

TROY PROGRAM

Department of Management

Field	Details
Assessment Session	Midterm Exam
Course ID	MGT371
Course Name	Principle of Management
Class ID	_____
Student Name	_____
Student ID	_____
Signature	_____
Form	Mixed Exam
Duration	60 minutes
Exam No.	2
Semester	Spring
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School/Department Approval

Grade	Examiner's Signature	Proctor's Signature

Note: CLOSED BOOK, students does not allow to use hard copy and soft copy materials.

PART 1: MULTIPLE-CHOICE QUESTIONS (5 marks)

Answer the multiple-choice questions in the table below by marking **(x)** in **ONE** corresponding box to the order of question, and answer options in the test.

- 1. Management is the process of getting things done, effectively and efficiently, through and with:**
 - A. Machines
 - B. Other people
 - C. Technology
 - D. Financial resources
- 2. Which management function involves setting goals and deciding how best to achieve them?**
 - A. Organizing
 - B. Leading
 - C. Planning
 - D. Controlling
- 3. The degree to which tasks in an organization are divided into separate jobs is known as:**
 - A. Departmentalization
 - B. Work Specialization
 - C. Span of Control
 - D. Formalization
- 4. Internal resources that an organization does well are called:**
 - A. Opportunities
 - B. Weaknesses
 - C. Strengths
 - D. Threats
- 5. Who is responsible for making decisions about the direction of the entire organization?**
 - A. First-line managers
 - B. Middle managers
 - C. Top managers
 - D. Team leaders
- 6. In Mintzberg's managerial roles, which role involves transmitting information internally?**

- A. Monitor
- B. Spokesperson
- C. Disseminator
- D. Figurehead

7. A plan that is flexible and sets out general guidelines is a:

- A. Specific plan
- B. Single-use plan
- C. Standing plan
- D. Directional plan

8. The "Task Environment" of an organization includes:

- A. Economic conditions
- B. Competitors and Suppliers
- C. Political/Legal factors
- D. Technological factors

9. The number of employees a manager can efficiently and effectively manage is called:

- A. Unity of Command
- B. Chain of Command
- C. Span of Control
- D. Power Hierarchy

10. Management by Objectives (MBO) focuses on goals that are:

- A. Set solely by top management
- B. Jointly determined by subordinates and supervisors
- C. Informal and unwritten
- D. Only for the long term

11. Which organizational structure groups similar or related occupational specialties together?

- A. Simple structure
- B. Functional structure
- C. Divisional structure
- D. Matrix structure

12. Environmental uncertainty is determined by two dimensions:

- A. Size and Technology
- B. Degree of change and Degree of complexity
- C. Effectiveness and Efficiency
- D. Profits and Losses

13. Conceptual skills are most important for which level of management?

- A. First-line managers
- B. Middle managers
- C. Top managers
- D. Non-managerial employees

14. Which departmentalization type groups jobs based on territory or geography?

- A. Product
- B. Functional
- C. Geographical
- D. Customer

15. In an environment with high uncertainty, managers should:

- A. Only check and monitor the environment
- B. Manage stakeholders through direct methods
- C. Build strategic relationship with stakeholders
- D. Limit communication to internal members only

16. Which contingency factor suggests that a mechanistic structure is more effective for routine technology?

- A. Strategy and Structure
- B. Size and Structure
- C. Technology and Structure
- D. Environmental Uncertainty

17. A Matrix structure violates which traditional management principle?

- A. Span of Control
- B. Unity of Command
- C. Work Specialization

- D. Decentralization

18. **Qualitative evaluation of alternative solutions in the planning process often involves:**

- A. Net Present Value (NPV)
- B. Marginal Cost (MC)
- C. Marginal Revenue (MR)
- D. Experience and deductive analysis

19. **Organic organizations are characterized by:**

- A. High formalization and rigid departmentalization
- B. Narrow spans of control and centralization
- C. Cross-hierarchical teams and free flow of information
- D. Clear chain of command and high specialization

20. **"Doing things right" refers to _ while "doing the right things" refers to _.**

- A. Effectiveness; Efficiency
- B. Efficiency; Effectiveness
- C. Planning; Organizing
- D. Organizing; Planning

PART 2. TRUE or FALSE (3 marks)

Please select the True or False answer by tick on the **T** or **F** column below.

No.	Statements	T	F
21	Planning is concerned with both the ends (what is to be done) and the means (how it is to be done).	☐	☐
22	First-line managers are ultimately responsible for the entire organization's strategies.	☐	☐
23	Formal planning identifies specific goals for the long term and shares them with all members.	☐	☐
24	The wider the span of control, the more levels of management an organization will have.	☐	☐
25	Stakeholders are individuals or organizations affected by an organization's decisions.	☐	☐
26	In traditional goal setting, the assumption is that top managers understand the "overall picture" best.	☐	☐
27	Mechanistic organizations are highly adaptive and flexible structures that permit change.	☐	☐
28	Decentralization is more appropriate when an organization is facing a crisis or risk of failure.	☐	☐
29	Efficiency is known as "doing the right things" to achieve organizational goals.	☐	☐
30	A Hybrid structure combines both simple and functional organizational designs.	☐	☐

PART 3. Open question (2 marks)

Imagine you are a manager of a technology start-up operating in a **"High Uncertainty"** environment (rapid changes and complex elements). Please:

1. Identify two external environmental factors (from General or Task environment) that could most impact your business.
2. Explain whether you would choose a Mechanistic or Organic organizational structure to help your company survive, and why.
3. List three steps you would take in the Planning Process to ensure your company stay competitive.