

## AB and FAB Extra MTQs Specimen Exam Answers

### MTQ 1

#### Task 1 (1 mark)

<b>Marginal cost</b>
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#### Task (1 mark)

<b>Average cost</b>
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#### Task 3 (2 marks)

<b>Average revenue</b>
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<b>Marginal revenue</b>
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### MTQ 2

#### Task 1 (2 marks)

Andrew	<b>Strategic</b>
Ben	<b>Tactical</b>
Camilla	<b>Strategic</b>
Davinia	<b>Operational</b>

#### Task 2 (2 marks)

Andrew	<b>Spreadsheet</b>
Ben	<b>Face to face meeting</b>
Camilla	<b>Committee paper</b>
Davinia	<b>Telephone call</b>

### MTQ 3

#### Task 1 (2 marks)

<b>Shamrock organisation</b>
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<b>Divisional organisation</b>
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<b>Matrix organisation</b>
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<b>Functional organisation</b>
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#### Task 2 (2 marks)

<b>Expertise is pooled</b>
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<b>Duplication is avoided</b>
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<b>Recruitment of specialists is facilitated</b>
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<b>Well suited to centralised businesses</b>
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**MTQ 4****Task 1 (2 marks)**

Ahmed	<b>Instrumentality</b>
Ben	<b>Valence</b>
Critica	<b>Expectancy</b>
Dalman	<b>Instrumentality</b>

**Ahmed** is demonstrating **Instrumentality** as his strongest motivational force because he clearly perceives that his efforts will be rewarded and that he has great trust that his attributes and performance will be fairly recognised by the interviewing panel.

**Ben** is confident in his own performance and recognises that he gets rewarded well for what he currently does but is not motivated to apply for the role because of low **Valence**. He is motivated more by money than progression and doesn't feel he will be better off financially in the new role and doesn't want to travel further to work for that new role.

**Critica** is not motivated to apply for the new role because she believes that even by trying so hard to improve performance in her current role, her performance is not improving because of the poor sales training resources. She is therefore showing a poor level of **Expectancy** which is reducing her motivation to apply for the new role.

**Damla** is very confident about her own ability and the qualifications she has for the role but doesn't think this will be fairly recognised by the interviewing panel. She lacks trust in their objectivity and feels they have already decided who will get this role. This is a good example of a lack of **Instrumentality**.

**Task 2 (2 marks)**

<b>Dumy</b>
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The key (**Dumy**) has the lowest score at  $(7 \times 2 \times 8) = 112$  and the next lowest is Bob with  $(8 \times 6 \times 3) = 144$ . Chloe has a slightly higher motivational force of  $(3 \times 7 \times 7) = 147$  and Alwyn has the highest score  $(4 \times 8 \times 7) = 224$ .

**MTQ 5****Task 1 (2 marks)**

Generate new ideas	<b>Face to face meeting</b>
Reach large audience over a wide area	<b>Conference</b>
Explain complex facts and arguments	<b>Report</b>
Transmit information cheaply to a large number of people	<b>Notice board</b>

**Task 2 (2 marks)**

John arrives late at the office.....	<b>Overload</b>
Gareth reads an e-mail.....	<b>Misunderstanding</b>
Beverly, the team leader.....	<b>Non-verbal signs</b>
On the notice board....	<b>Distortion</b>

**MTQ 6**

**Task 1 (2 marks)**

**A form of applied ethics that examines ethical principles and moral or ethical problems applying to all aspects of organisational conduct and relevant to individuals and organisations as a whole**

**Task 2 (2 marks)**

At your appraisal you tell your manager about certain motivational problems, which are affecting your work. You describe how you feel underutilised as a team member and why

**Openness**

<p>You have asked to work from home. Your manager agrees suggesting you should prioritise your own work for that day as he is taking the day off as annual leave</p>	<p><b>Trust</b></p>
<p>Your team failed to achieve its targets last month. Accepting the failure, you recommend to your manager how your team plans to improve performance to an acceptable level</p>	<p><b>Accountability</b></p>
<p>The managing director of the company invites a range of staff from all levels of the organisation to the end of year function. He thanks everyone for their efforts, naming particular individuals and their specific contributions to the organisation</p>	<p><b>Respect</b></p>