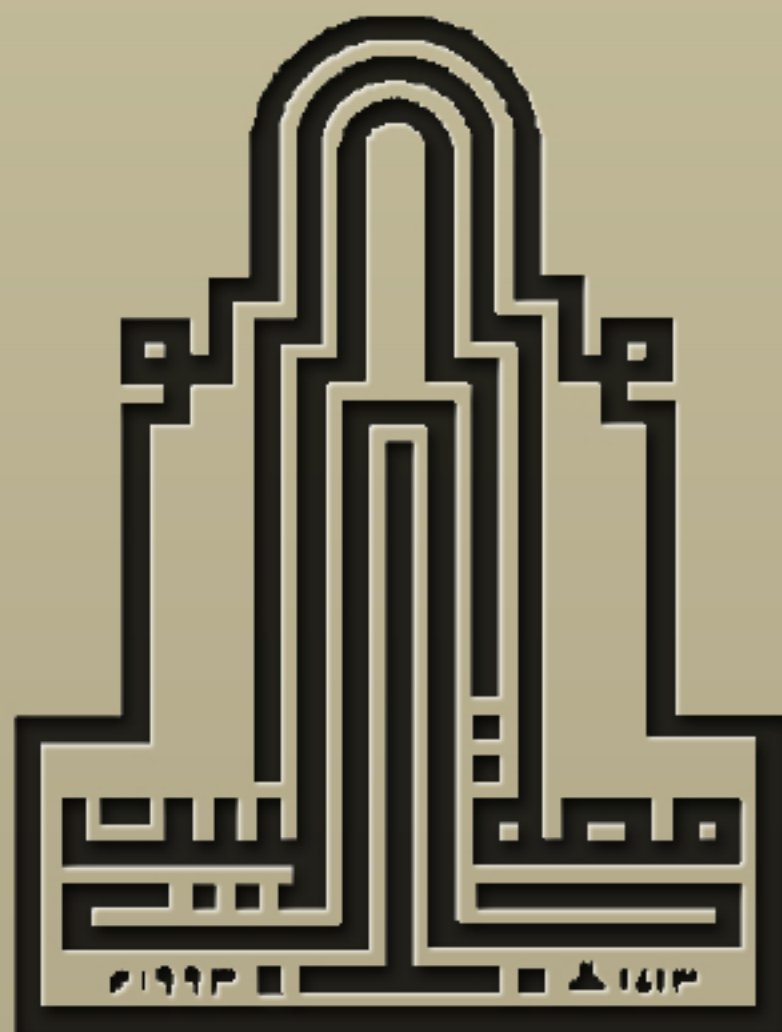


مكتبة

” خذُ وأعطي ”  
الإلكترونية

جامعة آل البيت " كلية الإقتصاد "

مجموعة طلابية تسعى لتوفير كل ما يلزم طلاب  
كلية إدارة المال والاعمال من مواد وشرحات واسئلة بصورة الكترونية





مكتبة  
خذ وأعطي

12  
20

مكتبة الجامعة



جامعة آل البيت

Al al-BAYT UNIVERSITY

٩-٨  
قسم إدارة الأعمال

كلية إدارة المال والإعمال

الامتحان الأول - الامتحانات الإدارية

الاسم عبادة زهير زويار الرقم الجامعي ١٩٠٠٠٠٠٠٠٠ التسلسل

1) Which of the following is an example of nonverbal communication?

<input type="checkbox"/> A) A phone call from a physician to a patient	<input type="checkbox"/> B) An e-mail message from a CEO to shareholders
<input checked="" type="checkbox"/> C) Computer graphics that project the company's image	<input checked="" type="checkbox"/> D) An online blog where department members collaborate on project

2) All of the following are true of business messages EXCEPT:

<input checked="" type="checkbox"/> A) They must meet the needs of the writer.	<input type="checkbox"/> B) They must be sensitive to the audience.
<input checked="" type="checkbox"/> C) They must request a response from the recipient.	<input type="checkbox"/> D) They must accurately reflect the topic being written about.

3) Informative and positive messages are not necessarily short. Instead the length of a message depends on all of the following EXCEPT:

<input checked="" type="checkbox"/> A) Your purposes	<input type="checkbox"/> B) The audience's needs
<input checked="" type="checkbox"/> C) The complexity of the situation	<input type="checkbox"/> D) Whether a letter or memo is chosen to deliver the message

4) Successful intercultural communicators are all of the following EXCEPT:

<input type="checkbox"/> A) Sensitive to nonverbal behavior that communicates at least as much as words say.	<input checked="" type="checkbox"/> B) Confident that their ways are right and willing to help change the behaviors of others.
<input checked="" type="checkbox"/> C) Flexible and open to change.	<input type="checkbox"/> D) Aware of the values, beliefs, and practices in other cultures.

5) Nonverbal communication is sent by any means other than \_\_\_\_\_?

<input checked="" type="checkbox"/> A) graphic communication	<input checked="" type="checkbox"/> B) Words
<input type="checkbox"/> C) Diagrams	<input type="checkbox"/> D) written and graphic communication

6) Communication process is hard to control because \_\_\_\_\_.

<input type="checkbox"/> A) intricate	<input type="checkbox"/> B) interactive process
<input checked="" type="checkbox"/> C) intricate and interactive process	<input type="checkbox"/> D) occur in oral

7) \_\_\_\_\_ gives the communication continuity and indicates understanding or misunderstanding of the message.

<input checked="" type="checkbox"/> A) Feedback	<input type="checkbox"/> B) Expectations
<input type="checkbox"/> C) Interpersonal	<input type="checkbox"/> D) Consultative system

8) Communications through Official channels requires all the following EXCEPT:

<input checked="" type="checkbox"/> A) Used sending important messages	<input type="checkbox"/> B) Approved by a person with authority
<input checked="" type="checkbox"/> C) Used to solve disputes	<input checked="" type="checkbox"/> D) Usually in writing

9) Semi-formal communication are best used when \_\_\_\_\_.

<input checked="" type="checkbox"/> A) Sending important messages	<input checked="" type="checkbox"/> B) Solving problems
<input type="checkbox"/> C) Promotion of employee	<input type="checkbox"/> D) determining salary for an employee



of business communication are

Giving or obtaining information	B) Giving or obtaining information, agreement
C) Giving or obtaining action	<input checked="" type="radio"/> D) Giving or obtaining information, agreement and action

11) Use of space is important in nonverbal communication which is conveyed through and you learn that there are different 'comfort zones'. These comfort zones are

<input checked="" type="radio"/> A) Public, Social, Personal and Intimate comfort zones	B) Intimate and public and social comfort zones
C) Public and private comfort zones	<input checked="" type="radio"/> D) Personal and intimate zone

12) "I heard it on the grapevine that they're planning to make some people redundant". This sentence represents one type of communication systems

<input checked="" type="radio"/> A) Informal system	<input checked="" type="radio"/> B) Consultative system
C) Official system	D) Formal system

13) Which of the following is considered as Affect Displays in the Body movement in the nonverbal communications?

A) personal habits developed in childhood	<input checked="" type="radio"/> B) used to control verbal interaction
<input checked="" type="radio"/> C) reveal the feelings of the person when words are held back	D) Personal habits developed in advance age

14) All of the following are true of business messages EXCEPT:

A) Environment should put people at ease and match their expectations	<input checked="" type="radio"/> B) Speaking takes up twice as much time as listening
C) 3/4 of communication is conveyed by speaking and listening	<input checked="" type="radio"/> D) good listening skills are a distinct advantage in business

15) Relate back to the speaker the total message received (both content and feelings). Which types of listening represent?

A) Attending listening	<input checked="" type="radio"/> B) Reflecting listening
C) Encouraging listening	<input checked="" type="radio"/> D) Active listening

16) One of the following is personal Barriers to effective listening.

<input checked="" type="radio"/> A) Mind wandering off track	<input checked="" type="radio"/> B) Feeling tired
C) Background noise	D) Room temperature

17) Interpretation of the same message varies according to how each individual is influenced by

A) Experience	B) Belief
C) Attitude	<input checked="" type="radio"/> D) A + B and C

18) Among the elements in the communication's elements are

A) Attitudes & Values	B) Expectations
<input checked="" type="radio"/> C) Context	D) A + B and C

19) The Business communication has become increasingly important for many organizations because create a/an

A) Common understanding with its employee	B) exchange of information
C) Awareness among customers	<input checked="" type="radio"/> D) A + B and C

20) The basic idea of communication is

<input checked="" type="radio"/> A) any behaviour-verbal or nonverbal that is perceived by another	B) Awareness and concern for others
C) Awareness of employee's needs	<input checked="" type="radio"/> D) A + B and C