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QUESTION 1

Which of the following responsibilities would ordinarily fall under the help desk function of an organization?

- A. Maintenance service items such as production support.
- B. Management of infrastructure services, including network management.
- C. Physical hosting of mainframes and distributed servers.
- D. End-to-end security architecture design.

Correct Answer: A

QUESTION 2

Two managers have been informed that their units will be relocated to a new site. The units are to share space at the new office location. The managers have been arguing for several weeks over the allocation of space and the location of offices. This disagreement is threatening the relocation schedule and disrupting other projects. The managers' supervisor has now become involved in the conflict and must try to minimize the potential for hurt feelings while resolving the problem quickly. Identify the supervisor's best approach for this situation.

- A. Sit down with the managers and determine a solution.
- B. Design a floor plan and tell the managers who occupies what space.
- C. Remind the managers that the company needs their cooperation in this effort so that costs can be reduced
- D. Tell the managers not to worry and that problems like this have a way of working themselves out.

Correct Answer: A

Problem solving is a means of confronting the conflict and removing its causes. The emphasis is on facts and solutions, not personalities and assignment of blame. The disadvantage is that problem solving takes time. In this situation, a three-party negotiation stressing a win-win attitude is appropriate. Negotiation should be feasible because the parties have overlapping interests.

QUESTION 3

International marketing activities often begin with:

- A. Standardization.
- B. Global marketing.
- C. Limited exporting.
- D. Domestic marketing.

Correct Answer: C

QUESTION 4

According to research on the international contingency model of leadership, which path- goal leadership style is most likely to be accepted around the world as culturally appropriate?

- A. Directive.
- B. Participative.
- C. Supportive.
- D. Achievement-oriented.

Correct Answer: B

A participative style entails consultation with employees and serious attention to their ideas. The participative style, although not always the best, is the most widely accepted internationally. Every country surveyed found it to be culturally acceptable.

QUESTION 5

According to Maslow's hierarchy of needs theory, which of the following best describes a strategy where a manager offers an assignment to a subordinate specifically to support his professional growth and future advancement?

- A. Esteem by colleagues.
- B. Self-fulfillment.
- C. Sense of belonging in the organization.
- D. Job security.

Correct Answer: D

Reference: <https://opentextbc.ca/businessopenstax/chapter/maslows-hierarchy-of-needs/>

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