

Question 1

Goals are broad, long-range targets that an organization wishes to attain.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=653633>

Question 2

What is the U.S. money supply?

Answer: <https://biology-forums.com/index.php?topic=654851>

Question 3

Which of the following, if true, might justify the relocation as a prudent move from the human resource point of view?

- A) Developing a Facebook page made the business known to a large group of potential customers living in a much wider regional area.
- B) Federal crime reports show that the greater metro area has seen an increase in car thefts.
- C) The new location is located near a major freeway interchange.
- D) Fantasy action figures are often remaindered for below wholesale cost because their popularity is short-lived.
- E) Anonymous notes in the firm's suggestion box repeatedly cited cramped conditions and lack of privacy as the most annoying factors in working conditions at the present site.

Answer: <https://biology-forums.com/index.php?topic=653942>

Question 4

Which type of performance appraisal provides less detailed but more frequent feedback?

- A) behavior appraisals
- B) trait appraisals
- C) informal appraisals
- D) objective appraisals
- E) formal appraisals

Answer: <https://biology-forums.com/index.php?topic=654163>

Question 5

Which of the following reactions by management would NOT be appropriate under current laws governing the formation of a bargaining unit?

- A) Hire a labor relations consultant who would organize a quick rebuttal to the union's efforts.
- B) Announce that since Texas is a right-to-work state, all employees would be prohibited from joining a union.
- C) Survey the most frequent areas of complaint among workers and address them in a visible campaign.
- D) Point out to employees the costs and potential risks of unionization.
- E) Develop and promote a management philosophy that has respect for individuals as one of its key principles.

Answer: <https://biology-forums.com/index.php?topic=655139>

Question 6

Heavy on startup costs, with sales usually low, and the huge risk that the product may be rejected in the marketplace, the growth stage of the product life cycle is the period in which customer demand increases, the product's sales grow, and later competitors may enter the market.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=654347>

Question 7

A symbol is an object, act, quality, or event in business that is meant to convey meaning to others.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=653748>

Question 8

Which of the following, if true, weakens the argument for the shift to a just-in-time logistics system?

- A) Carrying too much inventory results in higher-than-necessary inventory-carrying costs.
- B) Under the new system, the company would have inventory sufficient for fewer days of operations.
- C) Clean Sweep's most important suppliers prefer a flexible supply schedule.
- D) Implementing the system would require an extensive overhaul of the existing supply chain.
- E) Demand for Clean Sweep's products is stable and predictable.

Answer: <https://biology-forums.com/index.php?topic=653943>

Question 9

Which of the following is NOT a discontinuous innovation?

- A) electric cars
- B) iPods
- C) genetically modified plants
- D) fiber optics
- E) bar codes and scanners

Answer: <https://biology-forums.com/index.php?topic=654370>

Question 10

Customer relationship management emphasizes finding out everything possible about customers and then using that information to satisfy and even exceed their expectations in order to build customer loyalty over the long term.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=654231>

Question 11

Rosa is the owner of a small company that sells musical instruments and related supplies. Rosa has four departments set up: shipping, receiving, sales, and accounting. What kind of divisional structure does Rosa use?

- A) industries
- B) customer groups
- C) products
- D) geographic regions
- E) work processes

Answer: <https://biology-forums.com/index.php?topic=653806>

Question 12

Elizabeth does not live in a right-to-work state. She chose not to join the union at the school where she works. She thinks she should not have to pay dues to a union she does not belong to; however, because of negotiations that happened between the union and the school board, Elizabeth received a pay raise. Therefore, according to the union security clause, Elizabeth must pay dues to the union.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=655082>

Question 13

Internships can be useful in helping people to get hired in their chosen field. What is a disadvantage of many internships?

- A) Hiring managers don't place a high value on them.
- B) It is difficult to find a willing apprentice to work with.
- C) They generally lead to contingent positions only.
- D) Technical training programs are often more beneficial.
- E) They offer little or no pay for the work performed.

Answer: <https://biology-forums.com/index.php?topic=654143>

Question 14

Which of the following is most likely to be handled by product layout?

- A) treating patients in an emergency room
- B) moving people through airport security
- C) the bottling and labeling of soft drinks
- D) the building of a hotel
- E) the building of a bridge

Answer: <https://biology-forums.com/index.php?topic=653903>

Question 15

Raphael and his friends love classical music, and it shows in the t-shirts Raphael wears. He has a Haydn shirt, a Rimsky-Korsakov shirt, and a Prokofiev shirt. Which factor influencing buying behavior influenced Raphael?

- A) situational matters
- B) reference groups
- C) social class

- D) personal image
- E) culture and subculture

Answer: <https://biology-forums.com/index.php?topic=654263>

Question 16

Motivation is driven by psychological processes.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=653970>

Question 17

Currency represents roughly 3/4 of all media of exchange in the United States.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=654750>

Question 18

All of the following questions are relevant to Zappos' decision to move toward a mass marketing campaign EXCEPT which one?

- A) Will Zappos be able to convince customers who have no history with Zappos that Zappos will provide excellent customer service?
- B) Are the potential customers who view Zappos' advertisements in magazines and newspapers similar to the customers that Zappos currently serves?
- C) Would Zappos become more profitable if it expanded its product offerings to include a broader range of fashion goods?
- D) Will larger competitors be able to match Zappos' performance in customer service?
- E) Does Zappos have any unique capabilities in creating mass marketing campaigns?

Answer: <https://biology-forums.com/index.php?topic=654445>

Question 19

The inventory turnover ratio can be used to measure a company's efficiency.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=654646>