

BUS804

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1. The following are upward information in communication channel except
 - Problems
 - Performance report
 - >> Procedure
 - Disputes
2. Organizational change have four main effects which are
 - Confusion
 - Conflict
 - >> A and B
 - None of the above
3. The following are determinants of organization culture except
 - Managerial value
 - Economic condition
 - >> Organizational scale
 - Organization policies
4. Lewin 1951 identified three phases of behaviour modification, they include the following except
 - Refreezing
 - >> Transit
 - Movement
 - Unfreezing
5. _____ is concerned with specific operations and discrete tasks, with the actual job or tasks to be done and with performance of the technical function

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--->> Technical level

Managerial level

Supervisor level

6. _____ declared that strategy is a plan, a pattern, a position, a perspective and a maneuver intended to outwit a competitor

--->> Anthony 1965

Chandler 1962

Minzberg 1994

Frank 1986

7. Plan of action, whether for business or for any other thing always have 2 fundamental aspect:

Profit and loss

Means and transport

aims and objectives

--->> Ends and means

8. _____ has strong value placed on control and stability with a focus outside the organization

--->> Market

Adhocracy

Clan

Hierarchy

9. _____ has strong value placed on control and stability with a focus inside the organization

Clan

Market

Adhocracy

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10. _____ is rarely found in animal protection organization

Role culture

Task culture

Power culture

--->> Person culture

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