

MIDTERM EXAM
MGT 371 Principles of Management
Time: 60 minutes
Students are allowed to use reference materials during the exam
Submit the exam sheet along with your answers

Question 1: (2 points)

How do the necessary skills for managers and the importance of these skills vary at different management levels? Provide examples, considering a recent graduate from your university striving to be appointed to a technical management position in a company.

Question 2: (5 points)

2.1. Circle the correct answer (T) or (F) for true or false and choose the most appropriate option for the following questions (with a brief explanation):

1.	As long as organizations exist, management is still needed for effective operation.	T	F
2.	Disturbance Handler is a role where managers mediate, solve issues, and adapt to new circumstances when unexpected difficulties arise.	T	F
3.	An organization is a system involving many people, regardless of whether they share a common goal or structure.	T	F
4.	There needs to be coordination between short-term and long-term goals, as well as between individual departments and the overall functioning of the organization.	T	F
5.	Division of labor, according to Henri Fayol's management principles, suggests that work should be divided into specific tasks and responsibilities to enhance efficiency and specialization.	T	F
6.	Management decisions are based only on internal information within the organization.	T	F
7.	A company that produces a large number of products at low cost but fails to meet customer needs is considered efficient but not effective.	T	F
8.	Top managers spend most of their time directly supervising employees to ensure daily tasks are completed effectively.	T	F
9.	When consumer preferences change, companies can continue using the same strategies without significant risk.	T	F
10.	An environment with few competitors, little technological change, and minimal external pressure is considered stable and simple.	T	F

2.2. Choose the most accurate answer

1. Which statement below best describes the systemic approach to Management?

- A. A set of unrelated parts, and each part interacts with the external environment.
- B. Parts are interdependent but do not interact with the outside.

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C. Parts have relatively stable relationships with the external environment.

D. Parts are interdependent in dynamic relationships with the external environment.

2. Which factors of macro environment which GDP, inflation , CPI are examples for?

A- Macroeconomic factors

B- Political factors

C- Technological factors

D- Global factors

3. How can downsizing benefit top-performing employees?

A. By providing them with fewer responsibilities

B. By allowing the company to focus on their development and training

C. By reducing their salaries

D. By increasing their job insecurity

4. The common characteristic of an organization is:

A. Combining the efforts of its members

B. Having a common purpose

C. Having a certain structure

D. All the above choices are correct

5. What is the main idea of labor specialization?

A. Workers should perform multiple tasks at once.

B. Tasks are divided into smaller, repetitive operations.

C. Employees should avoid repeating tasks.

D. Specialization leads to inefficiency.

6. How does the principle of stability of tenure contribute to organizational effectiveness?

A. It promotes diversity and inclusion

B. It ensures a consistent and stable workforce

C. It encourages rapid employee turnover for fresh perspectives

D. It emphasizes short-term goals over long-term

7. is the effective communication skill with subordinates to create consensus when implementing the set goals.

A. Persuasion skills

B. Technical skills

C. Human skills

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D. Analytical skills

8. What is the primary advantage of implementing the principle of division of labor in an organization?

- A. Increased efficiency and specialization
- B. Greater employee satisfaction
- C. Reduced need for supervision
- D. Improved work-life balance for employees

9. The effectiveness of management is best reflected when:

- A. Organizational goals are achieved, even if resources are not used efficiently
- B. Managers minimize costs and maximize resource utilization
- C. Tasks are completed in the most efficient way possible
- D. The organization reduces inputs while maintaining current outputs

10. Which of the following management functions involves arranging and structuring the resources of the organization to carry out the plan effectively?

- A. Leading
- B. Controlling
- C. Planning
- D. Organizing

Question 3: Case study (3 points)

In a training session for the directors of hospitals under the Department of Health of Province X, an expert in management was invited to present some fundamental issues in organizational management. Over the two days of the training, the expert covered aspects such as management objectives, basic functions of management, leadership styles and methods, as well as some new trends in management worldwide.

At the end of the training session, Dr. Nguyen Van A, currently holding the position of Director of a hospital in Province X, expressed the following opinion:

"Dear expert, we found the knowledge you shared over the past two days on management issues very interesting. However, in my opinion, I feel that what you mentioned is more suitable for business organizations, while here we are dealing with hospitals. Our goal is to save lives, and

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what we care about most is having a team of highly skilled medical professionals and modern medical equipment. The issues you presented may not be relevant to us."

Question:

How do you evaluate Dr. Nguyen Van A's opinion? If you were the expert in this situation, how would you respond to Dr. Nguyen Van A?