


Course No: MGNA 3216
Course Title: principles of
Management for arabic
Date: 20/04/2017
No. of Questions: 3
Time: 1hour
Using Calculator (No)

University of Palestine

2nd Midterm Exam
2nd 2017/2016
Total Grade:

Instructor Name: Dr. EzzElarab
Elawoor
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. Effectiveness means; “Doing things right” Getting the most output for the least inputs?
2. Industrial revolution; Machine power began to substitute for human power?
3. Industrial revolution; Larger organizations developed to serve larger markets
4. Scientific Management or Taylorism was a scientific method which was used to optimize the way in which tasks were performed thus improving the labour productivity.
5. Gantt chart, which is a bar graph that measures planned and completed work along each stage of production, based on time instead of quantity, volume, or weight.
6. Develop a *standard method* for performing a task and train workers to use these methods is one of the General Concept of Scientific Management?
7. *Workers were not allowed to form innovative* ways to perform their tasks is one of the Disadvantages of Scientific Management?
8. Bureaucracy = authority should be something that was part of a person’s job and passed from individual to individual as one person left and another took over.
9. *Henry Fayol* defined Scalar Chain – is the organizational structure which starts from the top manager to the labors.
10. Behavioral management theory defined Human relations and the social needs of workers are crucial aspects of business management.

Second Question

Multiple choice, choose the right answer?

1. Common Characteristics of Organizations
 - a. Have a distinct purpose (goal)
 - b. Composed of people
 - c. Have a deliberate structure
 - d. All the above
2. The techniques of Scientific Management which Taylor regarded as its essential features classified as:
 - a. Scientific task & planning the task.
 - b. Vocational selection and training & Standardization (working conditions, material, equipment etc.)
 - c. All the above
 - d. None of the above
3. Disadvantages of Scientific Management includes;
 - a. Workers felt exploited
 - b. Management stereotyped workers
 - c. Workers were not allowed to form innovative ways to perform their tasks
 - d. All the above
4. Bureaucracies have the following characteristics:
 - a. Well-defined hierarchy
 - b. Division of labour and specialization
 - c. Rules and regulations
 - d. All the above

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5. Administrative Principle by *Henry Fayol* includes';
- Centralization
 - Equity Initiative
 - Unity of direction
 - All the above
 - None of the above

Third Question

Answer only 3 questions of the followings;

- Mention in points the 14th Administrative Principle by *Henry Fayol*?
- Draw the Maslow needs hierarchy?
- Draw the organization as an open system?
- Discuss Quality School of management with clearing Quality management considers?

End of Questions
Good Luck