

**Course No: BUS 1301**  
**Course Title: Principles of Management I**  
**Date: 15/09/2014**  
**No. of Questions: (3)**  
**Time: Two Hours**  
**Using Calculator (No)**

**University of Palestine**  
  
**Final Exam**  
**Summer Semester**  
**2013/2014**  
**Total Grade: 80 Marks**

**Instructor Name: Dr. Mazen Rohmi**  
**Student No.: \_\_\_\_\_**  
**Student Name: \_\_\_\_\_**  
**College Name: \_\_\_\_\_**  
**Dep. / Specialist: \_\_\_\_\_**  
**Using Dictionary (No)**

**I. Put ( √ ) or (X) for each of the following statements: (15 Marks)**

1. Efficiency refers to getting the most output from the least amount of inputs. ( )
2. The laissez-faire style leader let the group make decisions and complete the work in whatever way it saw fit. ( )
3. Aggressiveness is not regarded as a dimension of organizational culture. ( )
4. Planning provides direction to managers and nonmanagers alike. ( )
5. All managers, regardless of their level, make decisions. ( )
6. Conceptual skills are less important for middle managers than for top managers. ( )
7. All power within an organization is legitimate power. ( )
8. The time frame of long – term plans extend beyond three years. ( )
9. The two most important contributors to general administrative theory were Taylor and the husband-wife team of Frank and Lillian Gilbreth. ( )
10. Nonprogrammed decisions are unique and nonrecurring and involve custom-made solutions. ( )

**II. Choose the right answer from a, b, c, or d : (18 Marks)**

1. What is span of control? \_\_\_\_\_.
  - a. Pushing decisions down to lower-level employees
  - b. Concentrating decision-making on one specific point in the organization
  - c. Empowering lower-level employees
  - d. Number of subordinates a manager can effectively direct
2. The skills that managers need are \_\_\_\_\_.
  - a. planning, organizing, and controlling
  - b. conceptual, technical, and human
  - c. effectiveness, efficiency, and planning
  - d. interpersonal, decisional, and informational

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3. In an organization that has high centralization \_\_\_\_\_.
    - a. All top-level officials are located within the same geographic area
    - b. Decision discretion is widely dispersed throughout the organization
    - c. The corporate headquarters is located centrally to branch offices
    - d. Top managers make all the decisions-lower-level managers simply carry out directions
  4. Control that occurs while an activity is in progress is most accurately referred to as \_\_\_\_\_.
    - a. Concurrent control
    - b. Bureaucratic control
    - c. Feedforward control
    - d. Feedback control
  5. The power a leader has to punish employees is termed as \_\_\_\_\_ power.
    - a. coercive
    - b. legitimate
    - c. referent
    - d. expert
  6. The formulation of strategies to achieve organizational goals is part of \_\_\_\_\_ function.
    - a. leading
    - b. planning
    - c. controlling
    - d. organizing
  7. In a service organization, which of the four organizational levels are most likely to interface directly with the general public?
    - a. Top managers
    - b. Middle managers
    - c. First – line managers
    - d. Non – managerial employees
  8. Which of the following is **not** an aspect of the definition of formal planning used in this course?
    - a. Goals are committed to writing
    - b. Goals are made available to organizational members
    - c. Specific goals are formulated covering a period of years
    - d. None of the above

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9. The categories of management roles are \_\_\_\_\_.
- figurehead, leader, and liaison
  - monitor, disseminator, and spokesperson
  - interpersonal, decisional, and entrepreneur
  - interpersonal, informational, and decisional

**III. Answer ONLY EIGHT of the following questions:**

**(47 Marks)**

- List the seven traits associated with leadership?
- Differentiate between the omnipotent view and symbolic view of management?
- Who is a manager and what is the value of studying management?
- What are components of control process, substantiating your answer with its importance?
- What are the purposes of organizing?
- List at least seven out of the Fayol's 14 principles of management?
- Why do managers plan?
- What are the key elements of management by objectives (MBO)?
- Explain the eight steps in the decision-making process?
- Clarify the six main elements of organizational design?
- Explain the steps in goal setting?
- Who are stakeholders?
- Differentiate between strong cultures and weak cultures in an organization demonstrating how does culture affect managers?

*End of Questions*

*Good Luck*



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[illegible]



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