Final Mock Exam – Answer Key

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تنبيه: قد تكون هناك أخطاء في بعض الإجابات ساعدني على تصحيحها واتساب 33347604

📘 CHAPTER 1: Office Orientation

Question One (MCQ – 14 Marks)

1. B – Closed office
2. B – Recording information
3. A – Employee health and productivity
4. B – Reception area
5. B – Hierarchy and chain of command
6. A – Delegation
7. B – Span of control
8. B – Less privacy
9. B – Chain of command
10. B – Confidentiality
11. B – Warehousing Department
12. C – Esteem needs
13. C – Virtual office
14. A – Ergonomics

Question Two (True/False – 20 Marks)

1. **F** – Less privacy in open-plan.
2. **T**
3. **T**
4. **T**
5. **F** – Responsibility remains with the manager.
6. **T**
7. **T**
8. **F** – Closed offices are more expensive.
9. **T**
10. **F** – Necessary for clarity.
11. **F** – Sole trader is owned by one person.

12. **T**
13. **F** – Physical hazards.
14. **F** – Hygiene factors, not motivators.
15. **F** – Laissez-faire gives freedom.
16. **F** – Forward-looking.
17. **T**
18. **F** – Decentralization shares decision-making.
19. **F** – Leading is part of management.
20. **T**

Question Three (Scenario – 4 Marks)

1. HR Director
2. Recruitment Manager
3. Finance Director
4. Delegation

Question Four (Matching – 8 Marks)

Department → Function:

- HR → c) Recruits and trains employees
- Accounting → d) Manages payments and banking
- Sales → a) Sells goods and handles advertising
- Purchase → b) Buys goods from suppliers

Office Function → Match from List B:

- Arranging Information → (b) Supplying information in the form which best serves the purpose of the management
- Receiving Information → (d) Information may be received from internal sources or external sources
- Recording Information → (c) Making information readily available to the management
- Giving Information → (a) The office supplies the collected, recorded & processed information

Question Five (Short Answer – 2 Marks)

1. Provide a safe and healthy working environment
2. Give employees their rights and salaries.

Question Six (Classification – 8 Marks)

1. Closed office
2. Open-plan office
3. Virtual office
4. Open-plan office
5. Virtual office
6. Virtual office
7. Closed office
8. Open-plan office

Question Seven (Qualities – 5 Marks)

1. Appropriate Appearance
2. Confidentiality
3. Teamwork
4. Punctuality
5. Critical Thinking

Question Eight (Case Study – 7 Marks)

1. Miss Noora
2. Monday, 2nd September 2024
3. She was cutting papers and accidentally cut off her finger using a paper cutter
4. Bandage was applied
5. Yes, Salmaniya Medical Complex
6. Clerk – Mrs Layla Abdulla
7. Mr Fahad Khaled – Safety Officer

Question Nine (Safety Signs – 6 Marks)

1. Fire Extinguisher / Fire Exit
2. Telephone Sign
3. Wear Safety Glasses / Wear Safety Boots
4. Radiation Area
5. First Aid Kit
6. Caution Wet Floor

Chapter Evaluation (Pages 8–10)

Q.1: True/False

1. T
2. T

3. F (Physical hazards)
4. T
5. F (HR department)
6. F (Esteem needs)
7. T
8. F (Can be wide or narrow)

Q.2: Multiple Choice

1. b – Span of control
2. c – Confidentiality
3. b – Closed office
4. c – Accident report form
5. a – Warehousing department

Q.3: Tick (✓) Employer/Employee

1. Employer
2. Employer
3. Employee
4. Employer
5. Employee

Q.4: Short Answers

1. Personal choice with reason (e.g., Virtual office for flexibility).
2. Slippery floors, overloaded sockets, poor lighting, etc.
3. Higher productivity, better teamwork, lower absenteeism.
4. Receiving, recording, arranging, giving information.
5. Larger businesses may have wider spans of control.

Q.5: Compare

Basis	**Open plan**	**Closed office**
Privacy	Less	More
Noise	More	Less
Communication	Better	Less

Q.6: Scenario (Orange Ltd.)

1. Definitions:
   a. Span of control: No. of subordinates reporting to a manager.

b. Chain of command: Route of authority from top to bottom.
c. Delegation: Passing authority to a subordinate.

2. 4 (Orange Pickers, Maintenance, Packers, Transport)
3. 3 levels (MD → Operations Manager → Orange Pickers)
4. Reduces workload, empowers subordinates, improves efficiency.

Q.7: Accident Report Form

- Name: Isa Ali
- Position: Mail Room Clerk
- Date: 16/04/2024
- Time: 12:45 p.m.
- Place: Corridor to Sales Department
- Description: Slipped while moving PC, injured left foot.
- First Aid: Ice packs applied.
- Hospital: Salmaniya Medical Complex
- Witnesses: Rashid Salah, Faisal Ahmed
- Reported by: Sara Hamad (Safety Officer)
- Date of Report: 18/04/2024

📘 CHAPTER 2: The Role of Management

Question Four (Definitions – 8 Marks)

- **Planning:** Deciding in advance what to do and how to do it.
- **Organizing:** Arranging resources and tasks to achieve objectives.
- **Leading:** Influencing and motivating people toward goals.
- **Controlling:** Monitoring performance and correcting deviations.

Question Five (MCQ – 12 Marks)

1. B – Planning
2. B – Leading
3. B – Controlling
4. A – Organizing
5. B – Middle management
6. D – Lower management
7. B – Multitasking
8. B – Planning
9. B – Delegation
10. B – Democratic

11. B – Setting standards
12. C – Leads to rigidity

Chapter Evaluation (Pages 14–17)

Q.1: True/False

1. F (Arises from position)
2. T
3. F (Decentralization)
4. T
5. T
6. T
7. F (Organizing)
8. F (Setting objectives)

Q.2: Multiple Choice

1. B – Democratic leader
2. C – Doing work of financial management
3. D – Planning increases the risk of uncertainty
4. A – Planning
5. A – Autocratic leader
6. B – Informal organization

Q.3: Centralization vs Decentralization

Centralization	Decentralization
Decision-making at top level	Decision-making distributed across levels
Less autonomy for lower levels	More autonomy for departments
Suitable for small firms	Suitable for large, diverse organizations

Q.4: Short Answers

1. Setting objectives → Developing premises → Identifying alternatives → Evaluating → Selecting → Implementing → Follow-up.
2. When deviations exceed acceptable limits.
3. Autocratic (top-down), Democratic (participative), Laissez-faire (hands-off).
4. Delegation: Passing authority to a subordinate.
5. Goal-oriented, continuous, pervasive, futuristic, involves decision-making.
6. Departmentalization: Grouping similar activities into departments.

Q.5: Comparison Table

Basis	Open-plan office	Closed office
Privacy	Less	More
Noise	More distractions	Less distractions
Communication	Easier	Limited

Q.6: Orange Ltd Case Study

1. Definitions:

- Span of control: Number of direct reports to a manager
- Chain of command: Flow of authority from top to bottom
- Delegation: Passing authority to subordinates

2. Span of control of Operations Manager = 4 departments
3. Chain of command length = 2 levels (Managing Director → Operations Manager → Orange Pickers)
4. Benefit: Saves time, improves efficiency, empowers managers

Q.7: Accident Report Form

- Injured: Mr Isa Ali
- Date: 16 April 2024
- Time: 12:45 p.m.
- Place: Corridor near Sales Department
- Injury: Left foot injury from falling computer
- First Aid: Ice pack applied
- Hospital: Salmaniya Medical Complex
- Witnesses: Mr Rashid Salah, Mr Faisal Ahmed
- Reported by: Mrs Sara Hamad – Safety Officer

📘 CHAPTER 3: Technology Tools and Software

Question One (True/False – 10 Marks)

1. T
2. T
3. F (Very important)
4. F (Increases efficiency)

5. T
6. T
7. T
8. T
9. F (Heavily rely)
10. F (Essential)

Question Two (Scenario – 6 Marks)

1. Virtual office
2. Zoom
3. Google Drive / Cloud storage
4. Artificial Intelligence
5. Advantage: Flexibility / Remote access / Cost saving
6. Disadvantage: Technical issues / Limited face-to-face interaction

Question Three (Arrange – 5 Marks)

1. Set goals and plans
2. Set up new software
3. Train employees
4. Monitor & evaluate software adoption
5. Maintain & update when needed

Chapter Evaluation (Pages 19–23)

Q.1: True/False

1. T
2. F (Set goals first)
3. F (Disadvantage)
4. F (AI can analyze big data)
5. T
6. T
7. T

Q.2: Multiple Choice

1. D – All of the above
2. C – Cyber security software
3. B – Artificial intelligence
4. A – Office equipment

5. D – Maintain and update when needed

Q.3: AI Advantages & Disadvantages

Advantages	**Disadvantages**
Increased productivity	Privacy concerns
Faster decision-making	Job displacement
Automation of tasks	High cost

Q.4: Short Answers

1. Set policies, train staff, monitor use, enforce ethics.
2. Automation: AI does repetitive tasks (data entry). Communication: Chatbots, translation tools.
3. Data misuse, cyberbullying, privacy invasion, AI bias.
4. Productivity (Word, Excel), Communication (Email, Zoom), Security (Antivirus).
5. Increases efficiency, improves communication, supports decision-making, competitive edge.

Q.5–Q.7: Group Activities

(Open-ended; answers depend on group discussion and research.)

End of Answer Key