

Course No: MAN 4333  
Course Title: Management Theory  
Date: 20/05/2018  
No. of Questions: 3  
Time: 2hour  
Using Calculator (No)

University of Palestine  
  
Final term Exam  
2<sup>nd</sup> semester 2017/2018  
Total Grade:

Instructor Name: Dr. EzzElarabElawoor  
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. Prior to Scientific Management shaped by Work methods were determined by individual mechanics based on personal experience, preference, and what tools were available for the job “Rule of Thumb”?
2. Frank and Lillian Gilbreth developed the laws of human motion from which evolved the principles of motion economy?
3. Diversity of the workforce is not included as one of changes bringing about the management Revolution?
4. International stage as a stage of globalization means: Production and marketing facilities located at home?
5. International management, management of business operations in more than one country?
6. International stage of globalization means; market potential is limited to the home country production and marketing facilities located at home?
7. Ethics means that, the code of moral principles and values that govern the behaviors of a person or group with respect to what is right or wrong.
8. Entrepreneurship means that, Process of initiating a business venture.
9. Implementing Thinking Strategically To help managers answer questions such as: *Where is the organization now?*
10. Programmed decisions: are made in response to situations that are unique, are poorly defined and largely unstructured many involve strategic planning.

## Second Question

### Multiple choice, choose the right answer?

1. Concerns Affecting International Business includes;
  - a. Laws and Regulations
  - a. Political Instability
  - b. Political Risk
  - c. All the above
2. Results of Management Revolution
  - a. Recognize no perfect answer(s)
  - b. Do more with less
  - c. Ask to create vision
  - d. All the above
3. Management's Traditional Mind Set includes;
  - a. Tight top-down control + Employee separation and specialization
  - b. Management by impersonal measurements and analysis
  - c. Motivated employees in participation in decision making
  - d. A+C
  - e. A+B
4. Scientific Management’s Effect on Schools;
  - a. Division of Labor, Subjects Departmentalized and Improvements by Analysis
  - b. Teaching Objectives and Vocational Curriculum Design
  - c. Ignorance of people behavior and Research & Development
  - d. A+B
  - e. B+C

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5. Four Stages of Globalization
  - a. Domestic stage + International stage
  - b. Multinational stage + Global (or stateless) stage
  - c. Domestic stage + Local stage
  - d. A+C
  - e. A+B
6. Ethical Dilemma reflects;
  - a. A situation that arises when all alternative choices or behaviors have been deemed undesirable
  - b. Potentially negative ethical consequences, making it difficult to distinguish right from wrong.
  - c. A+B
  - d. None
7. Reasons for movement toward small business
  - a. Economic changes - Globalization and increased competition
  - b. Technology - New opportunities and market niches
  - c. Price reduction – New products
  - d. A+C
  - e. A+B
8. Business Plans Characteristics:
  - a. Demonstrate a clear, compelling vision
  - b. Provide evidence of an effective entrepreneurial team
  - c. Keep the plan short
  - d. All the above
  - e. None
9. Characteristics of Effective Goal Setting;
  - a. Specific and measurable - Cover key result areas
  - b. Challenging but realistic - Defined time period
  - c. Linked to rewards – Evaluated by competitors
  - d. A+B
  - e. C+B
10. Uncertainty in Managerial Decision Making mean;
  - a. All the information the decision maker needs is fully available
  - b. Information about alternatives and future events is incomplete
  - c. Managers may have to come up with creative approaches to alternatives
  - d. A+B
  - e. B+C

### Third Question

#### Answer all the questions;

1. Mention the Factors Affecting Ethical Choices?
  2. Talk in how to start an Entrepreneurial Firm, with determining for firm's ownership types and clearing for advantages and disadvantages of each?
  3. Why goals and plans are important, and describe Goals and Plans for External and Internal Audiences such as;
    - Mission statement
    - Source of Motivation and Commitment
    - Guides to Action
    - Standard of Performance
  4. Identify the crisis management with mention to;
    - Elements of the crisis
    - Types of crisis
- End of Questions

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