

Course No: BUS 1309
Course Title: principle of management
Date: 04/11/2013
No. of Questions: (4)
Time: 2hours
Using Calculator (No)

University of Palestine



Final Exam
2013/2014
Total Grade:

Instructor Name: Sahla Wafi
Student No.: 102
Student Name: _____
College Name: _____
Dep. / Specialist: _____
Using Dictionary (No)

Question One: true or false

- 1- Financial goals related to expected internal financial performance of the organization. ()
- 2- Forecasts ,the assets of organization including financial ,physicals, human, and structure.()
- 3- Data that has been analyzed and organized such that it has value and relevance manager.()
- 4- Critical path the short sequence of a activities in a PERT network.()
- 5- Resilience- an individual ability to overcome challenges and turn them into opportunities.()
- 6- Strategic plans cover extended periods of time.()
- 7- Policy- a series of interrelated steps that manager can use to apply a policy in response to structure problem.()
- 8- Span of control the concept that a person should have one boss and should report only to that person.()
- 9- Decentralization, the degree to which decision making is concentrated at upper levels in the organization. ()
- 10- Employee Empowerment increasing the decision making authority (power) of employees.()
- 11- Short term plans-time frames extending beyond three years.()
- 12- Standing plans , a one time plan specifically designed to meet the need of unique situation.()
- 13- Authority, the right inherent in managerial position to tell people what to do and to expect them to do it.()
- 14- The flexibility of organic organizational structures is better for simple environment.()
- 15- As an organizational grows larger, its structure tends to change from mechanistic to organic.()

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- 16- Team provide a way to better use employee talents.()
- 17- Social network the patterns of formal connection among individuals with groups.()
- 18- Performance-the accumulated results of all the organization work activities.()
- 19- Top-level managers make decision about production schedules, product quality problem, and employee discipline.()
- 20- Planning cannot be developed for dynamic environment.()

The answer

1-	2-	3-	4-	5-	6-	7-	8-	9-	10-
11-	12-	13-	14-	15-	16-	17-	18-	19-	20-

Question Two:

Choose the correct answer

1- Conflict based on interpersonal relationships

- A- Task conflict
- B- Process conflict
- C- Relationship conflict
- D- Team conflict

2- Grouping jobs on the basis of product or customer flow

- A- Functional
- B- Product
- C- Customer
- D- Process

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3- Formal planning is associated with

- A- Lower profits
- B- Positive financial results
- C- The internal environment can reduce the impact of planning on performance
- D- The quality of organization affects performance more than the extent of planning

4- Putting the chosen alternative into action

- A- Implementing the alternative
- B- Selecting an alternative
- C- Analyzing alternative
- D- Evaluation of alternative

5- A work team composed of individuals from various functional specialties

- A- Cross- functional team
- B- Virtual team
- C- Problem-solving team
- D- Self-managed work team

6- A process of setting mutually agreed – upon goals and using those goals to evaluate employee performance

- A- Means- end chain
- B- Management by objective
- C- Traditional goals setting
- D- Standing plans

7- The amount of goods or service produced by the input needed to generate that output

- A- Organizational effectiveness

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- B- Performance
- C- Productivity
- D- Organizational efficient

8- Control that takes place before a work activity is done

- A- Feedback control
- B- Concurrent control
- C- Feed forward control
- D- Management by walling a round

9- A system used to provide management with needed information on a regular basis

- A- Management by walling around
- B- Management by objective
- C- Corporate governance
- D- Management information system**

10- A technique for identifying the point at which total revenue is just sufficient to cover total costs

- A- Critical path
- B- Slack time
- C- Linear programming
- D- Breakeven analysis**

The answer

1-	2-	3-	4-	5-	6-	7-	8-	9-	10-

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Question Three: Type the term

1-, an obstacle the makes it difficult to achieve a desired goal or purpose.

2-, the study of actions of people at work.

3-, any relatively permanent change in behavior that occurs as a result of experience.

4-,a general impression of an individual based on a single characteristic.

5-,conflict over how work gets done

6- **Organizing**.....

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7- **Decision**.....

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8- **Controlling**.....

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9- **Group**.....

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10-**Behavior**.....

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Question Four:

1- Strategic plans ,Operational plans (2market)

Strategic plans	Operational plans
1-	
2-	
3-	

2- Programmed decision, Non programmed decision (3market)

Characteristic	Programmed decision	Non programmed decision
Type of problem		
Managerial level		
Frequency		
Information		
Goals		
Time frame for solution		
Solution relies on...		

Question Four:

1- How the managers do decision making process?(3market)

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2- What are the key elements of management by objective? (3 market)

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3- What are the criticisms of planning?(3market)

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4-What is the advantage of feedback control?(2market)

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5- Width of span is affected by?(4market)

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End of Questions