

Course No: MAN4320
Course Title: Organization Theory
Date: 27/11/2014
No. of Questions: (4)
Time: 1 hours
Using Calculator (No)

University of Palestine

Mid Term Exam
1ST Semester 2014/2015
Total Grade:

Instructor Name: Fidaa Safi
Student No.: _____
Student Name: _____
College Name: Business and Finance
Dep. /Specialist: management-English
Using Dictionary (No)

Question 1: Put True or false:

(5 Marks)

1. For an organization to be successful today, it must locate its sources for production, top leadership, and technical brainpower within one central location. ()
2. Efficiency of an organization refers to the amount of resources used in order to achieve its stated goals. ()
3. Chaos theory states that relationships in complex systems are nonlinear. ()
4. Decentralization means that decision authority is located near the top of the organizational hierarchy. ()
5. Open Systems Model Combination of external focus and flexible structure. ()

Question 2:

(5 Marks)

Choose The Correct Answer

1. The employees of Jones and Smith interact together to efficiently and effectively produce the company's product and ensure the organization is achieving its stated purpose and goals. It can be concluded that Jones and Smith would be considered a_____.
(A) Organization
(B) Professional bureaucracy
(C) Bureaucratic operation
(D) Learning organization
2. The employees of Jones and Smith interact together to efficiently and effectively produce the company's product and ensure the organization is achieving its stated purpose and goals. It can be concluded that Jones and Smith would be considered a_____.
(A) Direct competitor
(B) Claimant
(C) Stakeholder
(D) Organizational contributor
3. Who or what is attributed with pioneering the concepts of scientific management?
(A) Henri Fayol
(B) Henry Mintzberg
(C) Hawthorne Studies
(D) Frederick Taylo
4. Company C provides job training programs for all of its employees. It offers a fast track to promotion for all interested workers and conducts safety seminars that are given by professional safety experts. It is most likely Company C is strongly interested and concerned about which one of the following?
(A) Productivity
(B) Operative goal achievement
(C) Innovation
(D) Employee development

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5. The Lightning Pharmaceutical Company recently began a new method for handling prescription purchases for its customers. It is now able to completely serve customers' pharmaceutical needs within two minutes. Pharmacy personnel are highly trained in the new prescription procedure and the business has seen a 50% increase in its pharmacy transactions. Lightning's new method is providing it a(n) _____ over its competitors.

- (A) Internal process approach
(B) Competitive advantage
(C) Low-cost leadership strategy
(D) Balanced scorecard approach

Question 3: *(5 Marks)*
What is the difference between

- A . vertical Organization & Horizontal Organization
B . Vision & Mission
C . Analyzer & Reactor
D . Contingency factors & Structural dimensions

Question 4: *(5 Marks)*

List the Strengths and Weaknesses points of Matrix Organization Structure

End of Questions
Good Luck