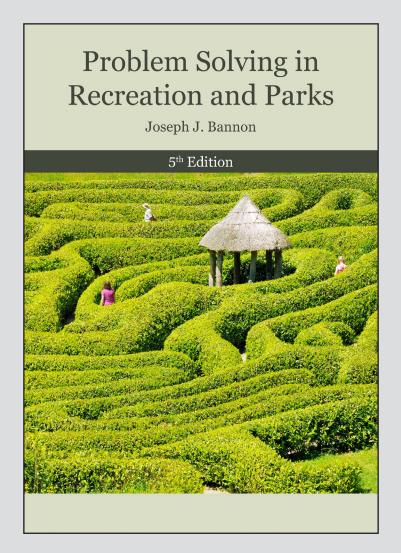
TEST BANK





EXAMINATION QUESTIONS (* INDICATES CORRECT ANSWER)

- 1. Few managers are able or willing to delegate decision-making responsibilities.
 - a. True *
 - b. False
- 2. A good manager gives subordinates full responsibility in making decisions.
 - a. True
 - b. False *
- 3. A legitimate problem statement reflects the viewpoints of those who should be represented in any solutions considered.
 - a. True *
 - b. False
- 4. Most problem solvers agree that gathering all the facts is impossible.
 - a. True
 - b. False *
- 5. To solve any problem and to know whether the solution has been effective, we must be able to measure or evaluate it.
 - a. True *
 - b. False
- 6. Decision making may be discussed as a skill in itself apart from problem solving.
 - a. True
 - b. False *
- 7. The skills needed for decision making are completely separate from problem analysis.
 - a. True
 - b. False *
- 8. Brainstorming encourages the suspension of judgment to encourage ideas without the constraints of critical evaluation.
 - a. True *
 - b. False
- 9. Many problems for recreation and park administrators can be solved by stimulating creative thinking.
 - a. True *
 - b. False
- 10. Individuals are more creative in a group if they are sure that their ideas will not be attacked or criticized.
 - a. True *
 - b. False

- 11. Using the brainstorming technique is the only way to generate creative ideas and solutions to problems.
 - a. True
 - b. False *
- 12. A positive work environment improves creative thinking in an organization.
 - a. True *
 - b. False
- 13. A major block to problem solving is the lack of receptibility to change.
 - a. True *
 - b. False
- 14. Defining organizational objectives is not necessary to consider in the problem-solving process.
 - a. True
 - b. False *
- 15. Managers should delegate to subordinates, but always require they notify them prior to taking action.
 - a. True
 - b. False *
- 16. Decision making and problem solving are totally separate in the management process.
 - a. True
 - b. False *
- 17. Decision making involves choosing between two or more alternatives; planning involves a series of decisions leading to action.
 - a. True *
 - b. False
- 18. Using the case study method in teaching brings reality to the classroom.
 - a. True *
 - b. False
- 19. The case study method of teaching often involves important research findings.
 - a. True *
 - b. False
- 20. Managers should set goals high enough that employees have to strive to meet them.
 - a. True *
 - b. False
- 21. Long-term objectives have no relationship to short-term objectives.
 - a. True
 - b. False *

- 22. Problem solving requires transparent communication in which everyone's concerns and points of view are freely expressed.
 - a. True *
 - b. False
- 23. Managers should not be quick to take back delegated authority. Making mistakes and finding and correcting them is a useful form of self-training.
 - a. True *
 - b. False
- 24. An effective problem statement lists the possible solutions for a problem before making a comprehensive problem statement.
 - a. True
 - b. False *
- 25. Few educators or curricula train students in problem solving and practical skills.
 - a. True *
 - b. False
- 26. A major advantage of teaching with case studies is that students are actively engaged in figuring out the principles by abstracting from examples.
 - a. True *
 - b. False
- 27. Using case studies for teaching purposes sometimes eliminates the importance of research on the subject matter being studied.
 - a. True *
 - b. False
- 28. The manager's primary function is not to solve the problem, but to teach employees to think about solving problems.
 - a. True *
 - b. False
- 29. Decision making requires that you always try to predict results of events that have not occured yet.
 - a. True
 - b. False *
- 30. A harmonious group is not necessary in an effective or productive group.
 - a. True *
 - b. False
- 31. Human and financial resources should be discussed during the bainstorming session.
 - a. True
 - b. False *

- 32. To be successful at problem solving, problem solvers must develop an attitude of constructive discontent and a desire to find a way of doing things.
 - a. True *
 - b. False
- 33. Problem solvers can create their own time wasters or other people can generate them for the problem solver.
 - a. True *
 - b. False
- 34. Identifying and defining the problems is the first and most critical step of the problem-solving process.
 - a. True *
 - b. False
- 35. If a problem is a departure from a preferred situation, then problem solvers must have a standard in mind for what they want to do.
 - a. True *
 - b. False
- 36. In every case of asking *why* as a means of finding out more about the problem, the problem solver should keep personal judgment to a minimum.
 - a. True
 - b. False *
- 37. There is little difference between creating an idea for a solution and solving the problem. Once you have the idea for a solution, the implementation is easy.
 - a. True
 - b. False *
- 38. Creativity is a dynamic process. It reflects our state of mind, our concentration, and our motivation level.
 - a. True *
 - b. False
- 39. Creative problem-solving skills are useful, but they have little to no value without a basis of factual data.
 - a. True
 - b. False *
- 40. Creativity involves taking the time to shift the style and tempo of our thinking and breaking with old habits of thought.
 - a. True *
 - b. False
- 41. Creative experts often feel that formal education limits rather than encourages creativity.
 - a. True *
 - b. False

- 42. The two important and relative advantages of group brainstorming are (1) you get to work with creative people and (2) you have the possibility to make friends with them.
 - a. True
 - b. False *
- 43. The personal idiosyncrasies of the decision maker have less of a bearing on problem solving than do quantitative tools such as computerized programs and models.
 - a. True
 - b. False *