader

c) Communicator

d) Analyzer

Answer: d) Analyzer

5. The process of monitoring progress toward goals and making necessary adjustments is known as:

a) Planning

b) Organizing

c) Leading

d) Controlling

Answer: d) Controlling

6. The contingency approach to management suggests that:

a) There is no one best way to manage

b) Managers should use a standardized approach

c) All organizations require the same management style

d) Managers must strictly follow established rules and procedures

Answer: a) There is no one best way to manage

7. Which of the following is NOT a characteristic of an effective manager?

a) Strong technical skills

b) Emotional intelligence

c) Ability to adapt to change

d) Micromanagement tendencies

Answer: d) Micromanagement tendencies

8. A manager who primarily focuses on the big picture, sets goals, and develops strategies would be classified as a(n):

a) Leader

b) Top-level manager

c) Middle-level manager

d) Frontline manager

Answer: b) Top-level manager

9. The process of selecting from several alternatives based on available information is known as:

a) Planning

b) Organizing

c) Leading

d) Decision-making

Answer: d) Decision-making

10. Which of the following is an example of an external factor that can influence an organization's management practices?

a) Organizational structure

b) Company culture

c) Economic conditions

d) Employee morale

Answer: c) Economic conditions

Essay Questions:

1. Describe the four functions of management and provide examples of each.

Answer: The four functions of management are planning, organizing, leading, and controlling. Planning involves setting goals and determining the most effective way to achieve them. For example, a manager may plan the production schedule for a manufacturing facility. Organizing involves arranging resources and activities to achieve the organization's goals. For instance, a manager may organize the workflow and assign tasks to employees. Leading involves engaging, motivating, and directing employees to work towards the organizational goals. An example would be a manager providing feedback and recognition to employees. Controlling involves monitoring progress towards goals and making adjustments as necessary, such as reviewing financial reports and taking corrective actions.

2. Discuss the importance of effective communication in the management process.

Answer: Effective communication is crucial in the management process as it facilitates the successful exchange of information and ideas between managers and employees. It fosters employee engagement and motivation by ensuring that employees understand their roles, receive feedback, and have a voice in decision-making processes. Effective communication also reduces conflicts and misunderstandings by promoting clarity and open dialogue. Furthermore, it improves decision-making processes as managers are able to gather and analyze relevant information from various sources. Overall, effective communication enhances organizational efficiency, productivity, and the overall functioning of the management process.

3. Explain the contingency approach to management and its implications for managers.

Answer: The contingency approach to management suggests that there is no one best way to manage and that managers must adapt their practices to fit the specific situation. This approach recognizes that the effectiveness of management practices depends on various factors, including the organization's size, culture, and external environment. Managers must consider these factors and apply flexible and adaptable management techniques as necessary. For example, a manager may employ a different leadership style when dealing with a diverse team compared to a team with similar characteristics. The contingency approach encourages managers to be flexible, open-minded, and able to adjust their practices to the unique needs and circumstances of their organization.

References:

1. Robbins, S. P., Coulter, M., & DeCenzo, D. A. (2017). Fundamentals of management. Pearson.

2. Daft, R. L., & Marcic, D. (2010). Understanding management. Cengage Learning.

3. Stoner, J. A., Freeman, R. E., & Gilbert, D. R. (2006). Management. Pearson Education.

Note: The above references are commonly used textbooks for introductory management courses. Please feel free to consult additional sources to enhance your understanding of the subject matter.