

Course No: MGNA 3216
Course Title: Management in English
Language
Date: 14/03/2019
No. of Questions: 3
Time: 1hour
Using Calculator (No)

University of Palestine

1st Midterm Exam
2nd 2018/2019
Total Grade:

Instructor Name: _____
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. First-line Managers - Individuals who manage the work of first-line managers?
2. Top Managers - Individuals who are responsible for making organization-wide decisions and establishing plans and goals that affect the entire organization?
3. One of Taylor's philosophies was "In the past man must have been first. In the future, the system must be first."
4. Manager- Someone who coordinates and oversees the work of other people so that organizational goals can be accomplished.
5. Roles are specific actions or behaviors expected of a manager?
6. Informational roles as one of the management roles means; Monitor, disseminator and spokesperson?
7. Technical skills as one the skills that managers need, means- Knowledge and proficiency in a specific field?
8. Effectiveness means; "Doing things right" Getting the most output for the least inputs?
9. In industrial revolution, Machine power began to substitute for human power
10. Planning means; Arranging and structuring work to accomplish organizational goal?

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. Skills Managers Need
 - a. Technical skills
 - b. Human skills
 - c. Conceptual skills
 - d. All the above
3. How The Manager's Job Is Changing
 - a. The Increasing Importance of Customers and Innovation
 - b. The Increasing Importance of Customers and operation
 - c. The Increasing Importance of Customers and marketing
 - d. All the above
4. Classifying Managers includes;
 - a. First-line Managers
 - b. Middle Managers
 - c. Top Managers
 - d. All the above
5. Approaches to Defining What Managers Do.
 - a. Functions they perform.
 - b. Roles they play.
 - c. Skills they need
 - d. All the above

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6. Frederick W. Taylor described scientific management as a method of scientifically finding the:
 - a. "One best way to do a job."
 - b. "One best way to marketing."
 - c. "One best way to selling."
 - d. None of the above
7. Gantt chart, includes;
 - a. Is a bar graph that measures planned and completed work along each stage of production.
 - b. Based on time instead of quantity, volume, or weight.
 - c. All the above
 - d. None of the above
8. Some Elements of Scientific Management includes;
 - a. Scientific task and planning the task.
 - b. Vocational selection and training
 - c. Standardization (working conditions, material, equipment etc.)
 - d. All the above
9. Disadvantages of Scientific Management includes;
 - a. Workers felt exploited
 - b. Management stereotyped workers
 - c. Workers were not allowed to form innovative
 - d. All the above
10. Bureaucracies have the following characteristics:
 - a. Well-defined hierarchy&Division of labor and specialization
 - b. Rules and regulations&Impersonal relationships
 - c. Competence&Records
 - d. All the above

Third Question

Answer only 3 questions of the followings;

1. Mention in titles the functions managers perform?
2. Discuss the changes that are impacting manager's jobs
3. Mention in points the Common Characteristics of Organizations?
4. Mention in points, the Administrative Principles by Henry Fayol?

End of Questions
Good Luck