**Grade 12 Final exam Review**

100 Multiple Choice

3 Short Answers

**Unit 1 Chapter 1,2,3**

**Chapter 1**

Organization

Total Quality Management

Four basic functions of management

Important characteristics of new economy

Productivity

**Chapter 2**

Scientific Management

Frank & Lillian Gilbreth

Hawthorne Studies

Max Weber

Henry Fayol

Maslow Hierarcy of Needs

McGregor Theory X & Y

Argyris

Contingency Theory

Self-fulfilling prophecy

**Chapter 3**

Utilitarian view

Moral-rights view

Cultural relativism

Ethical imperialism

Ethical dilemma

What is corporate social responsibility? Should businesses be socially responsible?

**Unit 2**

**Chapter 4**

Competitive Advantage

Total quality Management

Continuous improvement

Corporate climate

Organizational culture

Observable and core culture

Symbolic leader

Multiculturalism

Cultural diversity

Glass ceiling

Specific Environment

Describe the observable and core culture of Nantyr.

**Chapter 5**

Global economy

International, Transnational, Multinational

Globalization

Exporting

Joint venture

Corruption

Culture shock

Polychronic/Monochronic

Polycentrism/Ethnocentrism/Geocentrism/Monocentrism

Fons Trompenaars theory

**Chapter 6**

Entrepreneur

Family Business

Succession planning

Reasons new businesses fail

First mover advantage

Debt Financing

Life cycle of new firms

Sole-Proprietorship/Partnership/Corporation

Venture Capitalists

Angel Investor

**Unit 3**

**Chapter 7**

Knowledge Worker

B2B/B2C e-commerce

Data

Top/Middle/First level managers

Decision support system

Performance deficiency

Problem solving

Crisis

Different types of problems

**Chapter 8**

Planning process

Time management

**Chapter 9**

Strategy

Monopoly/Oligopoly

Mission/Vision

SWOT

Types of strategies

BCG matrix

Goal displacement

**Unit 4 Chapter 12-17**

**Chapter 12**

Human capital

Human resource management

Performance appraisal

Base pay/Merit Pay

Fringe Benefits

Bonafide Occupational Qualifications

**Chapter 13**

Expert Power

Fiedler’s contingency theory

House’s path-goal leadership

Vision

Empowerment

Hersey and Blanchard’s situational leadership

Transformational leadership

**Chapter 14**

Reinforcement theory

Merit Pay

Scanlon system

**Chapter 15**

Locus of control

Flexible working hours

Job satisfaction

Job design strategies

Different work schedule options

**Chapter 16**

Synergy

Homogeneous/Heterogeneous teams

Characteristics of effective teams

Informal groups

Group process

Norms

**Chapter 17**

Mixed message

Constructive feedback

Effective negotiation

Active listening

Efficient/effective communication

Perceptual Distortion types

Conflict management styles

How do teams contribute to organizations?