

## In the name of Allah

(Q 1): What is management , How management can be implement efficiently and effectively ?

: Is a process of planning, decision-making, organizing, leading, motivation and controlling human resources, financial, physical, and information resources of an organization to reach its goals in an efficient and effective manner .

1. Be consistent
2. Focus on clarity , accuracy and thoroughness in communication
3. Set the goal of working as a team
4. Encourage all opinions and ideas
5. Remain as transparent as possible

(Q 1 (b)) : what are the three basic levels of Management? Name the important areas and personal in management?

: The three levels of management typically found in an organization are

1. Low level management
2. Middle level management
3. Top level management

The production management; production is an important and specific part of the entire business

1. Cost management
2. Accounting management
3. Office management

The personal management includes the function of employment ,development and compensation these functions are performed primarily

.a. Define Scientific, Classical and behavioural Management Perspective?

**Define Scientific:** a method of procedure that has characterized natural science since the 17th century, consisting in systematic observation, measurement, and experiment, and the formulation, testing, and modification of hypotheses.

The **behavioural management theory** is often called the human relations movement because it addresses the human dimension of work. **Behavioural** theorists believed that a better understanding of human

(Q 2 (B)): what are the basic key managerial roles ?

**The roles are:**

1. Figurehead.
2. Leader.
3. Liaison.
4. Monitor.
5. Disseminator.
6. Spokesperson.
7. Entrepreneur.
8. Disturbance Handler.

Q3.a. explain Hawthorne studies with examples.

- The aptitudes of individuals are imperfect predictors of job performance. ...
- Informal organization affects productivity. ...
- Work-group norms affect productivity. ...
- The workplace is a social system.

Q3 (B) what is theory X and theory Y assumptions?

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The concept of **Theory X and Theory Y** was developed by social psychologist Douglas McGregor. It describes two contrasting sets of **assumptions** that managers make about their people: **Theory X** – people dislike work, have little ambition, and are unwilling to take responsibility.