**Certified Manager**

**Multiple Choice Questions**

1. Which of the following is NOT a typical role of a manager?

A. Decision-maker

B. Team member

C. Planner

D. Communicator

2. Who is often referred to as the "father of scientific management"?

A. Henri Fayol

B. Max Weber

C. Frederick Taylor

D. Abraham Maslow

3. Which management function involves setting organizational goals and deciding on the best course of action to achieve them?

A. Organizing

B. Leading

C. Controlling

D. Planning

4. What is the term for the set of moral principles and values that guide the behavior of individuals and organizations?

A. Code of Conduct

B. Corporate Culture

C. Ethics

D. Compliance

5. Which of the following is a key challenge in modern management related to globalization and interconnectedness?

A. Local competition

B. Economic stability

C. Cultural diversity

D. Technological stagnation

6. Which leadership style emphasizes giving employees a high degree of independence and autonomy in decision-making?

A. Autocratic leadership

B. Transformational leadership

C. Laissez-faire leadership

D. Charismatic leadership

7. What is the primary purpose of feedback in the communication process?

A. To provide information

B. To persuade

C. To entertain

D. To confuse

8. Which stage of team development is characterized by conflicts and disagreements among team members?

A. Forming

B. Storming

C. Norming

D. Performing

9. Which conflict resolution technique involves finding a middle ground or compromise?

A. Avoiding

B. Collaborating

C. Competing

D. Accommodating

10. According to Maslow's hierarchy of needs, which need must be satisfied before an individual can be motivated by higher-level needs?

A. Self-actualization needs

B. Safety needs

C. Esteem needs

D. Physiological needs

11. Which component of a strategic plan defines the organization's purpose and reason for existence?

A. Goals

B. Mission

C. Objectives

D. Strategies

12. Which external analysis tool is used to identify political, economic, social, technological, environmental, and legal factors affecting an organization?

A. SWOT analysis

B. PESTEL analysis

C. Competitive analysis

D. Financial analysis

13. What does the "R" stand for in SMART objectives?

A. Relevant

B. Realistic

C. Results-oriented

D. Reasonable

14. Which strategic approach focuses on gaining a competitive advantage through cost efficiency and process improvement?

A. Differentiation strategy

B. Cost leadership strategy

C. Focus strategy

D. Growth strategy

15. What is the process of assessing the effectiveness of a strategic plan and making adjustments as needed?

A. Strategic formulation

B. Strategic implementation

C. Strategic evaluation

D. Strategic planning

16. Which stage of the recruitment process involves reviewing resumes and conducting initial interviews?

A. Job analysis

B. Job posting

C. Screening and selection

D. Job offer

17. Which type of training focuses on improving specific job-related skills and knowledge?

A. Onboarding

B. Orientation

C. Technical training

D. Leadership development

18. What is the process of evaluating an employee's performance and providing constructive feedback?

A. Compensation analysis

B. Performance appraisal

C. Recruitment assessment

D. Job analysis

19. What term refers to the practice of actively promoting and valuing diversity in the workplace?

A. Discrimination

B. Inclusivity

C. Exclusion

D. Homogeneity

20. Which federal law in the United States prohibits discrimination on the basis of race, color, religion, sex, or national origin?

A. Americans with Disabilities Act (ADA)

B. Fair Labor Standards Act (FLSA)

C. Civil Rights Act of 1964

D. Family and Medical Leave Act (FMLA)

21. Which financial statement provides an overview of a company's financial position at a specific point in time?

A. Income statement

B. Balance sheet

C. Cash flow statement

D. Statement of retained earnings

22. What is the main purpose of a budget?

A. To track historical financial data

B. To allocate resources and set financial goals

C. To assess market competition

D. To analyze cash flow

23. Which financial technique helps organizations evaluate the profitability of long-term investment projects?

A. Break-even analysis

B. Net present value (NPV)

C. Return on investment (ROI)

D. Working capital analysis

24. What is the process of identifying, assessing, and mitigating potential risks to an organization's financial health?

A. Budgeting

B. Financial planning

C. Risk management

D. Cost control

25. Which of the following is a key principle of financial ethics?

A. Transparency

B. Maximizing profits at any cost

C. Concealing financial information

D. Ignoring legal regulations

26. Which approach focuses on eliminating waste and improving efficiency in processes?

A. Total Quality Management (TQM)

B. Lean management

C. Six Sigma

D. Process reengineering

27. Which aspect of supply chain management involves managing the flow of products from suppliers to customers?

A. Inventory management

B. Demand forecasting

C. Distribution

D. Procurement

28. Which quality control tool is often used to analyze the cause-and-effect relationships between different factors?

A. Pareto chart

B. Scatter diagram

C. Fishbone diagram (Ishikawa diagram)

D. Histogram

29. Which of the following methodologies is aimed at reducing variation and defects in processes?

A. Lean

B. Six Sigma

C. Total Quality Management (TQM)

D. Agile

30. What is the concept of designing products that can be easily disassembled and recycled at the end of their lifecycle?

A. Greenwashing

B. Cradle-to-cradle design

C. Waste reduction

D. Sustainable sourcing

31. What is the primary purpose of a project charter?

A. Defining project scope and objectives

B. Assigning project tasks to team members

C. Monitoring project progress

D. Closing out the project

32. Which tool is commonly used to represent the sequence of activities in a project and their dependencies?

A. Gantt chart

B. SWOT analysis

C. PERT diagram

D. Fishbone diagram

33. What is the term for an event or condition that, if it occurs, can have a positive or negative impact on a project?

A. Risk

B. Constraint

C. Assumption

D. Dependency

34. During which phase of the project management process are project tasks carried out and progress is monitored?

A. Planning

B. Execution

C. Initiation

D. Closure

35. What is the final step in the project management process?

A. Planning

B. Execution

C. Closure

D. Initiation

36. Which type of change involves small, incremental improvements in processes or products?

A. Radical change

B. Disruptive change

C. Continuous improvement

D. Transformational change

37. Which change model emphasizes the need for a sense of urgency and creating a guiding coalition for change?

A. Kotter's 8-Step Model

B. Lewin's Change Model

C. ADKAR Model

D. Prosci's 3-Phase Process

38. Which strategy for managing resistance to change involves involving employees in the change process and seeking their input?

A. Communication

B. Participation and involvement

C. Education and training

D. Coercion

39. What is the term for the process of generating and implementing new ideas and approaches within an organization?

A. Creativity

B. Innovation

C. Improvement

D. Adaptation

40. Which quality improvement methodology emphasizes the elimination of waste and the pursuit of perfection?

A. Kaizen

B. Agile

C. Six Sigma

D. Lean

41. What managerial level is responsible for making long-term strategic decisions?

A. Top-level managers

B. Middle-level managers

C. Front-line managers

D. Non-managerial employees

42. Which leadership style is characterized by a leader who is highly assertive and makes decisions independently?

A. Autocratic leadership

B. Democratic leadership

C. Transformational leadership

D. Servant leadership

43. What is the difference between a vision and a mission statement?

A. Vision focuses on the present, while mission focuses on the future.

B. Vision is broader and inspirational, while mission is specific and purpose-driven.

C. Vision is for internal use, while mission is for external stakeholders.

D. Vision is short-term, while mission is long-term.

44. Which recruitment source involves hiring individuals from outside the organization to fill vacant positions?

A. Internal recruitment

B. External recruitment

C. Employee referrals

D. Job rotation

45. What financial ratio measures a company's ability to meet its short-term financial obligations?

A. Return on Investment (ROI)

B. Debt-to-Equity Ratio

C. Current Ratio

D. Price-to-Earnings (P/E) Ratio

46. Which concept focuses on reducing lead time and making products or services available to customers as quickly as possible?

A. Just-in-Time (JIT)

B. Total Quality Management (TQM)

C. Lean manufacturing

D. Six Sigma

47. What document outlines the specific activities, resources, and timeline for a project?

A. Project charter

B. Project scope statement

C. Gantt chart

D. Work breakdown structure (WBS)

48. What type of change involves a significant alteration of an organization's structure or culture?

A. Incremental change

B. Transformational change

C. Continuous improvement

D. Disruptive change

49. Which change model focuses on the stages of unfreezing, changing, and refreezing to successfully implement change?

A. Lewin's Change Model

B. Prosci's 3-Phase Process

C. ADKAR Model

D. Kotter's 8-Step Model

50. Which tactic for managing resistance to change involves offering incentives or rewards to those who support the change?

A. Communication

B. Education and training

C. Participation and involvement

D. Coercion