

AMERICAN UNIVERSITY OF BEIRUT
INTRODUCTION TO PUBLIC ADMINISTRATION

PSPA 202

FINAL EXAM SPRING 2009

I- Multiple Choice (30 points):

- 1- An entrepreneurial approach to public management that emphasizes management rights and a reinvigorated scientific management, is:
 - a. Empowerment
 - b. Managerial Revolution
 - c. Managerialism
 - d. Reengineering
 - e. All of the above
 - f. None of the above

- 2- A view of an organization as a complex set of dynamically intertwined and interconnected elements. This is:
 - a. Neo-classical Theory
 - b. Organization Theory
 - c. Scientific Management
 - d. All of the above
 - e. None of the above

- 3- Giving a person or organization the formal authority to do something is:
 - a. Managerial revolution
 - b. Managerialism
 - c. Reengineering
 - d. Empowerment
 - e. All of the above
 - f. None of the above

- 4- The fundamental rethinking and redesign of organizational processes to achieve significant improvements in critical measures of performance, such as costs or quality of services, is:
 - a. Self directed work team
 - b. Productivity
 - c. Performance management
 - d. New Public management
 - e. Reengineering
 - f. All of the above
 - g. None of the above

- 5- The subfield of organization behaviour concerned about the nature of the groups, how they develop, and how they interrelate with individuals and other groups, is:
- Group cohesion
 - Group dynamics
 - Needs hierarchy
 - Organization development
 - Motivation
 - All of the above
 - None of the above
- 6- An approach or strategy for increasing organizational effectiveness. As a process it has no value biases, but it is usually associated with the idea that effectiveness is found by integrating the individual's desire for growth with organizational goals. This is:
- Hawthorne Experiments
 - Motivation
 - Group dynamics
 - Postmodernism
 - Technocracy
 - All of the above
 - None of the above
- 7- Behavioural Critique of Classical Theory came from:
- Philip Selznick
 - Douglas McGregor
 - Frederick Herzberg
 - Systems Theory
 - None of the above
 - All of the above
- 8- Theoretical perspectives that revise, expand, or are critical of classical organization theory; This is:
- Organization theory
 - POSDCORB
 - Systems Theory
 - Administrative Doctrine
 - Neo-classical theory
 - None of the above
 - All of the above
- 9- A systematic approach to managing that seeks the "one best way" of accomplishing any given task by discovering the fastest, most efficient and least fatiguing production methods. This is:
- Systems theory
 - Principles of management
 - Learning Organization
 - Herbert Simon
 - None of the Above
 - All of the above

10- The shared beliefs, values, and assumptions of a group that allow it to function as a team. This is:

- a. Motivation-Hygiene theory
- b. Hawthorne experiments
- c. Bureaucratic impersonality
- d. Group cohesion
- e. All of the above
- f. None of the above

II- Short Answers (40 points):

- 1- How did classical theory perceive public administration? List 3 classical theorists and elaborate on the contribution of 1 of them.
- 2- Classical theory was supplemented as well as criticized during the “Orthodoxy”. Elaborate on one of the criticisms and one of the contributions to classical theory during the era of “Orthodoxy”.
- 3- How does systems theory explain the functioning of an organization?
- 4- How would you go about “reengineering” work process in your organization? In other words, if you were requested to reengineer certain work process in your organization, in general, what are the steps you’ll be following?

III- Essay Question (30 points):

In an essay form, kindly discuss the following:

- a- What assumptions does the study of “Group Dynamics” have in its analysis of the organization? And specifically, what kind of “groups” do we talk about when studying group dynamics? Elaborate.

- b- How does the study of Organization Development perceive the introduction of change into an organization? Where does the change start? Who are the players in this change? How do the organizational-change techniques called for by the action research model facilitate more capable organizational arrangements?

Best of Luck

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