

Exam: Final
Course ID: MGT300
Class ID:


Type: Mix
Course name: Principle of Management
Semester: Spring

Duration: 60 min
No: 01
School year: 2023- 2024

Student name: .

..... Student ID: ..

. Signature: .

Grade	Signature of lecturer	Signature of supervisor
		

Note: Students **do not** allow to use the material, books, mobile phone, computer

I. Please circle on the True or Fault for the following questions: (2 points)

1. Increasing risks and unpredictable factor is one of objective factors to reduce the role of management
2. The primary issue that aroused Taylor to create a more scientific approach to management was worker effectiveness.
3. Organization structure consists of specific and collective tasks.
4. When managers meet organizational goals, they are efficient and effective managers.
5. The definition of supplier is including individuals and organizations who provide the financial and labor
6. Work specialization is raised from Adam Smith's view point of labor division.
7. Self-esteem is one of needs belong to high level in the Maslow's needs hierarchy theory.
8. In the Industrial Revolution, machine power began substituting for human power.
9. The advantage point of functional structure focuses on the performance
10. Competitive price is one of mechanisms used market control system

II. Please circle on the most right answer to fulfill the blank or to answer the flowing questions(2 points)

11. An employee should receive orders from one superior only, it is:
 - A. Division of work
 - B. Authority
 - C. Unity of command
 - D. Unity of direction
12. Assigning the right people, providing right tools, providing specific instructions, paying money incentives is management principles developed by which author?
 - A. Mintzberg
 - B. Taylor ✓
 - C. Fayol
 - D. Ducker
13. Standing plan includes:
 - A. Program, Policy, Standard operating procedures
 - B. Rules and regulation, Program, Policy
 - C. Program, Policy, Project ✓
 - D. Policy, Standard operating procedure, Rules and regulations
14. According to Herzberg two factor theory, motivational factors excluded:
 - A. Achievement
 - B. Recognition

D. Psychology

14. Which following factor is not belong to the external environment of an organization:

A. Inflation

B. Competitors

☒ C. Trade Union of an organization

D. Customers

15. The fundamental management skills included:

☒ A. Conceptual skills, interpersonal skills, technical skills, problem solving skills

☒ B. Conceptual skills, interpersonal skills, technical skills, time management skills

☒ C. Conceptual skills, communication skills, technical skills, problem solving skills

D. Conceptual skills, interpersonal skills, technical skills, diagnostic skills

16. Principles of Scientific Management was written by which author?

A. Mintzberg

☒ B. Taylor

C. Drucker

D. Fayol

17. Controlling ensures the.....of an organization:

A. Establishing the goals

B. Achieving the given goals

C. Implementing the plan

☒ D. Feasibility of the plan

18. Which requirement is not required when developing the organizational structure of an organization:

A. System optimization

☒ B. Historicity

C. Reliability in operation

☒ D. Economics

19. Advantages of internal recruitment except for:

☒ A. Improves morale

B. Better opportunity assessment

C. Maintains organizational knowledge

☒ D. Gain competitor's insights

20. Results from controlling are not depended on which factor:

☒ A. Controller

B. Span of control

C. Controlling methods

D. Controlling tools

III. Open questions and case study (6 points)

1. How to distinguish a managerial and non-managerial position in an organization. Why some people want to be a manager but others don't want to be (2 points)

2. Case study: (4 points)

Imagining that you are a director of a small company selling typewriters, office equipments, computer hardware. You recruit about 40 staff. You know that the company should go to other way, and you want to develop some long term objectives. You want to make a plan for the next three year, due to knowing business requirements change relatively frequent. Your objective is to draw an orientation but not provide too detailed ones.

Question 1: Which kind of plan that you will make? Explain.

Question 2: If there is a request to make operational plans for this company, which are the criteria that this plan has to meet?

Question 3: What do you think if your plan is not accurate?

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I. Please circle on the True or False for the following questions: (2 points)

1. The definition of competitors is including individuals and organizations who provide the substitute products (services) in the market
2. According to Robert House, Patterns of effective leader behavior depend on the situation
3. Both supervisor and plant director are the first line manager at an enterprise.
4. One of limitations of classic management theory is considered an organization as a closed system and did not focus on people
5. Span of control determines the number level of management in an organization
6. Matrix organization creates a dual chain of command.
7. Belongingness is one of needs belong to high level in the Maslow's needs hierarchy theory.
8. Entrepreneur role of the manager is shown in organizing the meetings to approval strategic plans of new projects
9. Both people oriented and tasks oriented are belonged to behavioral leadership approach
10. Pre-control type is required full and exact information

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II. Please circle on the most right answer to fulfill the blank or to answer the flowing questions(2 points)

11. Which statement is not right?
 - A. Management is necessary for a hospital
 - B. Management is necessary for a university
 - C. Management is necessary for a big scope company only
 - D. Management is necessary for any organization
12. Management is carried out to help an organization to:
 - A. Maximize profit
 - B. Achieve common goals
 - C. Optimize its resources
 - D. Attain its goals efficiently
13. Which management function the first line managers spend the most time?
 - A. Planning
 - B. Organizing
 - C. Leading
 - D. Controlling
14. In order to increase the efficiency, the managers can:
 - A. Reduce the costs and maintain the revenue
 - B. Keep unchanged costs and increase the revenue
 - C. Both A & B
 - D. None of the above

15. In an organization, employees want to be heard by everyone and need to get a clear career advancement. It is an example of.....needs in the Maslow's need hierarchy:
- Social
 - Psychology
 - Self-esteem
 - Self-actualization
16. Which following factor is not belong to the internal environment of an organization:
- Organizational structure
 - Customer relationship
 - Reputation
 - Trade Union
17. Motivation at work of the employee is driven from:
- Need hierarchy
 - High level of needs
 - Unmet needs
 - Things done for employees by the managers
18. Hung works at Thuan Phat company. He has two supervisors, one functional manager and one manager of subsidiary. Thuan Phat company has ...organizational structure:
- a functional
 - a hybrid
 - a project
 - a matrix
19. Which is the strength of a company:
- High potential market demand
 - Tax incentives policy for company's materials
 - Enhancing inspection from government
 - High productivity
20. Cuong is plant director of Hoa Phat Steel Corporation. He usually checks machines and production process monthly. He asks technicians to carry out the maintaining activities regularly. Cuong applies which control method:
- Pre-control
 - Concurrent control
 - Feedback control
 - Integrated control

III. Open questions and case study (6 points)

- Among three basic managerial skills: conceptual, human and technical skills, which is the most important skill for the top managers of any organization? Please give an example to illustrate your answer (2 points)

- Case study: (4 points)

The training course on enhancing capacity for the top managers of hospitals in Thanh Hoa province was organized in last year. An experienced professor on management is invited to be a lecturer for this training. During two days of training, the professor presented the several contents such as how to establish efficient plans, basic functions of management, leadership, controlling and some advanced management methods in the world. In the closing ceremony, Doctor Nam who is a director of one private hospital in Thanh Hoa province, speeched that "Dear Professor, we are really interested in management knowledge, theory, and best practices on management which you shared in the class. However, in my opinion, these things are more important for enterprises than our hospitals. Our goal is to save lives and what we are most interested in is a team of qualified doctors and model medical equipment, the problems you shared are not necessary for us".

Question: 1. what do you think about Doctor Nam's opinion?

- If you were a professor of this training course, how you can give your feedback on Doctor Nam's opinion?

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I. Please circle on the True or Fault for the following questions: (2 points)

- Forecasting plays an important role for planning.
- Human resources management has four functions including identifying human resources needs, attracting human resources, maintaining human resources and terminating the relationships between the employer and employees.
- According to Adam Smith, division of labor was an important concept.
- Self actualization is one of needs belong to low level in the Maslow's needs hierarchy theory.
- Managers focus more on developing the external labor forces rather than internal ones.
- In order to be considered as a manager, an individual must integrate and coordinate the work of others.
- An organization is considered as an open system that has continuously interactions with its environment.
- An organization that has division of labor, clearly defined hierarchy, detailed rules, and impersonal relationships would be described as a bureaucracy.
- Leadership is understood as the influence from manager to the followers in achieving a vision or a set of goals
- Manager and leader are always a same people in an organization

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- Standing plan includes:
 - Policy, Standard operating procedure, Rules and regulations
 - Program, Policy, Standard operating procedures
 - Rules and regulation, Program, Policy
 - Program, Policy, Project
- According to Herzberg two factor theory, hygiene factors included:
 - Supervisors, working conditions, achievement, interpersonal relations
 - Supervisors, working conditions, pay and security, interpersonal relations
 - Supervisors, recognition, achievement, pay and security
 - Supervisors, recognition, pay and security, responsibility
- A delicious foods, luxury car, nice house are example of theneed according to Maslow's needs hierarchy:
 - Self – actualization
 - Self esteem
 - Belongingness

- D. Psychology
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- B. Tax incentives policy for company's materials
- C. Enhancing inspection from government
- D. High productivity

III. Open questions and case study (6 points)

1. What is planning? There is a view point that planning is the choosing a future course of action for the business, but it should be flexible. Explain this view point and give an example to illustrate your explanation? (3 points)

2. Case study: (3 points)

Thanh is a very skillful worker. 2 years ago, he opened his own small mechanic shop (small company) at home and hire 4 workers. He is very heartfelt person and devoted his efforts to provide high quality products. Customers are very satisfied with his company's service and product. Due to small size company, Thanh has to do by himself every tasks from buying materials, collecting receipts and making payments, assigning tasks for his employees, guiding them to do their tasks, controlling product quality and finding the new customers. Thanks to his brandname, Thanh signed a contract to supply products for a big corporation. He has to recruit more 15 workers. He still keeps doing the same tasks as before. After a short time, he feels very tired and overload. Thanh doesnot have enough time to train the new staff. There were a lot of unqualified products because the new staff did not know well to do their tasks and many workers want to do the simply tasks only. He spent a lot of time to collect receipts and make a payments, and to collect the debts from distributors, customers, etc.. He doesnot have time to take care old customers and got a lot of complaints from customers.

Question:

1. what do you think about the current tasks implementation and organization of Mr. Thanh's company?

2. What does Mr. Thanh should do to improve the performance of his company?