

Course No: MGNA 3216
Course Title: Management in English
language
Date: 18/04/2019
No. of Questions: 3
Time: 1hour
Using Calculator (No)

University of Palestine



2nd Midterm Exam
2nd 2018/2019
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. job description, states the minimum qualifications that a person must possess to perform a given job successfully. It identifies the knowledge, skills, and attitudes needed to do the job effectively.
2. *Henry Fayol* defined Scalar Chain – is the organizational structure which starts from the top manager to the labors.
3. Behavioral management theory defined Human relations and the social needs of workers are crucial aspects of business management.
4. Behavioral management theory ignored focusing on understanding of human behaviour at work, such as motivation, conflict, expectations, and group dynamics, improved productivity.
5. One of the findings of the Hawthorne Studies that; Productivity unexpectedly increased under imposed adverse working conditions?
6. Need theory, a theory of motivation based upon a consideration of human needs.
7. Needs can be classified according to a hierarchical structure of importance, from the lowest to highest.
8. HRM is important because it's used as a significant source of competitive advantage?
9. In employment planning, managers ensure that they have the right number and kinds of people in the right places at the right times, people who are capable of effectively and efficiently completing those tasks that will help the organization achieve its overall goals.
10. Orientation means, screening job applicants to ensure that the most appropriate candidates are hired

Second Question

Multiple choice, choose the right answer?

1. 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
2. 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
3. Bureaucracies have the following characteristics:
 - a. Well-defined hierarchy
 - b. Division of labour and specialization
 - c. Rules and regulations
 - d. All the above
4. Administrative Principle by *Henry Fayol* includes';
 - a. Centralization
 - b. Equity Initiative
 - c. Unity of direction
 - d. All the above
 - e. None of the above

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5. Quality school of management considers the following :
 - a. Continuous improvement in goods and services.
 - b. Employees working in teams.
 - c. Developing openness and trust.
 - d. All the above
6. In the system approach, the basic types of systems includes;
 - a. Closed and open systems
 - b. Closed and interrelated systems
 - c. open and processing systems
 - d. all the above
7. Theory of human needs assumptions includes:
 - a. Human needs are never completely satisfied.
 - b. Human behaviour is purposeful and is motivated by the need for satisfaction.
 - c. Needs can be classified according to a hierarchical structure of importance, from the lowest to highest.
 - d. All the above
8. HRM process tasks includes:
 - a. Employment planning,
 - b. Recruitment and downsizing, and
 - c. Selection.
 - d. All the above
9. Why Is HRM Important because;
 - a. As an important strategic tool
 - b. As a significant source of competitive advantage
 - c. To improve organizational performance
 - d. All the above
10. Human resource activities includes;
 - a. Employment recruiting
 - b. Employment selection
 - c. Training and development
 - d. All the above

Third Question

Answer only 3 questions of the followings;

1. In conducting **Employee Assessments** clear;
 - job specification
 - job description
 - job analysis
2. Draw the Maslow needs hierarchy?
3. Draw an Overview of the HR Planning Process?
4. Discuss Quality School of management with clearing Quality management considers?

End of Questions
Good Luck