

Management Review Sheet
Professor Ludlum – Hanyang Summer 2017

Chapter 1

What are the three (3) levels of managers?
Who created the concept of the division of labor?
What is the difference between efficiency and effectiveness?
What are the four (4) management functions?

Chapter 2

What is the difference between omnipotent and symbolic management?

Chapter 3

What are the four (4) global perspectives?
What is the EU? What crises does it face?
What is NAFTA? What crises does it face?
What is GATT/WTO? What is IMF and the World Bank?
What is difference between importing and exporting?
What is a joint venture? What is franchising?
What are Hofstede's dimensions of culture?
What is blat? Guanxi? Fakelakia? Wasta?

Chapter 4

What was the policy towards diversity prior to 1950?

Chapter 5

What is the FCPA? What are the two components?
What is a Code of Ethics? How does it work?
What is Milton Friedman's Classical view of ethics? Who are stakeholders?
What are Kantian ethics? What is Utilitarianism? What is Schadenfreude?
What is the Principle of Rights? What is deontology?

Chapter 6

What is the biggest problem management has towards decision-making?
List and define three (3) heuristics and give an example of each.

Chapter 7

What are three (3) role issues that cause stress in the workplace?

Chapter 8

What are the four (4) reasons for planning?
What is the difference between stated goals and real goals?
What are the five (5) steps in goal setting?

Chapter 9

What is a SWOT analysis?

What is the difference between vertical and horizontal integration?

What is a first mover? What is a growth strategy? What is a renewal strategy?

Chapter 10

What are the three (3) steps of the control process?

What is an example of closing the loop?

What is benchmarking? What is ISO 9000? ISO 14000?

Chapter 11

What are the five (5) types of departmentalization?

What is the span of control?

What is centralization/decentralization?

What is the difference between mechanistic and organic organizations?

Chapter 12

What is a virtual organization?

What are two types of flexible work arrangements?

Chapter 13

What is the difference between a job description and a job specification?

Chapter 14

What are the five (5) stages of group development?

What is groupthink? What is the two-pizza philosophy?

Chapter 15

What are three (3) key problems for organizational behavior?

What are three (3) measurable benefits of high job satisfaction?

What is Machiavellianism?

Chapter 16

What are the five components of the interpersonal communication process?

What is upward/downward communication?

Explain the benefits/disadvantages of face-to-face or online communication.

Chapter 17

What is Maslow's Hierarchy of Needs?

What is McGregor's Theory X and Theory Y?