

CANDIDATES FOR MASTER OF BUSINESS MANAGEMENT

List of Examination Topics

The following topics are general guidelines for the content likely to be included on the exam. However, other related topics may also appear on the exam.

At the end of this document, You can find exemplary questions.

Good Luck & hope to see you at our University ☺

1. Explain what a manager is
2. Define the term management
3. Differentiate between efficiency and effectiveness
4. Describe the four basic management activities
5. Classify the three levels of managers and identify the primary responsibility of each level
6. Summarize the essential roles performed by managers
7. Describe the general skills necessary for becoming a successful manager
8. Explain the changes in management over time
9. Describe the implications for managers of a changing world environment
10. Explain the importance of viewing management from a global perspective
11. Define communication and explain why it is important to managers
12. Describe the communication process
13. List techniques for overcoming communication barriers
14. Describe the steps in analyzing and resolving conflict
15. Explain why a manager might stimulate conflict
16. Describe the steps in the decision-making process
17. Identify the assumptions of the rational decision-making model
18. Explain the limits to rationality
19. Define certainty, risk, and uncertainty as they relate to decision making
20. Describe the actions of the bounded-rational decision maker Identify the two types of decision problems and the two types of decisions that are used to solve them
21. Define heuristics and explain how they affect the decision-making process
22. Identify four decision-making styles
23. Describe the advantages and disadvantages of group decisions
24. Explain three techniques for improving group decision makingDefine planning
25. Explain the potential benefits of planning
26. Identify the potential drawbacks of planning
27. Distinguish between strategic and tactical plans
28. Identify and define the six elements of organization structure
29. Describe the advantages and disadvantages of work specialization
30. Contrast authority and power
31. Identify the five different ways by which management can departmentalize
32. Contrast mechanistic and organic organizations

33. Summarize the effect on organization structures of strategy, size, technology, and environment
34. Contrast the divisional and functional structures
35. Explain the strengths of the matrix structure
36. Describe the boundaryless organization and what elements have contributed to its development
37. Describe what the term organization culture means
38. Define control
39. Describe three approaches to control
40. Explain why control is important
41. Describe the control process
42. Distinguish among the three types of control
43. Describe the qualities of an effective control system
44. Identify contingency factors in the control process
45. Explain how controls can become dysfunctional
46. Describe how national differences influence the control process
47. Describe the motivation process
48. Define needs
49. Explain the hierarchy or needs theory
50. Differentiate Theory X and Theory Y
51. Describe the motivational implications of equity theory
52. Explain the key relationships in expectancy theory
53. Describe how managers can design individual jobs to maximize employee performance
54. Describe the effect of workforce diversity on motivational practices
55. Describe how entrepreneurs motivate their employees
56. Define leader and explain the difference between managers and leaders
57. Discuss the qualities that characterize charismatic leaders
58. Describe the skills that visionary leaders exhibit
59. Explain the four specific roles of effective team leaders
60. Explain the growing popularity of work teams in organizations
61. Describe the five stages of team development
62. Contrast work groups with work teams
63. Identify four common types of work teams
64. List the characteristics of high-performing work teams
65. Explain how managers can keep teams from becoming stagnant
66. Describe the role of teams in continuous process improvement programs
67. Describe what change variables are within a manager's control
68. Identify external and internal forces of change
69. Explain how managers can serve as change agents
70. Explain why people are likely to resist change
71. Describe techniques for reducing resistance to change
72. Identify what is meant by the term organizational development
73. Differentiate between creativity and innovation
74. Explain how organizations can stimulate innovation
75. Explain scarcity, choice, and opportunity cost
76. Define comparative advantage, specialization, and trade
77. Understand the Nature and Functions of Product Markets (Market equilibrium, Determinants of supply and demand, price and quantity controls, Elasticity)
78. Explain perfect competition, monopoly, oligopoly, monopolistic competition

Exemplary questions:

Which plan of the organization contains top management's decisions about the organization's mission, goals, strategy, and structure?

- A) Corporate-level plan
- B) Divisional-level plan
- C) Functional-level plan
- D) Business-level plan
- E) Departmental-level plan

Achieving improved quality, efficiency and responsiveness to customers often requires a profound change in the way managers perform which functions of management?

- A) Planning
- B) Leading
- C) Controlling
- D) Organizing
- E) All of the above are correct

Economics is the study of

- A) how to invest in the stock market.
- B) how society uses limited resources.
- C) the role of money in markets.
- D) how government officials decide which goods and services are produced.

A government policy that tries to minimize inflation and unemployment can best be described as trying to achieve economic

- A) growth.
- B) stability.
- C) profitability.
- D) equity.

The following market structure is an example of an imperfect market:

- A) monopoly.
- B) oligopoly.
- C) monopolistic competition.
- D) All of the above are correct