

Lecturer: Rania Jaber section 2 SW 11:25 – 12:40

Mira Alfar section 1 TR 12:50 -2:05 Section 5 MW 2:15 – 3:30

Marian Petro section 3 TR 12:50 -2:05

Dana Jabarin Section4 MW 2:15 – 3:30

Multiple Choice						True or False	
.1	B	.15	C	.29	B A	.1	T
.2	B	.16	A	.30	ed	.2	T
.3	DC	.17	D	.31	D	.3	T
.4	D	.18	C	.32	D	.4	F
.5	A	.19	A b	.33	B	.5	F
.6	C	.20	D	.34	C	.6	T
.7	A	.21	B	.35	A	.7	F
.8	D	.22	A b	.36	A	.8	F
.9	D	.23	D C	.37	A C	.9	T
.10	ea	.24	A	.38	C	.10	T
.11	C	.25	C			.11	T
.12	B	.26	A			.12	F
.13	B	.27	D				
.14	C	.28	C				

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Multiple Choice Questions (38Points)

- 1- What term denotes a nation's basis for allocating its resources among its citizens
- A) capital structure
 - B) economic system
 - C) ownership processes
 - D) distribution network
- 2- What is the process for converting government enterprises into individually owned firms known as
- A) production allocation
 - B) privatization
 - C) entrepreneurship
 - D) demand assessment
- 3- What is the price at which the quantity of goods demanded, and the quantity of goods supplied are equal
- A) The going rate
 - B) The margin rates
 - C) The market price
 - D) The optimum price
- 4- What occurs when the quantity demanded exceeds the quantity supplied
- A) Demand deficit
 - B) Surplus
 - C) Equilibrium point
 - D) Shortage
- 5- What marks the key difference between economic systems
- A) The way they manage the factors of production
 - B) The way they transport goods within their borders
 - C) The way rules and regulations are legislated
 - D) The way workers are relocated to different regions
- 6- Which economic system emphasizes the private ownership of most factors of production
- A) Socialism
 - B) Communism
 - C) Capitalism
 - D) Marxism
- 7- A new feature on the latest iPhone has made it wildly popular. Which action should iPhone take to maximize profits
- A) Increase the supply of the smart phone.
 - B) Decrease the supply of the smart phone.
 - C) Reduce the price of the smart phone.
 - D) Maintain the current supply until demand falls.

8- In perfect competition, which of the following conditions must prevail

- A) All firms must adhere to cost and pricing standards.
- B) A single firm is able to influence the price of its product.
- C) It is relatively difficult to enter the industry.
- ✓D) All firms in a given industry must be small.

9- How does monopolistic competition differ from perfect competition

- A) There are more sellers in a market characterized by monopolistic competition.
- B) It is easier for sellers to enter a market or industry characterized by monopolistic competition.
- C) In a perfectly competitive market, products are more dissimilar.
- ✓D) In a market characterized by monopolistic competition, individual firms have some control over price.

✓10- Which of the following is characterized by having few sellers, similar prices among sellers, and difficult market entry

- A) oligopoly
- B) pure competition
- ✓C) monopoly
- ✓D) monopolistic competition

✓11- What is the environment where a firm conducts business known as

- A) Global business environment
- B) Economic environment
- ✓C) Domestic business environment
- D) Technological environment

12- Who is the person who accepts the risks and opportunities inherent in a new business opportunity?

- A) Capital managers
- ✓B) Entrepreneurs
- C) Human resources
- D) Home country economic systems managers

13- What is the willingness and ability of producers to offer a good for sale referred to as?

- A) Private enterprise
- ✓B) Supply
- C) Free market economy
- D) Law of supply

14- What takes place when buyers purchase more of a product when the price drops, and less when the price increases?

- A) Demand
- B) Laws of supply
- ✓C) Laws of demand
- D) Degree of competition

15- Which of the following does NOT fall into the degrees of competition continuum?

- A) Perfect competition
- B) Monopolistic competition
- C) Competitive advantage
- D) Oligopoly

16- What is the term used to describe a market condition where buyers are able to satisfy the demand of the consumer, yet have some product remain unsold?

- A) Surplus
- B) Stoppage
- C) Shortage
- D) Demand deficit

17- The Chinese government controls all factors of production, the Chinese government has which type of economic systems?

- A) Capitalism
- B) Socialism
- C) Market
- D) Communism

18- The Law of Demand dictates that as the price of gasoline rises, customer demand for gasoline will:

- A) Not be affected
- B) Increase
- C) Decrease
- D) Fluctuate

19- Which of the following is an example of business in a Monopolistic competition:

- A) Local farmer
- B) Clothing store
- C) Steel Industry
- D) Public Utility

20- What is the primary purpose of a business

- A) to pay employees
- B) to provide services
- C) to generate revenue
- D) to earn profit

21- Which of the following is an example of a business

- A) Birzeit University
- B) Bravo Supermarket
- C) Red Cross
- D) Ramallah Hospital

22- The Israeli occupation denies us access to Minerals and Water. To which factor of production these belong

- A) intangible resources
- B) natural resources
- C) human resources
- D) capital resources

- 23- The nature of competition in a Petroleum industry can be identified as:
- A) Perfect competition
 - B) Monopolistic competition
 - C) Oligopoly
 - D) Monopoly
- 24- Which of the following best explains the difference between a market economy and a planned economy?
- A) In a planned economy, consumers have little choice in where they work or what they purchase or pay.
 - B) In a market economy, consumers must pay what the market demands.
 - C) Capitalism is the root of a planned economy.
 - D) Market economies are also known as mixed market economies.
- 25- Ethical and unethical behaviours are determined by _____.
- A) the individual
 - B) the culture
 - C) both the individual and the culture
 - D) neither the individual nor the culture
- 26- Top managers demonstrate commitment to ethical business practices with _____.
- A) the adoption of written codes of ethics
 - B) employee empowerment
 - C) decentralized decision making practices
 - D) collusion with other companies
- 27- Social responsibility toward employees includes _____.
- A) recruiting fairly
 - B) hiring fairly
 - C) promoting fairly
 - D) all of these
- 28- Which of the following occurs when someone uses confidential information to gain from the purchase or sale of stocks?
- A) identity theft
 - B) a margin purchase
 - C) insider trading
 - D) collusion
- 29- A company that provides its employees with equal opportunities for advancement without regard to race, sex, or other relevant factors is meeting its _____ responsibility.
- A) legal
 - B) social
 - C) affirmative
 - D) political

✓ 30- A key to business success is to decide in advance how to respond to the issues that underlie all questions of ethics and _____.

- A) personnel complaints
- B) compensatory damages
- ✓ C) governmental support
- D) social responsibility

31- In what way can the government use indirect regulation to affect social responsibility?

- A) Enacting laws
- B) Supporting shareholders
- C) Imposing fines to violators
- ✓ D) Providing tax incentives

32- What is the term given to the groups, individuals, and organizations that are directly affected by the practices of an organization?

- A) Primary agents of interest
- B) Social auditors
- C) Competitors
- ✓ D) Organizational stakeholders

33- What category of ethics relates to matters such as hiring, firing, working conditions, privacy and respect?

- A) Behavior toward economic agents
- ✓ B) Behavior toward employees
- C) Behavior toward the organization
- D) Elimination of conflicts of interest

34- What do ethical norms that ensure an action is consistent with what's fair entail?

- A) Caring
- B) Morals
- ✓ C) Justice
- D) Social responsibility

35- Which ethical norm considers whether a particular act optimizes the benefits to those who are affected by it?

- ✓ A) Utility
- B) Rights
- C) Justice
- D) Caring

36- Firms that adopt a(n) _____ stance to social responsibility meet their legal requirements and exceed legal minimums when specifically asked.

- ✓ A) accommodative
- B) obstructionist
- C) proactive
- D) defensive

- ✓ 37- Jawwal has installed a low-quality fire alarm in its facility in compliance with local regulations. The manger Ahmad Zahed stated, "We've never needed such a system. I didn't want to pay too much for this one." Which of the following stances is being taken?
- ✓ A) obstructionist
 - B) accommodative
 - C) defensive
 - D) proactive

- 38- Ethics refers to _____.
- A) the practice of obeying applicable business laws and regulations
 - B) the ability to recognize a morally problematic situation
 - ✓ C) the ability to know right from wrong and to know when you're practicing one instead of the other
 - D) a series of situations in which an individual must choose between personal interest and the interest of others

True or False (12 Points)

1. ✓ Physical resources are the data and other information used by businesses.
2. ✓ The point at which the supply curve and the demand curve intersect is the market equilibrium.
3. T Communism and capitalism are the two basic forms of planned economies.
4. F One of the four elements that must be present in private enterprise is reasonable prices.
5. F Technology only includes electronics and telecommunications used to perform business activities.
6. T Social responsibility is an attempt by a business to balance its commitments to groups and individuals in its environment, including customers, other businesses, employees and investors.
7. F An employee of an organization can be considered an organizational stakeholder.
8. F Collusion is an legal agreement between two or more companies or individuals to commit a wrongful act.
9. T Under a defensive stance to social responsibility, companies meet only their minimum legal requirements.
10. T Personal, contacts and lobbying are considered ways that business can influence the government
11. T Under a defensive stance to social responsibility, companies meet only their minimum legal requirements.
12. F The practice of limited intervention of the Government is characteristic of socialism and capitalism.

Multiple Choice Questions:

- _____ involves establishing objectives and goals for an organization and determining the best ways to accomplish them.
 a) Organizing
 b) Planning
 c) Leading
 d) Controlling
- When a small private hospital hires a new president رئيس, the new president drafts اصدر a document defining why he believes the hospital should exist, purpose, basic goals, and philosophies. The president is drafting a new _____.
 a) vision statement
 b) mission statement
 c) strategic plan
 d) tactical plan
- _____ are positive internal factors that contribute تساهم to a company's success, whereas _____ are negative internal factors that inhibit تقيق / تمنع the company's success.
 a) Opportunities; weaknesses
 b) Opportunities; threats
 c) Strengths; weaknesses
 d) Strengths; threats
- The _____ usually defines تحدد the actions and the allocation of resources necessary to achieve specific, short-term objectives that support the company's broader strategic plan.
 a) operational plan
 b) tactical plan
 c) strategic plan
 d) business plan
- _____ is a process of arranging resources to carry out the organization's plans.
 a) Controlling
 b) Evaluating
 c) Leading
 d) Organizing
- Naser establishes the structure for the organization as a whole, and he selects the people who can fill Middle- positions. Naser is probably a _____ manager.
 a) supervisory
 b) middle
 c) top
 d) first-line
- Ali is a department head, while Christina is an office manager. Both of them supervise operating employees. Ali and Christina are considered _____ managers.
 a) first-line
 b) middle
 c) top
 d) staff

8. The purpose of _____ strategy is to determine what business or businesses a company will own and operate.
- functional
 - business
 - corporate
 - mission
9. Scanning and analyzing the environment for threats and opportunities is referred to as _____.
- developing implementation tactics
 - devising strategy
 - environmental analysis
 - organizational analysis
10. _____ planning attempts to anticipate توقع and plan for possible changes on the chosen strategies.
- Crisis management *unexpected*.
 - Contingency
 - Strategic
 - Operational
11. Leading is the management process of _____.
- guiding and motivating employees to meet organizational objectives
 - determining how to arrange a firm's resources into a coherent واضح structure
 - scanning the business environment for threats and opportunities
 - monitoring a firm's performance to ensure that it is meeting its goals
12. _____ is the degree to which organizational tasks are broken down into separate jobs.
- work specialization
 - responsibility
 - delegation
 - chain of command
13. Which of the following helps organizations function smoothly by clarifying لتوضيح who is responsible for each task and who has the authority to make decisions?
- chain of command
 - Informal organization
 - work specialization
 - lines of authority
14. _____ is the power given by the organization to make decisions, take actions, and allocate resources to accomplish goals.
- authority
 - delegation
 - responsibility
 - accountability المسائلة
15. At Cecilia's company, decision-making authority is pushed down to lower organizational levels while control over essential and key companywide matters still remains with top management. Cecilia's company has adopted _____.
- centralization
 - decentralization
 - departmentalization
 - specialization

16. A company that organizes itself around operations, marketing, human resources, and finance departments is using the _____ structure.

- a) division
- b) functional
- c) matrix
- d) network

17. When Sinokrot Group organizes itself around two main products (Food and Medicinal herbs اعشاب طبية), Sinokrot Group uses the _____ structure.

- a) functional
- b) divisional
- c) matrix
- d) network

18. Zara clothing store departmentalizes according to children's, women's, and men's clothing. Which type of divisional structure is the store using?

- a) customer
- b) functional
- c) process
- d) product

19. According to _____, improving factors such as working conditions and job security can reduce employee dissatisfaction but cannot motivate workers to perform more efficiently.

- a) Frederick Herzberg
- b) Abraham Maslow
- c) Adam Smith
- d) Frederick Taylor

20. Mr. Sami is a manager who believes that people dislike work and can be motivated only by the fear **الخوف** of losing their jobs or by attractive rewards. According to McGregor's theory on employee motivation, Mr. Sami is a _____ manager.

- a) Theory X
- b) Theory Y
- c) Theory Z
- d) none of the above

21. Marry works to satisfy her need for basic survival—food, clothing, shelter and the like. Of the following, which level of needs is Marry working to fulfill **لإشباع**?

- a) esteem
- b) physiological
- c) security
- d) self-actualization

22. Departmentalization may occur **يحدث** along which of the following lines?

- a) customer
- b) functional
- c) product
- d) all of the above

23. According to which theory are workers motivated only by money?

- a) behavior theory
- b) human relations theory
- c) two-factor theory
- d) classical theory

24. Which of the following is not a type of organizational structure?
a) goal setting
b) hierarchy
c) matrix

24. Which of the following theories focuses on people evaluating their treatment ^{معاملة} by the organization relative to the treatment of others?
- a) goal-setting theory
 - b) hierarchy of needs
 - c) expectancy theory
 - d) equity theory
25. _____ studies show that employees' productivity increased because of managers' actions that have been interpreted ^{ترجمت} by employees as a special treatment of their managers.
- a) Hawthorne
 - b) McGregor
 - c) Maslow
 - d) Tylor
26. Friends at work can meet the _____ needs level in the hierarchy of needs model.
- a) social
 - b) self-actualization
 - c) physiological
 - d) security
27. According to the two-factor theory, what type of factors refers to the environment in which workers perform their work?
- a) Hygiene factors
 - b) motivational factors
 - c) Maslow factors ✗
 - d) Hawthorne factors ✗
28. When employees perform ^{ينجزوا} either the same simple task or a group of similar tasks, the span of control is often _____.
- a) short
 - b) tall
 - c) wide
 - d) narrow
29. Which of the following best describes authority?
- a) the power to make the decisions necessary to complete a task
 - b) the liability of subordinates ^{الموظفين} for accomplishing tasks assigned by managers
 - c) the number of people supervised by one manager
 - d) the duty ^{مهمة محددة} to perform an assigned task
30. Which of the following is NOT one of the four basic forms of organizational structure mentioned in the text?
- a) production
 - b) functional
 - c) divisional
 - d) matrix

Part 1: Multiple Choice Questions (25 Points):

1. To have effective and efficient strategies, the organization needs _____ to help in achieving the organizational goals.
 - a. owners
 - b. managers
 - c. employers
 - d. team leaders

2. In performing the _____ function, managers measure the results of operations and compare them with the results laid out in original goals.
 - a. directing
 - b. organizing
 - c. analyzing
 - d. controlling

3. _____ are major accomplishments that a company plans to achieve over a long period of time.
 - a. Tactics
 - b. Goals
 - c. Tactical plans
 - d. policy

4. _____ planning means identifying those aspects of a business that are most likely to be negatively affected by change.
 - a. Contingency
 - b. deliberate
 - c. Opportunity
 - d. Annual

5. Showing who reports to whom, an organization's _____ describes the authority relationships among people working at different levels.
 - a. chain of communication
 - b. organization chart
 - c. power structure
 - d. chain of command

6. Bravo Supermarkets, which shows only a few layers of management on its organization chart, has a _____ organizational structure.
 - a. deep
 - b. narrow
 - c. flat
 - d. tall

7. You'd be more likely to find a _____ span of control at a call center than at a hospital emergency room.
- a. narrower
 - b. wider
 - c. taller
 - d. flatter
8. The principle of _____ refers to the number of people reporting to a particular manager.
- a. centralization of control
 - b. span of control
 - c. delegation
 - d. supervisory control
9. _____ refers to the concentration of decision making at the level of top management.
- a. Decentralization
 - b. Specialization
 - c. Centralization
 - d. Top-down communication
10. _____ skills are crucial to an ability to "think outside the box"—to arrive at creative solutions to complex problems.
- a. Interpersonal
 - b. Technical
 - c. Conceptual
 - d. Transactional
11. In Herzberg's two-factor theory, strong contributors to job satisfaction are called _____ factors.
- a. hygiene
 - b. motivation
 - c. equity
 - d. satisfaction
12. According to Maslow hierarchy-of-needs theory, our highest need is for _____.
- a. esteem
 - b. social security
 - c. self-actualization
 - d. safety

13. You put a lot of effort into an assignment and get a C while your roommate ^{شريكك} who puts in less effort, gets a B+. According to the _____ theory of motivation, your feeling that you've been treated unfairly relative to your roommate makes sense.
- a. expectancy
 - b. enrichment
 - c. relativity
 - d. equity
14. _____ are positive internal factors that contribute to a company's success, whereas _____ are negative internal factors that inhibit the company's success.
- a. Opportunities; weaknesses
 - b. Opportunities; threats
 - c. Strengths; weaknesses
 - d. Strengths; threats
15. The process of guiding, motivating and resolving people's conflicts to work toward organizational goals is called _____.
- a. managing
 - b. networking
 - c. leading
 - d. organizing
16. Mary is a department manager at a large specialty retailer ^{محل تجزاه}. She usually allows employees the power to make decisions that apply to the selling function. Mary is using _____.
- a. autocratic leadership
 - b. value based management
 - c. contingency management
 - d. employee empowerment
17. Which of the following helps organizations function smoothly by clarifying who is responsible for each task and who has the authority to make decisions?
- a. chain of command
 - b. organization structure
 - c. work specialization
 - d. plans
18. A partner in a law firm ^{شركة محاماة} has many associates ^{شركاء} reporting directly to him. This is an example of a _____ organization
- a. flat
 - b. staff
 - c. tall
 - d. narrow

19. A company that organizes itself around operations, marketing, human resources, and finance departments is using the _____ structure.
- division
 - functional
 - matrix
 - network
20. Intel Company recently reorganized from two business units into five, each focusing on different product types. Intel uses the _____ structure.
- functional
 - divisional
 - matrix
 - network
21. The management approach that seeks to improve employee efficiency and level of motivation through the scientific study of work is known as _____.
- reinforcement theory
 - equity theory
 - expectancy theory
 - scientific management
22. An example of organizational citizenship behavior is an employee who
- pays his or her city taxes.
 - performs assigned duties dependably.
 - helps coworkers.
 - agrees to work mandatory overtime.
23. According to Douglas McGregor's Theory Y, a manager assumes that employees _____.
- dislike work
 - need to be controlled
 - attempt to avoid work
 - seek responsibility
24. According to the two-factor theory, which of the following factors is most likely to create job satisfaction?
- improving working conditions
 - fixing the heating system
 - receiving recognition for a job well done
 - improving the salary rates
25. Which of the following is not one of the five factors included in the Big Five model?
- agreeableness
 - conscientiousness
 - intuitiveness
 - extraversion