

يتكون هذا الاختبار من (100) سؤال موضوعي من نوع الاختيار من متعدد، الإجابة عنها إجبارية. ظلل بقلم الرصاص بشكل غامق الدائرة التي تشير إلى الإجابة الصحيحة في المكان المخصص لذلك في نموذج الإجابة المرفق.

إدارة الموارد البشرية

1. **What is the human resources management era witness the formation of trade and labor unions to demand better working conditions and wages**
 - a- Post industrial revolution
 - b- Industrial revolution
 - c- Twentieth century
 - d- The end of the twentieth century and the beginning of the twenty-first century
2. **Which of the following challenges facing human resource management requires a focus on employees' contribution by allowing them to continually improve their skills in various administrative, organizational and technical areas?**
 - a- Global competition
 - b- Total quality management
 - c- Environment
 - d- Technological
3. **Which of the following human resources planning stages requires the identification and analysis of organization external opportunities and threats and the strengths and weaknesses?**
 - a- Strategy formulation
 - b- Strategy implementation
 - c- Strategy evaluation
 - d- Feedback
4. **One of the following means are used in determining the needs of human resources, which represents the size or amount of work to be done by every job in the current time period or future, which is planned to determine the requirements of the workforce**
 - a- Workload analysis
 - b- Work force analysis
 - c- Time series
 - d- Available time analysis
5. **Which of the job design elements contribute in the attainment of high efficiency by in reducing the effort, cost, and time required for the achievement?**
 - a- Organizational
 - b- Behavioral
 - c- Environmental
 - d- Personal
6. **What is the style that achieves a high degree of work satisfaction by adding new functions, through the method of vertical load of the performance**
 - a- Work simplification
 - b- Work expansion
 - c- Work rotation
 - d- Work enrichment
7. **The site analysis is a method of job analysis, according to this technique the analysis include collecting information about on the specifications of the business of the organization, and one of the dimensions of this technique depends on the skill requirements for the completion of the business, which represents**
 - a- Clarify the activities related to the treatment of information and how to deal with them by responsible individuals
 - b- Operation of the devices used in the performance and the extent of their dependence on intellectual or physical effort required to work
 - c- Capacity and skills required of individuals to do business and use of technological tools
 - d- All events related to the movement of the body or its various parts and required by the performance of work

8. **What is the factor affects the effectiveness of human resources recruitments, which uses attractive features such as the provision of social security and health insurance of workers?**
- a- Reputation of the organization b- Economic conditions
c- Social trends d- Political Trends
9. **Which of the following internal resources helps in getting needed human resources and feed the organization with the best talent available:**
- a- Transport between the different functions
b- promotion
c- Upgrade (seniority)
d- promotion (test)
10. **(understanding , cooperation, and with a smile) are the attributes of a standard that is adopted to choose according to the nomination form is:**
- a- Educational level
b- Physical fitness
c- Personal characteristics
d- Accumulated knowledge and experience
11. **Which of the following is one of the intellectual cornerstones of training in general?**
- a- A magic stick in the face of all the problems and able to treatment
b- Limited to only theoretical lectures
c- A means by itself not an end
d- A secondary needs to improve performance
12. **One of the training preparation stages, at this stage lack of knowledge or skills is determined to be attainable, this helps the trainer and the trainee know what they should learn and teach and what should be attainable from the skills to be achieved:**
- a- Identify training needs
b- Select the desired goals of the training program
c- The content of the training program
d- Selection of appropriate training methods
13. **When training program is evaluated, at the end of the program the degree of satisfaction achieved is measured , this type known as:**
- a- Reactions b- Learning
c- Behavior d- Results
14. **This kind of training address the problems and ways of making decisions and behavioral and humanity aspects to improve humanity and cognitive skills for individuals, known as:**
- a- Vocational b- Managerial
c- Supervision d- Specialized

- 15. Ranking Method is an traditional performance appraisal which:**
- a- Compare the performance of two or more employees according to certain formulas and overall performance of the employee
 - b- Determine a number of attributes that can be observed by the Director related to the performance of employees
 - c- Set a production standards to be achieved and then compare it with the actual performance attained
 - d- Write a performance description through the adoption of a particular model for this purpose
- 16. What is the performance appraisal methods preferably used in the services sector because it easy to use and does not take a long time :**
- a- Management by objectives
 - b- Critical events evaluation
 - c- Auditing check
 - d- Compulsory choice scale
- 17. Piece payment method is on of the individual motivation systems because It guaranteed wage paid to the worker even if he could not complete the work in planned time, known as:**
- a- Halsy
 - b- Rawaen
 - c- Gant
 - d- Emerson
- 18. Is a contemporary labor contracts, this contract include: annual hours of work contracts and annual employment contracts and employment contracts with zero hours and hours of work?**
- a- Normal working weeks
 - b- Temporary Work
 - c- Staffing
 - d- Flexible work schedule
- 19. The feasibility studies is the stage of the development of human resources information systems, and include:**
- a- Diagnose and identify problems with high accuracy
 - b- Detailed view of the system image and the expectations that they will have
 - c- Testing subsystems
 - d- Measuring accomplished performance
- 20. Is a human resources information systems application, which relies on information such as creativity, collaboration and intellectual skills, needed to work in the database for the purposes of its application?**
- a- Staffing
 - b- Performance management
 - c- Training
 - d- Compensations

إدارة الجودة الشاملة

- 21. Who is the scientist focus on ensuring zero defects in manufacturing system?**
- a- Crosby
 - b- Juran
 - c- Deming
 - d- Taguchi
- 22. Which stage defines quality through: the design accuracy, performance precision, the accuracy of matching? Stage:**
- a- Total Quality Management
 - b- Quality control circles formation
 - c- Quality Assurance
 - d- Inspection

- 23. Which of the following statistical tools give a general idea about the flow of production and operational processes concerning products quality:**
- a- Histograms ، fishbone ، Cause-and-Effect Diagrams
 - b- Pareto analysis ، operations diagram
 - c- Flowcharts، Control Charts
 - d- Check Sheets ،Scatter Diagram ، Fishbone
- 24. Which of the following charts are used to control non-quantifiable specifications or features**
- a- Impurities control charts
 - b- Discriminatory control charts
 - c- Variable Control Charts
 - d- Acceptance samples
- 25. The Father of Quality Control Is:**
- a- Estacada
 - b- Crosby
 - c- Deming
 - d- Juran
- 26. What are the components of internal failure costs?**
- a- Include all costs resulting from the product's inability to meet the requirements of consumers before delivering the product
 - b- Include the costs resulting from the product's inability to meet the quality requirements after delivering the product to the consumer
 - c- Include all costs resulted from the failure of operations to match between the product and the specifications set for it
 - d- It is the effort to prevent failure (not matching)
- 27. Which of the following is not a stage in strategic management processes?**
- a- Developing vision and mission statements
 - b- Interaction with environmental variables
 - c- Strategy Formulation
 - d- Establishing organizational goals
- 28. What are the activities realized for observation of measurements within the total quality standards?**
- a- Sales cost of the product or service processing waste and scrap
 - b- Results of operations rates flaws customer responses
 - c- Incentives, work teams of environmental concerns civil capacity and available skills and human capacity
 - d- Completion of improvements to reduce customer complaints
- 29. "Products taking a unified shape form so it can be used for different " purposes " is the definition of the concept:**
- a- Characterization
 - b- Unification
 - c- Standardization
 - d- Suitably for use
- 30. All of the following are objectives of the quality control except:**
- a- Reducing the total costs
 - b- Reducing customer complaints
 - c- The duration and degree of competition in the markets
 - d- Speeding up the provision of services to consumers

- 31. Which of the following statistical charts require preparing a chart contains arithmetic mean (x) and range (R) to control product quality?**
- a- Variable Control Charts
 - b- Exhaust Control Charts
 - c- Impurities control charts
 - d- Acceptance samples
- 32. What is the appropriate number to form Quality control circles teams?**
- a- (15 – 6)
 - b- (12 – 6)
 - c- (6 – 1)
 - d- (15 – 10)
- 33. Which of the following is one of the success factors of Quality control circles?**
- a- Hiring a coach to support and develop leaders supervision skills in improving Quality control circles
 - b- Inadequate supervision
 - c- Choosing technically complicated problems
 - d- Work according to the proposals made by QCs without regard to the details of their associated operations
- 34. The method that gives a great attention to personal of service delivery side consistent with reducing procedural level is?**
- a- Customer service quality
 - b- Service makers
 - c- Outstanding quality
 - d- Service floral garden
- 35. Which of the following is a client that characterized by that fast-moving, little patience and irritable?**
- a- Stable client
 - b- A skeptical client
 - c- Nervous client
 - d- Admirer himself client
- 36. What is the level in the application of comprehensive quality management organizations are bent clear cognitive methods and tools for quality management:**
- a- Improvements Implementers
 - b- Tools implementers
 - c- Awards winners
 - d- Hesitators
- 37. Which of the following is not considered constraints of the application of Total Quality Management:**
- a- Lack of training skills in the application of statistical systems
 - b- Accelerated desire to see the results achieved for the application of a quality management system
 - c- Ensure the quality of inputs used in operations
 - d- Lack of financial resources
- 38. What is the ISO 9003?**
- a- Model for Quality Assurance in final checks and test
 - b- Model for Quality Assurance in the design, development and production
 - c- Model for quality assurance in production and processing
 - d- Model for Quality Assurance in relation to the provision of the necessary guidance and instructions for quality management
- 39. What is the stage defined: quality systems, objectives, policies, form a team to implement ISO 9000 requirements, and definition of responsibilities for quality certification of ISO**
- a- Implementation stage
 - b- Auditing stage
 - c- Direction stage
 - d- Preparation stage
- 40. What is the standardization, that serve as a guide for the implementation of**

- a- decrease b- increase
c- risky d- hide

51. The meaning of the expression " a piece of cake " is:

- a- work hard b- easy task
c- obtain money d- share of the profit

52. " tax paid on goods sent out of a country for sale " is the dictionary definition of:

- a- exports b- export duty
c- exporter d- export department

53. are goods in every day use .

- a- production goods b- consumer goods
c- economic goods d- free goods

54. In business letters, we don't use capital letters for writing :

- a- names b- seasons of the year
c- days of the week d- days of the months

55. Through sales letters the firms tries to sell:

- a- goods b- goodwill
c- services d- all of the above

56. I agreed to meet them to present our purchasing:

- a- remind b- economical
c- heavy d- policy

57. means moving an industry from the public sector to the private sector.

- a- privatization b- trading
c- consumer d- public

58. The meaning of " cash discount " in Arabic is:

- a- خصم تجاري b- تجارة الجملة
c- خصم نقدي d- فاتورة

59. News papers and television are examples of advertising :

- a- journal b- brand
c- prices d- media

60. The meaning of " السلع الرأسمالية " in English is:

- a- consumption goods b- physical goods
c- capital goods d- Capital

- 61. Which of the following is considered a dimension of information systems management?**
- a- Decisions
 - b- Technology
 - c- Monitoring
 - d- Motivation
- 62. Decision support systems operate at thelevel**
- a- Operational
 - b- Technical
 - c- Strategic
 - d- Tactical
- 63. Data or information related to the performance of a system is called:**
- a- Input
 - b- Feedback
 - c- Output
 - d- Calculation Process
- 64. "Tools that aim to find relationships among aggregated amount of data that is unknown to the user" is the definition of:**
- a- Knowledge
 - b- On-line analytical
 - c- Modeling and analysis
 - d- Data mining
- 65. The systems that operate at the operational level and deal with transactions' processes are called:**
- a- TPS
 - b- MIS
 - c- DSS
 - d- ESS
- 66. The information systems that are designed to assist managers to solve semi-structured and unstructured problems are called:**
- a- TPS
 - b- MIS
 - c- DSS
 - d- ESS
- 67. The specialist people who are responsible for defining business problems, determining information and systems requirements and share the users in the process of developing the systems are called:**
- a- Programmers
 - b- Systems analysts
 - c- Operators
 - d- None of all
- 68. Sales forecasting system is considered a subsystem of:**
- a- Human Resources
 - b- Marketing and Sales
 - c- Production and Manufacturing
 - d- Accounting and Finance
- 69. Supply chain management systems integrate with many other systems to facilitate the coordination and to improve the efficiency within the organization through:**
- a- Input , Processing , Output
 - b- Data , Processing , Output
 - c- Resources, Distribution system in the enterprise, Consumer
 - d- Accounting and Finance, Production and Manufacturing, Marketing and Sales , Human Resources
- 70. Expert systems are considered an advanced form of:**

- a- Decision Support System b- Artificial Intelligence
- c- Group decision support system d- Executive support system
- 71. The information systems that deal with uncertainty are called:**
- a- TPS b- MIS
- c- DSS d- ESS
- 72. A group of related data fields is called a:**
- a- File b- Field
- c- Record d- Table
- 73. The degree of a relationship in an ER model is determined by the number of participating:**
- a- Entities b- Attribute (Property)
- c- Relationship d- Derived attribute
- 74. Human resources systems operate on the following level(s):**
- a- Strategic b- Operational
- c- Tactical d- All are true
- 75. First step in solving problems is:**
- a- Business Intelligence b- Design
- c- Choice d- Implementation
- 76. Payable and receivable accounts systems are considered subsystems of:**
- a- Human Resources b- Marketing and Sales
- c- Production and Manufacturing d- Accounting and Finance
- 77. Information systems that use mathematical models and analytical processing tools are called:**
- a- TPS b- MIS
- c- DSS d- ESS
- 78. Earth's rotation system is an example of a(an) system.**
- a- Industrial b- Intellectual
- c- Social d- Natural
- 79. The person who is responsible for developing various programs that are used in constructing an expert system is called a (an) _____ engineer.**
- a- Data b- Knowledge
- c- Information d- Computer
- 80. Software that facilitates the interaction between the user and expert system is called:**
- a- User interface program b- Knowledge Base
- c- Inference engine d- Cognitive exploratory

- 81. Organizations conduct some EC activities, but do their primary business in the physical world, called:**
- | | |
|---------------------|---------------------|
| a- Brick-and mortar | b- Click-and-mortar |
| c- Pure | d- Virtual |
- 82. E-commerce model, which include transactions between companies and individuals, called:**
- | | |
|--------|--------|
| a- G2B | b- B2B |
| c- B2C | d- C2C |
- 83. Global reach is one of the benefits of e-commerce for:**
- | | |
|------------------|--------------|
| a- Organizations | b- Consumers |
| c- Society | d- Brokers |
- 84. Strong competition is one of the pressures faced by business organizations**
- | | |
|-------------------------------|------------------------|
| a- Societal and environmental | b- Technological |
| c- Technical | d- Market and economic |
- 85. Which of the following is not of market functions:**
- | |
|---|
| a- Matching buyers and sellers |
| b- Facilitating the exchange of information, goods and services |
| c- Conformation profit brokers |
| d- Providing an institutional infrastructure |
- 86. Electronic catalogs and a payment gateway are considered as an example of components:**
- | | |
|--------------|------------------|
| a- Front end | b- Back end |
| c- Hardware | d- E-marketplace |
- 87. Yahoo.com and Msn.com are considered as examples of Portals:**
- | | |
|---------------|------------------------|
| a- Corporate | b- Commercial (public) |
| c- Publishing | d- Personal |
- 88. Meaning of the E-marketplace usually appears strongly among:**
- | | |
|--------|--------|
| a- G2B | b- B2B |
| c- B2C | d- C2C |
- 89. The part of supply chain which is responsible for supply raw materials from suppliers and adjust the relationship and exchange of information with them is:**
- | | |
|--------------------------|----------------------------|
| a- Internal supply chain | b- Downstream supply chain |
| c- Lateral supply chain | d- Upstream supply chain |
- 90. The flow of materials, information, money, and services from raw material suppliers through factories and warehouses to the end customers, named**

