

MBA PROGRAM

second

NAME:

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SECTION:

1

SECOND HOUR EXAM BUSA "130"
FALL SEM. 2012/2013
ANSWER SHEET

Business

MULTIPLE CHOICE T&F

1-	b	1-	TA
2-	c	2-	FA
3-	a	3-	T
4-	b	4-	T
5-	c	5-	T
6-	a	6-	F
7-	b	7-	TA
8-	a	8-	T
9-	c	9-	T
10-	b	10-	F
11-	b	11-	T
12-	c	12-	T
13-	b	13-	F
14-	a		
15-	b		
16-	d		
17-	d		

- 2.5

$$\frac{12.5}{15} + 8 = \frac{20.5}{25}$$

Multiple Choice Questions:

1. When a small private business hires a new president, the new president drafts a document defining why he believes the business should exist, what it seeks to accomplish, and whom it should primarily serve. The president is drafting a new ____:
 - a) vision statement
 - b) mission statement
 - c) strategic plan
 - d) tactical plan

2. Smith establishes the structure for the organization as a whole, and he selects the people who can fill upper-level positions. Smith is probably a ____ manager:
 - a) supervisory
 - b) middle
 - c) top
 - d) first-line

3. Ahmad is a department head, while Amal is an office manager. Both of them supervise operating employees. Ahmad and Amal are considered ____ managers:
 - a) first-line
 - b) middle
 - c) top
 - d) staff

4. When Ashraf makes decisions, takes actions, and allocates resources to accomplish organizational goals, Ashraf is exercising his ____:
 - a) accountability
 - b) authority
 - c) rights
 - d) responsibility

5. Ruba works as an auditor for a ministry field office. This governmental agency has many hierarchical levels, with few auditors reporting to one regional director. This is an example of a ____ organization:
 - a) flat
 - b) staff
 - c) tall
 - d) line

6. A shoe store departmentalizes according to children's, women's, and men's shoes. Which type of divisional structure is the store using?
 - a) customer
 - b) functional
 - c) process
 - d) product

7. In Herzberg's two-factor theory, strong contributors to job satisfaction are called _____ factors.
- hygiene*
 - motivation*
 - equity*
 - satisfaction*
8. _____ planning means identifying those aspects of a business that are most likely to be adversely affected by change.
- Contingency*
 - Tactical*
 - Opportunity*
 - Threats*
9. A SWOT analysis begins by examining _____ factors that could influence a company in either a positive or negative way:
- competitive
 - functional
 - internal
 - external
10. Mr. Adam, who manages the allocation of his company's resources to achieve its plans, is involved in the _____ process.
- restructuring
 - organizing
 - specializing
 - planning
11. (n) _____ chart is a diagram or visual representation delineating the interrelationships of positions within an organization.
- division
 - organization
 - process
 - restructuring
12. _____ refers to the concentration of decision making at the level of top management.
- Decentralization*
 - Specialization*
 - Centralization*
 - Top-down communication*

13. At Jawwal company, decision-making authority is pushed down to lower organizational levels while control over essential companywide matters still remains with top management. Jawwal company has adopted _____:
- centralization
 - decentralization
 - departmentalization
 - specialization
14. _____ factors are aspects of the work environment that are associated with dissatisfaction, while _____ are factors that may increase motivation:
- Hygiene; motivators
 - Motivators; hygiene
 - Dissatisfying; hygiene
 - Satisfying; motivators
15. Rana believes that people like to work and will naturally work toward goals to which they are committed. To which of McGregor's theories does Rana subscribe?
- Theory X
 - Theory Y
 - Theory Z
 - none of the above
 - rcement
16. _____ offers pleasant consequences for completing or repeating a desired action, whereas _____ allows people to avoid unpleasant consequences by behaving in the desired way:
- Behavior modification; negative reinforcement
 - Behavior modification; positive reinforcement
 - Negative reinforcement; positive reinforcement
 - Positive reinforcement; negative reinforcement
17. A _____ is a broad set of organizational plans for implementing the decisions made for achieving organizational goals.
- mission
 - function
 - formula
 - strategy

True and False

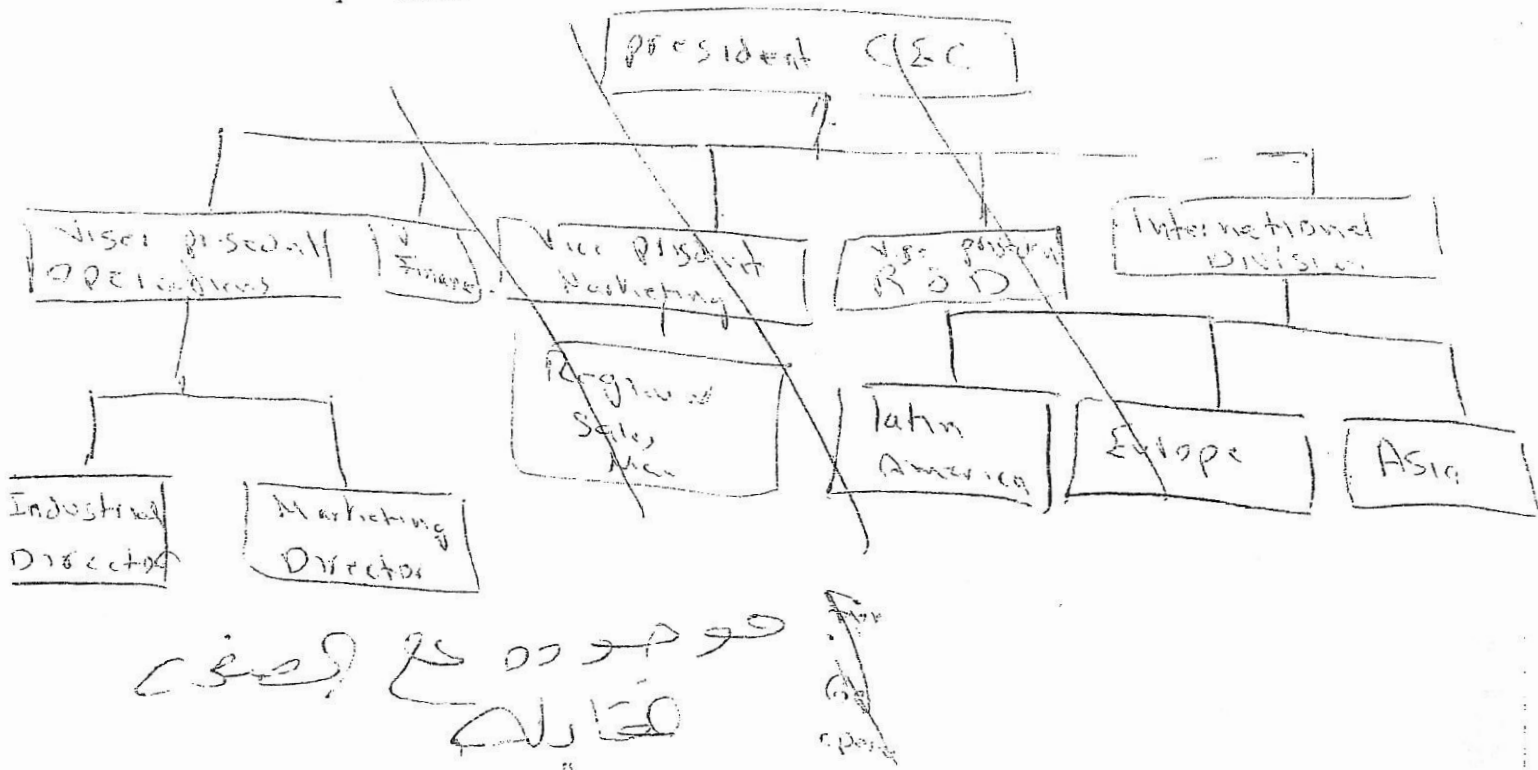
- 1.T.F. Chain of command is the degree to which organizational tasks are broken down into separate jobs.
- 2.T.F. Step one in planning a business, usually called strategic planning, is the process of establishing an overall course of action.
- 3.T.F. Showing who reports to whom, an organization's chain of command describes the authority relationships among people working at different levels.
- 4.T.F. The principle of span of control refers to the number of people reporting to a particular manager.
- 5.T.F. An employee with high morale is more likely to be cheerful, enthusiastic, loyal, and productive.
- 6.T.F. Pension plans and safe working conditions fulfill needs at the social level of the needs hierarchy.
- 7.T.F. Theory Y managers motivate people to perform by giving them the opportunity to achieve extrinsic rewards.
- 8.T.F. Managers who use scientific management assume that monetary reward is the primary motivational element.
- 9.T.F. A secretary's ability to type and an accountant's ability to audit a company's records are examples of technical skills.
- 10.T.F. Conceptual skills are especially important to first-line managers.
- 11.T.F. An organization chart is a visual depiction showing how employees and tasks are grouped and where the lines of communication and authority flow.
- 12.T.F. The chain of command is the pathway for the flow of authority from one management level to the next.
- 13.T.F. Centralized decision making and efficient use of resources are two advantages of departmentalization by function.

Essay Questions:

1- Mr. Smith is the president of an American company. He has four vice-presidents. The company has multiple forms of departmentalization as the following:

1. Three international departments. 3
2. Four functional departments. 4
3. Two local Geographical departments. 2
4. Two product departments. 2

Draw an organizational structure for that American company naming all departments.



2- Suppose you are a manager or/and subordinate apply the motivation chapter we discussed in class to your job and your company.

Handwritten Arabic text:

بالفعل من أجل
العمل الجيد

GOOD LUCK