

All Domains Jean Inman Questions with **Explanations of Answers 2024/2025** **comprehensive exam**

Basic function of management include -

✓✓ANSWER✓✓>>plan, organize, direct, control and evaluate

Definition of policies - ✓✓ANSWER✓✓>>guides that define
scope of permissible activity
ex; dress code

Definition of procedures - ✓✓ANSWER✓✓>>daily operations,
steps necessary to complete tasks

Operational planning - ✓✓ANSWER✓✓>>covers period of 1
year or less

strategic planning - ✓✓ANSWER✓✓>>concentrates on
decisions
-process that identifies internal and external forces

SWOT analysis includes - ✓✓ANSWER✓✓>>strengths,
weaknesses, opportunities, threats

Span of control is defined as - ✓✓ANSWER✓✓>>number of individuals or departments under the direction of one individual

with meal equivalents how many nourishments is = to one meal
- ✓✓ANSWER✓✓>>6 nourishments = 1 meal

FTE equation - ✓✓ANSWER✓✓>>labor hours worked per (day/week/year depending on question) divided by 8/40/2080 respectively related to above

equation for meals per labor hour - ✓✓ANSWER✓✓>>#meals produced/ # hours worked

work simplification of motion economy can be defined as -
✓✓ANSWER✓✓>>reduce motions and time required

pathway chart or flow diagram is - ✓✓ANSWER✓✓>>scale drawing showing path of a worker during a process

Cross chart is - ✓✓ANSWER✓✓>>efficiency of equipment placement, studies work motions, shows number of movements between pieces of equipment

productivity is defined as - ✓✓ANSWER✓✓>>is the efficiency with which a production or service activity converts inputs into outputs, expressed as ratios

Labor turnover rate equation - $\frac{\text{\# of employees terminated and replaced}}{\text{total positions in department}} \times 100$

Maslow's Hierarchy of needs includes; -

1. self-realization, actualization, fulfillment
2. esteem and factors
3. social needs and affection
4. safety and security
5. basic physiological needs

Basic needs are;

physiological- survival needs

security and safety - job security, insurance

Motivator needs are;

social - organized activities

self esteem- job title, praise, rewards

self-realization - realizing your potential for growth, job enrichment

Herzberg's two-factor theory includes; -

motivation and maintenance approach
maintenance factors

- include hygiene

-does not improve motivation but can prevent good work ethic

-fair wage, insurance, working conditions, supervision, etc

Motivator factors

-call forth energy and enthusiasms, job enrichment

-achievement, recognition, responsibility, personal accomplishment, opportunity for growth

McClelland's achievement - power - affiliation theory includes; -
✓✓ANSWER✓✓>>-people have 3 needs; the need to achieve, need for power, and need for affiliation

MacGregor theory includes - ✓✓ANSWER✓✓>>attitude of the manager toward employees has an impact on job performance -- includes theory X and theory Y

Theory X - ✓✓ANSWER✓✓>>people inherently dislike work, and will avoid it if possible; managers who believe this theory are authoritarian, work-centered, believe workers prefer to be controlled and directed by pressure motivation through fear

managers practice direct control

Theory Y - ✓✓ANSWER✓✓>>work is as natural as play or rest, managers should arrange conditions so workers can achieve goals by directing own efforts

managers promote growth and development

Theory Z - ✓✓ANSWER✓✓>>planning, decision making by general agreement and loyalty between workers and employers

Hawthorne studies believe; - ✓✓ANSWER✓✓>>-Elton Mayo