

Tanta university
Faculty of commerce
Business administration department
BIS section

First level
Final exam
Course: Principals of management
Time: Two hours

A- Chose the correct answer:

1. Most writers in management think that management is basically a process.
a. Planning. b. Organizing. c. Leading. d. Decision-making.
2. Identifying decision criteria is the step number of the decision- making process.
a. One. b. Two. c. Three. d. Four.
3. Every decision maker has guiding his or her decisions even if they're not explicitly stated.
a. Managers. b. Leaders. c. Criteria. d. Followers.
4. In programmed decisions, managers make a real decision only, when the program is created.
a. Once. b. Twice. c. Three times. d. For times.
5. are detailed and technical.
a. Policies. b. Procedures. c. Goals. d. Strategies.
6. are not easy to modify.
a. Policies. b. Procedures. c. Rules. d. None of the above.
7. The marriage decision is problem.
a. A structured. b. Unstructured. c. A routine. d. A repetitive.
8. In non-programmed decisions; goals are:
a. Clear. b. Specific. c. Clear and specific. d. Vague.
9. The condition of exists in case of routine decisions.
a. Certainty. b. Risk. c. Uncertainty. d. Risk and uncertainty.
10. In case of conditions, very little information is available to the managers and the managers are not sure regarding the reliability of such information.
a. Certainty. b. Risk. c. Uncertainty. d. Risk and uncertainty.
11. Certainty has low degree of:
a. Ambiguity. b. Vagueness. c. Clearness. d. (a or b).
12. enables management to command the future rather than being swept away by future.
a. Planning. b. Organizing. c. Leading. d. Controlling.
13. Planning encourages:
a. Innovation. b. Creativity. c. Innovation and creativity. d. Risk.
14. are definite and specific steps to thinking and action.
a. Procedures. b. Policies. c. Rules. d. Risk.
15. means an estimate of men, money, materials, and equipment in numerical terms required for implementation of plans and programs.
a. Budget. b. Project. c. Program. d. Strategy.
16. A single step in a program is set up as:
a. A budget. b. A project. c. A program. d. A strategy.
17. In SMART objectives; (R) refers to:
a. Rational. b. Random. c. Range. d. Relevant.
18. The traditional goal setting approach is relevant to the leadership style.

- a. Autocratic. b. Bureaucratic. c. Authoritarian. d. All of the above.
- 19. Objectives are than goals and described in terms of specific tasks.
 - a. Narrower. b. Wider. c. Very wider. d. General.
- 20. plans are short-term, specific, and directional.
 - a. Strategic. b. Operational. c. Tactical. d. Non of the above.
- 21. Strategic planning has a high degree of:
 - a. Risk. b. Uncertainty. c. (a and b). d. Certainty.
- 22. Most decisions in operational planning are decisions.
 - a. Programed. b. Non- programed. c. (a and b). d. Critical.
- 23. On the long term; economies of specialization are human diseconomies.
 - a. Less than. b. Equal to. c. Greater than. d. Non of the above.
- 24. Limited view of organizational goals is a disadvantage for departmentalization.
 - a. Functional. b. Product. c. Customer. d. All of the above.
- 25. Narrow span of control supports:
 - a. Efficiency. b. Effectiveness. c. (a and b). d. Maturity.
- 26. In; decision-making speed is significantly faster.
 - a. Centralization. b. Decentralization. c. Span of control. d. Non of the above.
- 27. is the source of instability in decentralization.
 - a. Conflict. b. Motivation. c. Boredom. d. Stress.
- 28. Managers may choose more decentralization when managers are capable and experienced at making decisions:
 - a. Higher-level. b. Moderate-level. c. Lower-level. d. All of the above.
- 29. The purpose of organization structure is the achievement of organizational goals.
 - a. Formal. b. Informal. c. (a or b). d. Higher.
- 30. One of the disadvantages of formal organizational structure is:
 - a. More emphasis on work. b. Emphasis on work only. c. (a and b). d. Speed in action.
- 31. Informal organizational structure is created automatically intended efforts of managers.
 - a. With. b. Without any. c. (a or b). d. With strong.
- 32. Leadership is the process of facilitating efforts to accomplish shared objectives.
 - a. Individual. b. Collective. c. (a and b). d. Low.
- 33. Leaders are:
 - a. Reactive. b. Proactive. c. (a or b). d. Followers.
- 34. The manager focuses on:
 - a. Process. b. People. c. Effectiveness. d. Followers.
- 35. The leadership style can stifle creativity and make employees feel confined.
 - a. Autocratic. b. Authoritarian. c. Bureaucratic. d. All of the above.
- 36. The leadership style is an excellent style for organizations focused on creativity and innovation.
 - a. Autocratic. b. Authoritarian. c. Hands-off. d. Democratic.
- 37. The leadership style is relevant to deal with professors.
 - a. Autocratic. b. Bureaucratic. c. Hands-off. d. Authoritarian.
- 38. The close supervision leadership style in University of Michigan studies is leadership style.
 - a. Autocratic. b. Authoritarian. c. Hands-off. d. (a or b).

39. In managerial grid theory; the code of leadership style that has low concern for production and high concern for people is:
 a. (1, 9). b. (9, 1). c. (9, 9). d. (5, 5).
40. In Hersey and Blanchard's situational leadership theory; delegating leadership style is leadership style.
 a. Autocratic. b. Bureaucratic. c. Hands-off. d. (a or b).
41. power exists in an organization when one member possesses a set of skills others do not have.
 a. Legitimate. b. Moral. c. Coercive. d. Expert.
42. The performance should be measured on basis that the standards have.
 a. Same. b. Different. c. (a or b). d. Many.
43. Analyzing deviations is the last step in the control process in case the deviations are the acceptable limits.
 a. Outside. b. Beyond. c. Within. d. (b or c).
44. Feedback control occurs an activity or process is completed.
 a. Before. b. After. c. During. d. (a or c).
45. Clan control is control.
 a. Internal. b. External. c. (a and b). d. Bureaucratic.

B- Chose either (T) for true or (F) for false for the following statements:

1. Decision-making process is relevant to the corporate decisions only.
2. In the fourth step in the decision-making process; the alternatives are listed and evaluated.
3. Rules are highly rigid.
4. Planning is a technical process.
5. Goals should help in the achievement of the organization's objectives.
6. In MBO approach, there is a high degree of centralization.
7. Coordination across functional areas is an advantage of functional departmentalization.
8. How many employees can a manager effectively manage? That's what span of control is all about.
9. Larger organizations tend to have wider spans of control than smaller organizations.
10. Having a high degree of informalization is a negative sign of the company.
11. Leaders need to be intelligent enough. This means they should have technical skills.
12. Followers look to leaders for an absence of self-doubt.
13. Level M2. Followers have high competence, but low commitment and confidence.
14. Controlling function improves planning in the previous cycle of management.
15. Control is positive means that the essence of control is action.

Best wishes