

Course No:  
Course Title: Principles of  
Management  
Date: 31/01/2012  
No. of Questions: 6  
Time: 2 hours

University of Palestine



Final Exam  
1<sup>ed</sup> quadmester 2011  
Total Grade: 60

Instructor Name: Ibrahim  
Sammour  
Student No.: \_\_\_\_\_  
Student Name: \_\_\_\_\_  
College Name: \_\_\_\_\_  
Dep. / Specialist: \_\_\_\_\_  
Using Dictionary (No)

• Answer all Questions

**Question NO:1**

**10 Marks**

**Determine if each of the following statement is true (T) or false (F):**

1. Leading involves motivating, communicating, guiding, and encouraging. It requires the manager to coach, assist, and problem solve with employees.
2. the classical management theory developed from efforts to find the “one best way” to perform and manage tasks. This school of thought is made up of one branch: classical scientific.
3. Resources are the people, information, facilities, infrastructure, machinery, equipment, supplies, and finances at an organization’s disposal.
4. Delphi technique. With this technique, participants never meet, but a group leader uses written questionnaires to conduct the decision making.
5. Before a manager can tackle any of the other management functions, he must first devise a plan.
6. Organizing, the second of the universal management functions, is the process of establishing the orderly use of resources by assigning and coordinating tasks.
7. A plan is a blueprint for goal achievement that specifies the necessary resource allocations, schedules, tasks, and other actions.
8. Plans keep the people who carry them out focused on the anticipated results.
9. The chain of command is an unbroken line of authority that links all persons in an organization and defines who reports to whom.
10. Authority is the formal and legitimate right of a manager to make decisions ,issue orders, and allocate resources to achieve organizationally desired outcomes.

**Question NO:2**

**10 Marks**

**1. The categories of management roles are \_\_\_\_\_.**

- a. figurehead, leader, and liaison
- b. monitor, disseminator, and spokesperson
- c. interpersonal, decisional, and entrepreneur
- d. interpersonal, informational, and decisional

**2. In a fast-changing environment, the most effective method of improving the quality of a product would be \_\_\_\_\_.**

- a. Kaizen
- b. bureaucracy
- c. reengineering
- d. management science

**3. Which of the following is not an indirectly interactive force in an organization’s external environment?**

- a. sociocultural forces
- b. competitive forces
- c. legal/political forces
- d. technological forces

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4. All of the following are important strategies that a manager can use to create a more effective decision-making environment except \_\_\_\_\_.

- a. encourage others to make decisions
- b. be ready to try things
- c. rely solely upon himself or herself
- d. recognize the importance of quality information

5. The statement that explains the primary purpose of the organization and why the organization exists is the \_\_\_\_\_.

- a. budget
- b. strategic plan
- c. mission statement
- d. operational plan

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**Question NO:3**

**10 Marks**

"the organizational process consists of five steps .

Explain with Figure

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**Question NO:4**

**10 Marks**

authority comes in three types.

List with explain?

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**Question NO:5**

**10 Marks**

Managers need to take four steps if they want to success full delegate responsibilities to their teams.

List with explain?

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**Question NO:6**

**10 Marks**

A wide span of management exists when a manager has a large number of subordinates. explain when be wide?

End of Questions  
Good Luck