


Course No: MGNA 3216  
Course Title: Management in English  
Date: 16/03/2017  
No. of Questions: 3  
Time: 1hour  
Using Calculator (No)

University of Palestine  
  
1<sup>st</sup>Midterm Exam  
1<sup>st</sup>2017/2016  
Total Grade:

Instructor Name:  
Student No.: \_\_\_\_\_  
Student Name: \_\_\_\_\_  
College Name: Business & Finance  
Dep. / Specialist: \_\_\_\_\_  
Using Dictionary (No)

## First Question

### Which of the following questions is (True) or (False):


1. Manager- Someone who coordinates and oversees the work of other people so that organizational goals can be accomplished.
2. First-line Managers - Individuals who manage the work of first-line managers?
3. Top Managers - Individuals who are responsible for making organization-wide decisions and establishing plans and goals that affect the entire organization?
4. Management means involves coordinating and overseeing the work activities of others so that their activities are completed efficiently and effectively?
5. Effectiveness means; "Doing things right"Getting the most output for the least inputs?
6. Management strives for low resource waste and high goal attainment?
7. Planning means; Arranging and structuring work to accomplish organizational goal?
8. Roles are specific actions or behaviors expected of a manager?
9. Informational roles as one of the management roles means; Monitor, disseminator and spokesperson?
10. Technical skills as one the skills that managers need, means- Knowledge and proficiency in a specific field?

## Second Question

### Multiple choice, choose the right answer?

1. **Skills Managers Need**
  - a. Technical skills
  - b. Human skills
  - c. Conceptual skills
  - d. All the above
2. **How The Manager's Job Is Changing**
  - a. The Increasing Importance of Customers and Innovation
  - b. The Increasing Importance of Customers and operation
  - c. The Increasing Importance of Customers and marketing
  - d. All the above
3. **Classifying Managers includes;**
  - a. First-line Managers
  - b. Middle Managers
  - c. Top Managers
  - d. All the above
4. **Approaches to Defining What Managers Do.**
  - a. Functions they perform.
  - b. Roles they play.
  - c. Skills they need
  - d. All the above
5. **Common Characteristics of Organizations**
  - a. Have a distinct purpose (goal)
  - b. Composed of people
  - c. Have a deliberate structure
  - d. All the above

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### Third Question

**Answer only 3 questions of the followings:**

1. Mention in points the Common Characteristics of Organizations?
2. Why do we Study Management?
3. Mention in titles the functions managers perform?
4. Discuss the changes that are impacting manager's jobs

**End of Questions**  
*Good Luck*