

Batna 1 University
First Term Make up Exam
Full name:
Group:
Mark:



2023/2024
Time: 1h30min

Questions

- Say whether the following statements are **true** or **false**

- 1/ Retention involves keeping and motivating employees to stay with the organization.
- 2/ Service marketing is the process of promoting and selling immaterial good to a specific group of people.
- 3/ H R Management is the process of engaging, training, compensating people, developing policies, and strategies to hold them.
- 4/ Working external factors that may affect the organization might include: Globalization and offshoring health-care costs and employment law changes
- 5/ Green product is characterized as biodegradable, readily recycled and does not contain chlorofluorocarbons.
- 6/ Sustainability seeks to not prevent the depletion of natural or physical resources, so that they will remain available for the long term.
- 7/ Development of Workplace Policies means not to ensure fairness and continuity within the organization.
- 8/ Customer retention means ignore clients' needs and preferences.
- 9/ E-billing refers to the use of paper and digital document management.
- 10/ A flowchart is a helpless tool for shortening information when the text is organized hierarchically or sequentially.

Good luck



البريد الوارد × خارجيون الإجابة النموذجية لامتحانات الاستدراكية : Fr

الاكتميل، 6 مايو، 8:06 م

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أنا

- 1 true
- 2 true
- 3 true
- 4 true
- 5 true
- 6 false
- 7 false
- 8 false
- 9 false
- 10 false

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