

پیامبر اعظم (ص): آنکه در جست و جوی دانش بیرون رود، در راه خداست تا آنگاه که باز گردد..

Choose the best answer and then mark it on your answer sheet.

I. Vocabulary

1. Public administration as a category is so abstract and **varied** that it can only be described in vague, general, amorphous, and somewhat compelling terms.

- a. meaningful      b. different      c. serious      d. public

2. He got some information from an **authoritative** source.

- a. reliable      b. bureaucratic      c. professional      d. executive

3. They discussed the **bifurcation** of politics between Germany and England.

- a. confusion in form      b. achievement or efficiency  
c. dividing into two branches      d. organizer of a commercial enterprise

4. Customers will be impressed by the **expertise** of our highly trained employees.

- a. finance      b. blur      c. loss      d. skill

5. The business **investment** is made in the assets of a firm which will contribute towards its ability to make a profit and repay the investors.

- a. inflation      b. spending      c. interest      d. system

6. The remoteness of markets in the public sector makes it difficult to assess the worth and **efficiency** of public administrative operations.

- a. delegation      b. commission      c. quality      d. boss

7. The boss treats his **subordinates** well, but expects them to work hard.

- a. inferiors      b. managers      c. leaders      d. commanders

8. What **position** does he hold in the company?

- a. promotion      b. post      c. demand      d. inflation

9. They praised him for his **meritorious** acts.

- a. deserving praise      b. demanding a lot  
c. individual      d. civil

10. She is **answerable** to the company for the use of this equipment.

- a. requested      b. asked      c. responsible      d. authorized

11. The women worked in fear of their master.

- a. employer                      b. degree                      c. sergeant                      d. general

## II. Fill in the blanks

12. Soldiers are grouped into ..... under the control of sergeants.

- a. pyramids                      b. mafia                      c. peers                      d. squads

13. Most of the ..... of our university are busy all the time.

- a. administrators                      b. function                      c. practices                      d. policy

14. A large sum has been ..... for buying new books for the library.

- a. defrauded                      b. allocated                      c. governed                      d. aimed

15. She has no idea how to ..... a business.

- a. include                      b. prescribe                      c. watch                      d. run

16. The extent to which an employed person is answerable to his or her superior for the results required of the employee's position is called .....

- a. consensus                      b. authority                      c. accountability                      d. implementation

17. The employees are considering ways to increase the-----.

- a. process                      b. productivity                      c. administration                      d. goals

18. The part of the economy of a country that is not under the direct control of the government is called .....

- a. the private sector                      b. the public sector  
c. the manufacturing sector                      d. the industrial sector

19. A person who starts or organizes a commercial enterprise, especially one involving financial risk. is called a(n) .....

- a. entrepreneur                      b. consumer                      c. agent                      d. expert

20. According to your textbook, ..... is **not** a procedural issue.

- a. politics versus profits
- b. planning and efficiency
- c. methods of evaluation
- d. open versus closed systems

21. In order to make sure that the employees do the work delegated to them and to see to it that their efforts are coordinated, the organization ..... supervisors.

- a. tends
- b. turns
- c. dwindles
- d. establishes

22. The ability to influence a group toward the achievement of goals is referred to as .....

- a. practitioner
- b. leadership
- c. hierarchy
- d. personnel

23. The private sector must turn to the public sector's courts and police power to ..... the contracts.

- a. enforceable
- b. enforced
- c. enforce
- d. enforcement

24. These field managers, all of ..... are supposed to be of equal status, supervise a varied number of subordinates.

- a. where
- b. whom
- c. when
- d. what

25. The campaign is designed to increase public **awareness** of the issues.

- a. knowledge
- b. interest
- c. efficiency
- d. deficiency

### III. READ THE FOLLOWING PASSAGE AND ANSWER THE QUESTIONS.

How much span of control is too great and how much is too small? Unfortunately, the slippery world of public administration provides no hard and fast criteria for determining such things. As with so many other questions concerning this **craft**, the only intelligent answer is the highly unsatisfactory, "It all depends." The proper span of control hinges on the type of work being done, the type of employees doing it, the degree of geographical dispersion of the employees, and a multitude of other factors that can often be deceptive. For example, it would appear that a foreman who is overseeing a group of laborers performing routine chores in a small work area would be able to supervise a greater

number of people than could a senior scientist who is heading up a team of colleagues, each of whom is engaged separately in a unique task in various parts of a large laboratory complex. But this may not be the case. The scientists can work on their own and even may insist on doing so. The assembly line workers, on the other hand, may dislike their work and even each other. Thus, the harried foreman's effective span of control may be less than that of the chief scientist.

26. In line 3, what does 'craft' refer to?

- a. world
- b. criteria
- c. span of control
- d. public administration

27. Which of the following items is not among the things the proper span of control depends on?

- a. the type of work being done
- b. the type of employers doing the work
- c. the degree of geographical dispersion of the employees
- d. a multitude of other often deceptive factors

28. The author of the above paragraph concludes that the .....

- a. harried foreman's effective span of control may be less than that of the chief scientist.
- b. scientists cannot work on their own.
- c. span of control is too great.
- d. span of control is too small.

29. Whom does the foreman supervise?

- a. craft
- b. span of control
- c. the assembly line workers
- d. a team of colleagues

30. What does 'their' in line 13 refer to?

- a. scientists
- b. workers
- c. colleagues
- d. parts