**Technical Exam for Master's Program Admission**

**Student Name:** _____________________________ **Student ID No.** _____________________________

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**PLEASE, USE THE KEY ANSWER FOR WRITING DOWN YOUR ANSWERS.**

**Question One:** State whether the following statements are True or False. (30 points; one point for each one)

<table>
<thead>
<tr>
<th></th>
<th>Statement</th>
<th>True/False</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-</td>
<td>Middle managers are responsible for making organization-wide decisions and establishing the plans and goals that affect the entire organization.</td>
<td>True</td>
</tr>
<tr>
<td>2-</td>
<td>While efficiency is concerned with ends effectiveness is concerned with means.</td>
<td>False</td>
</tr>
<tr>
<td>3-</td>
<td>Managerial informational role revolves around making choices.</td>
<td>False</td>
</tr>
<tr>
<td>4-</td>
<td>In order to be considered a manager, an individual must integrate and coordinate the work of others.</td>
<td>True</td>
</tr>
<tr>
<td>5-</td>
<td>Managers are often called decision makers when they perform the functions of decision making in planning, leading, and controlling only.</td>
<td>False</td>
</tr>
<tr>
<td>6-</td>
<td>The conceptual style of the decision-making is one characterized by a low tolerance for ambiguity and an intuitive way of thinking.</td>
<td>False</td>
</tr>
<tr>
<td>7-</td>
<td>The greater the environmental uncertainty, the more plans need to be strategic and emphasis is placed on the long-term.</td>
<td>True</td>
</tr>
<tr>
<td>8-</td>
<td>Specific plans are plans that are clearly defined and which leave no room for interpretation.</td>
<td>False</td>
</tr>
<tr>
<td>9-</td>
<td>Plans that specify the details of how the overall objectives are to be achieved are called operational plans.</td>
<td>True</td>
</tr>
<tr>
<td>10-</td>
<td>Intuitive decision making, which is subconscious process of making decisions on the basis of experience and accumulated judgment, does not rely on a systematic analysis of the problem.</td>
<td>True</td>
</tr>
<tr>
<td>11-</td>
<td>The upward directions of communication flows are flows from subordinates to managers.</td>
<td>False</td>
</tr>
<tr>
<td>12-</td>
<td>Lateral communication takes place among employees on the same organizational level while horizontal communication happens cross functional team.</td>
<td>False</td>
</tr>
<tr>
<td>13-</td>
<td>Determining who reports to whom is part of the controlling management function.</td>
<td>False</td>
</tr>
<tr>
<td>14-</td>
<td>The term <em>suppliers</em> include providers of financial and labor inputs.</td>
<td>True</td>
</tr>
<tr>
<td>15-</td>
<td>Family, friends, coworkers, and professional associates, as well as opinion leaders, are often influential in consumers’ buying decisions.</td>
<td>False</td>
</tr>
<tr>
<td>16-</td>
<td>Intranet systems are organizational communication networks that use Internet technology and allow authorized users inside the organization to communicate with certain outsiders.</td>
<td>False</td>
</tr>
<tr>
<td>17-</td>
<td>The term <em>suppliers</em> include providers of financial and labor inputs.</td>
<td>False</td>
</tr>
<tr>
<td>18-</td>
<td>Most organizations do rely totally on just one of the control approaches to design an effective control system.</td>
<td>False</td>
</tr>
<tr>
<td>19-</td>
<td>Methods of controlling people and work cannot be quite different in other countries.</td>
<td>False</td>
</tr>
<tr>
<td>20-</td>
<td>The interview is always a good predictor of job success.</td>
<td>False</td>
</tr>
<tr>
<td>21-</td>
<td>Goals are the foundation of organizational planning.</td>
<td>True</td>
</tr>
<tr>
<td>22-</td>
<td>A company's shared values act as guideposts for managerial decisions and actions.</td>
<td>False</td>
</tr>
<tr>
<td>23-</td>
<td>Effectiveness refers to the relationship between inputs and outputs.</td>
<td>True</td>
</tr>
<tr>
<td>24-</td>
<td>Budgeting is a skill which is related to both planning and controlling.</td>
<td>False</td>
</tr>
<tr>
<td>25-</td>
<td>Bureaucracy, emphasizes rationality and interpersonal relationships.</td>
<td>False</td>
</tr>
</tbody>
</table>

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* يمكن أن ينشأ الصراع بين الأطراف نتيجة تعارض أهداف الأطراف دون أدراك هذا التعارض.*

*كلما زاد مستوى الاعتماد المتبادل بين العاملين كلما زاد احتمال أن يكون مستوى التعاون بينهم عاليا.*

*يمكن لنا القضاء على التحيز الأدراي نهائيا من خلال عدم إسهام الإسهام الخارجي لسلوك الأخر.*

*اعطاء المجتمع قيمة عالية للنجاح الاقتصادي يجعل الفرد يفكر بالمكاسب المادي باي طريقة.*

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Question Two: Select the most appropriate answer. (20 points; one point for each one)

1- Which of the following is an aspect of the external environment of marketing?
   a. political/legal   b. social/cultural
   c. technological   d. all the above

2- Many firms regularly buy competitors' products and have their own engineers study them to learn more about new technical innovations. This process is called __________.
   a. competitor engineering   b. strategic engineering
   c. reverse engineering   d. product engineering

3- The goal of forecasting is to provide managers with information about ________.
   a. the activities of competitors   b. the dynamics of environmental change
   c. facilitating decision making   d. a + c

4- A listing of each managerial position, who occupies it, how long that person will likely stay in the job, and who is qualified as a replacement is called __________.
   a. organization chart   b. replacement chart
   c. skills inventory   d. performance appraisal

5- Ineffective communication skills__________.
   a. are the result of being a poor manager   b. are learned, not borne into us.
   c. can lead to managerial problems   d. can always be fixed easily

6- By putting their books, notebooks, and papers away, the students are telling their instructor that class is over in a/an ________ communication.
   a. non-verbal   b. interpersonal
   c. selective   d. filtering

7- Communication within an organization is often described as ________.
   a. formal and informal   b. informal
   c. formal   d. vertical

8- Compensation consists of __________.
   a. base salary   b. incentives
   c. benefits   d. all the above

9- __________ facilitates diagonal communications.
   a. Cell phone   b. Telephone
   c. Emails   d. Face to face meetings

10- Which is not one of the benefits companies can gain from high productivity?
    a. lower costs   b. better pay for employees
    c. job security   d. higher prices for its products

11- Which describes criteria that customers use to judge the quality of services?
    a. reliability   b. responsiveness
    c. empathy   d. all the above

12- Which of the following is not a theme of entrepreneurship?
    a. Pursuit of opportunities   b. Permanent small investment
    c. Growth   d. Innovation
13- _______ is any form of business exchange or transaction in which parties interact electronically.
   a. E-business
   b. E-commerce
   c. Internet
   d. Intranet

14- _______ is a technique that managers use to improve resource allocation decisions.
   a. Work scheduling
   b. Linear programming
   c. Economic order quantity modeling
   d. Regression analysis

15- _______ are decisions based on skills, knowledge, or training.
   a. Affect-initiated decisions
   b. Cognitive-based decisions
   c. Experienced-based decisions
   d. Values-based decisions

16- Which of the following terms is associated with nonprogramed decisions?
   a. recurring
   b. unique
   c. repetitive
   d. well-defined

17- The titles of supervisor, office manager, and group leader describe which type of manager?
   a. top manager
   b. middle manager
   c. first-line manager
   d. operations manager

18- Which is not a step in the decision making process?
   a. select someone to make the decision
   b. define the problem and identify alternative solutions
   c. evaluate each alternative and select the best one
   d. implement the chosen alternative

19- Managers can use a firm’s culture to its advantage by doing all the following except ________.
   a. having a clear understanding of the culture themselves
   b. transmitting the culture to others in the organization
   c. ensuring that the culture does not change
   d. rewarding and promoting those who understand and maintain the culture

20- Which of the following is NOT a factor of production?
   a. labor
   b. capital
   c. entrepreneurs
   d. government

| Answer Key | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 |
|------------|---|---|---|---|---|---|---|---|---|----|----|----|----|----|----|----|----|----|----|
|            |   |   |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |

The End