

A-Level Business

Name: _____ Score: _____

1. The span of control is:
 - ☐ the number of subordinates a manager directly oversees
 - ☐ the chain of command
 - ☐ the number of levels in the hierarchy
 - ☐ the firm's total staff
2. Delegation means:
 - ☐ passing authority for a task to a subordinate
 - ☐ making staff redundant
 - ☐ centralising all decisions
 - ☐ removing a level of hierarchy
3. Two-way communication is usually more effective because it:
 - ☐ avoids all barriers
 - ☐ needs no listener
 - ☐ allows feedback from the receiver
 - ☐ is always faster
4. A paternalistic leader:
 - ☐ never consults anyone and gives no reasons
 - ☐ lets staff decide everything
 - ☐ decides like a caring parent and explains choices
 - ☐ has no authority
5. Hard HRM treats employees primarily as:
 - ☐ customers
 - ☐ valued assets to develop
 - ☐ shareholders
 - ☐ a resource to be used efficiently
6. Widening spans of control tends to make a structure taller.
 - ☐ True ☐ False

7. A manager who delegates a task is no longer accountable for the result.

☐ True ☐ False

8. Which are barriers to communication? (Select all that apply.)

☐ clear, concise messages

☐ information overload

☐ jargon

☐ too many levels of hierarchy

Tick every correct option.

9. Theory Y assumes employees dislike work and must be closely controlled.

☐ True ☐ False

10. Good employer-employee relations can raise motivation and retention.

☐ True ☐ False

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1. **the number of subordinates a manager directly oversees**

Span of control = direct subordinates per manager.

2. **passing authority for a task to a subordinate**

Delegation passes authority down the hierarchy.

3. **allows feedback from the receiver**

Feedback confirms the message was understood.

4. **decides like a caring parent and explains choices**

Paternalistic leaders decide but explain, acting in staff's interests.

5. **a resource to be used efficiently**

Hard HRM views labour as a cost/resource.

6. **False**

False. When each manager supervises more people, fewer management levels are needed, so the structure becomes flatter.

7. **False**

False. Authority can be delegated, but accountability cannot. The manager remains answerable for the outcome.

8. **information overload; jargon; too many levels of hierarchy**

Clear messages help; the others are barriers.

9. **False**

False. That is Theory X. Theory Y assumes employees are motivated and seek responsibility, so managers tend to delegate and empower.

10. **True**

Strong relations improve performance and reduce turnover.