

*Instructors: For all tests, put at the top. Pick the best answer.*

### **Multiple Choice Questions**

1. Most agree that \_\_\_\_\_ is the degree to which the overall quality of one's life is judged as favorable. The General Social Surveys (GSS) of the United States asks questions about this.
  - a. Happiness
  - b. Fortitude
  - c. Effectiveness
  - d. Decision making

A, p. 3

2. \_\_\_\_\_ is the act of selecting among alternatives.
  - a. Choice
  - b. Risk
  - c. Opportunity
  - d. Fatalism

A, p. 2

3. Management is the process of:
  - a. Controlling others' lives
  - b. Using resources to achieve goals
  - c. Changing one's perspective for the better
  - d. Acting in a habitual or repetitive pattern

B, p. 5

4. The World's most populous country is:
  - a. The United States
  - b. Greece
  - c. India
  - d. China

D, p. 4

5. In 2050 it is estimated that the world's most populous country will be:
  - a. Indonesia

- b. Japan
- c. India
- d. Brazil

C, p. 4

6. According to Maslow's Hierarchy of Needs, physiological is the most basic. What is the need that comes next?
- a. Esteem
  - b. Self-Actualization
  - c. Belongingness and Love
  - d. Safety

D, p. 11

7. A basic principle in management is that where there is risk, there is \_\_\_\_\_.
- a. Opportunity
  - b. Reliability
  - c. Decision making
  - d. Extenuating circumstances

A, p. 2

8. When people in the United States answer government surveys about how they feel about things, most report they are:
- a. Very happy
  - b. Pretty happy
  - c. Not too happy
  - d. Miserable

B, p. 3

9. The worldwide trend is for populations to be increasingly:
- a. Mobile and urban
  - b. Insular and stay at home
  - c. Spread out rural to seaside
  - d. Northern moving because of global warming

A, p. 3

10. Needs and wants are different. Wants are things that are:

- a. Crucial, have to have
- b. Desired, but not necessary for survival
- c. Economic only
- d. Important for getting ahead

B, p. 6

11. Information that returns to the system is known as:

- a. Genomes
- b. E-innovation
- c. Listening
- d. Feedback

D, p. 7

12. \_\_\_\_\_ are end results that require action.

- a. Goals
- b. Attitudes
- c. Values
- d. Problems

A, p. 6

13. Management \_\_\_\_\_ are measuring devices, techniques, or instruments that are used to arrive at decisions and plans of action.

- a. Plans
- b. Actuarial resources
- c. Quality circles
- d. Tools

D, p. 8

14. In answer to the question, "Who manages?" the answer is:

- a. Everyone does
- b. Some people do sometimes
- c. Some individuals rarely manage anything
- d. It depends, some people manage, others don't

A, p. 10

15. According to the book, individuals and families have unique management styles or characteristic ways of making decisions and acting, which of the following is not one of the main factors influencing management styles:

- a. History
- b. Biology
- c. Culture
- d. Politics

D, pages 11

16. According to the book, four disciplines are particularly applicable to management. Which of the following was not listed as a main influence?

- a. Humanities
- b. Psychology
- c. Sociology
- d. Economics

A, pages 12-15

17. In 1900, the average life expectancy in the U.S. was:

- a. 32
- b. 47
- c. 60
- d. 68

B, p. 17

18. According to psychologist \_\_\_\_\_, physiological needs must be met before higher-order needs are undertaken.

- a. Abraham Maslow
- b. Peter Drucker
- c. A. J. Boothe
- d. Sal Schilling

A, p. 11

19. In 1879, President Rutherford B. Hayes had the first telephone installed in the White House, but it was rarely used because:

- a. he didn't know what it was
- b. it kept breaking and no one could fix it

- c. hardly anyone else in Washington had a telephone, so there was no one to call or to call in
- d. hand written letters were considered a more correct form of correspondence

C, p. 12

20. A demographic trend is that:

- a. Individuals increasingly put off marriage and childbirth to later years
- b. The number of families is decreasing
- c. Families are the same as they were two decades ago
- d. Grandparents matter less than they used to

A, pages 18-19.

### **Essays**

1. What are the steps involved in the management process? How does it start? How does it end according to the diagram in the book? Explain what holds it together.

Answer: Page 6. What holds it together? Feedback in the inner exchange and on the outside management takes place in a total environment.

2. Students are aware of management problems (stress, time) in the early years of adulthood, but what happens at midlife? What problems do people have in the second half of their lives, middle to older years?

Answers: Page 16-17. Issues include career and workplace situations, unemployment or retirement, family matters, and health.

## **CHAPTER 2**

### **MANAGEMENT HISTORY AND THEORIES**

#### **Overview and Teaching Suggestions**

This chapter provides historical background and an explanation of theories including their function. Legislation, policy, research, and changes in types of shelter are also in this chapter. Where and how people live and work keeps changing.

To help describe changes in the profession, four eras are given on pages 38-39.

Tables 2.1, 2.2, and 2.3 on pages 33-34 can be used to encourage discussion. How has household production and consumption changed since 1900. Have students lived in or