

2. The second step in the decision making process is :

- A. Generate Alternative Solutions
- B. Identify the problem
- C. Implement and monitor the chosen solution
- D. Evaluate and choose among alternative solutions

3. the initiator of the message means :

- A. encoding
- B. sender
- C. medium
- D. Message

4. The person with whom the message is exchanged is:

- A. receiver
- B. sender
- C. seller
- D. buyer

5. Power that is based on the possession of expertise that is valued by others is :

- A. Expertise power
- B. Reward power
- C. Referent power
- D. Legitimate power

6. A. Communication that takes place without regard to hierarchical or task requirements is :

- A. Formal communication
- B. Informal communication
- C. Oral communication
- D. vertical communication

7. communication that flows from a lower level to one or more higher levels in the organization is.

- A. vertical communication
- B. downward communication
- C. upward communication
- D. Oral communication

8. The process of translating the symbols into the interpreted message is :

- A. Decoding
- B. Noise
- C. Medium
- D. Feedback

9. Needs that involve the desire to affiliate with and accepted by others is:

- A. safety needs
- B. belongingness needs
- C. physiological needs
- D. esteem needs

Q2: Write the meaning of the following words:

N	Word	Meaning	N	Word	Meaning
1	function		6	services	
2	structure		7	communication	
3	Process		8	behavior	
4	Environment		9	Relationships	
5	Decision Making		10	conditions	



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Q¹ : Read the sentences below and then put (T) if the sentence is true and (F) if the sentence is error :

١. controlling is a two or more persons engaged in a systematic effort to produce goods or services. ()
٢. Authority is obligation to carry out duties and achieve goals related to a position ()
٣. internal Environment is the general conditions that exist within an organization ()
٤. Decentralization is the extent to which power and authority are delegated to lower levels ()
٥. Span of management or span of control is the number of subordinates who report directly to a specific manager ()
٦. planning is the capacity to affect the behavior of others ()
٧. Flat structure is a structure that has few hierarchical levels and wide span of control ()
٨. Non crisis problem is a serious difficulty requiring immediate action ()
٩. Receiver is the person with whom the message is exchanged ()
١٠. Medium is the method used to convey the message to the intended receiver ()

Q^٢. Choose the correct answer for the following sentences:

١. The process of setting goals and deciding how best to achieve them is:

A. Organizing

B. Leading

C. Planning

D. Controlling

٢. survival needs such as food ,water and shelter is :

A. Safety needs

B. Physiological needs

C. Esteem needs

D. Belongingness needs