

VAN LANG UNIVERSITY  
FACULTY OF PUBLIC RELATIONS - COMMUNICATION

**FINAL EXAM TEST**  
**Semester 2, year 2023 - 2024**

Course code: 72MANA20032

Course name: Principles of Management

Class code: 222\_72MANA20032\_01

Duration: 60 minutes

Format: Multiple-choice test

Learning materials allowed: Yes

**Format**

- Font: Times New Roman

- Size: 13

- Tên các phương án lựa chọn: **in hoa, in đậm**

- Không sử dụng nhảy chữ/số tự động (numbering)

- Mặc định phương án đúng luôn luôn là Phương án A ghi ANSWER: A

**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

Ngày biên soạn: 1 Nov 2023

Giảng viên biên soạn đề thi: TS. Trần Đức Tuấn



Ngày kiểm duyệt:



Trưởng (Phó) Khoa/Bộ môn kiểm duyệt đề thi: TS. Trần Đức Tuấn – TBM Truyền thông đa phương tiện

- Sau khi kiểm duyệt đề thi, **Trưởng (Phó) Khoa/Bộ môn** gửi về Trung tâm Khảo thí qua email: [khaothivanlang@gmail.com](mailto:khaothivanlang@gmail.com) bao gồm file word và file pdf (được đặt password trên 1 file nén/lần gửi) và nhắn tin password + họ tên GV gửi qua Số điện thoại Thầy Phan Nhật Linh (0918.01.03.09).

- Khuyến khích Giảng viên biên soạn và nộp đề thi, đáp án bằng **File Hot Potatoes**. Trung tâm Khảo thí gửi kèm File cài đặt và File hướng dẫn sử dụng để hỗ trợ thêm Quý Thầy Cô.