

Part II-(25%) Select the correct answer and mark it on the answer sheet.

1-In order to build loyalty and ensure a constant workforce that is committed to the organization, Theory Z (or Japanese management) features:

- a. staff rotation and development
- b. an ideal of lifetime employment
- c. individual promotion to CEO ranks
- d. higher pay scales when sales increase

2-Henry Fayol saw the practice of management as a circular and continuous process that involved:

- a. planning, manufacturing, organizing, and controlling
- b. planning, developing, organizing, and leading
- c. planning, organizing, leading, and controlling
- d. planning, organizing, leading, and training

3-When a manager's approach varies or changes according to the individual and environmental situation, this is called:

- a. the oligopolistic view
- b. the post-modernist perspective
- c. the contingency approach
- d. the millennium method

4-The Japanese approach to management stresses:

- a. management succession
- b. quality circles
- c. participative management
- d. (b) and (c) but not (a)

5- Which of the following is an example of being an efficient company?

- a. operating at the lowest possible cost while yielding a higher output
- b. creating the highest customer satisfaction ratings
- c. meeting the production schedule
- d. obtaining the highest market share
- e. maximizing diversity at high cost

6- The \_\_\_\_\_ considers the organization as a living being similar to a tree or a living being:

- a. contingency approach
- b. oligopolistic view
- c. biological metaphor
- d. management myopia

7- At its root, productivity involves concern for both

- a. dependence and independence
- b. diversity and homogeneity
- c. motivation and distraction
- d. absenteeism and motivation
- e. effectiveness and efficiency

8- The phenomena of \_\_\_\_\_ illustrate the \_\_\_\_\_ of organizations

- a. uniformity of practices; contingency
- b. decentralized decision making; modern
- c. process ; specialization of tasks
- d. birth and death; biological metaphor

9-Henri Fayol is the author of the book:

- a. The French Management System
- b. General and Industrial Management
- c. Industrial and Employee Management
- d. The Modern Factory

10-Total quality management (TQM) is a comprehensive approach dedicated to:

- a. quality control and quality assurance
- b. continuous quality, training, and improvement
- c. training and development
- d. (a) and (b)

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Part I-(75%) Answer the following three questions:

1- (25%) Describe Frederick Taylor's management techniques.

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2-(25%) Max Weber considered bureaucracy as an ideal organization. What did he mean by that concept? Describe and give examples.

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3-(25%) Describe the "Five Circles Model" of the organization and illustrate it using figures with example.

