Benha University
1st Term Final Exam
Class: 1st Year students
Subject: Organizational Behavior (Humanities)

Faculty of Computers & Informatics
Date: 13-1-2013
Time: 2 hour
Examiner: Dr. Ahmed El-sawy

Answer the following questions:

Q1: Choose the correct answer: (6 Points)

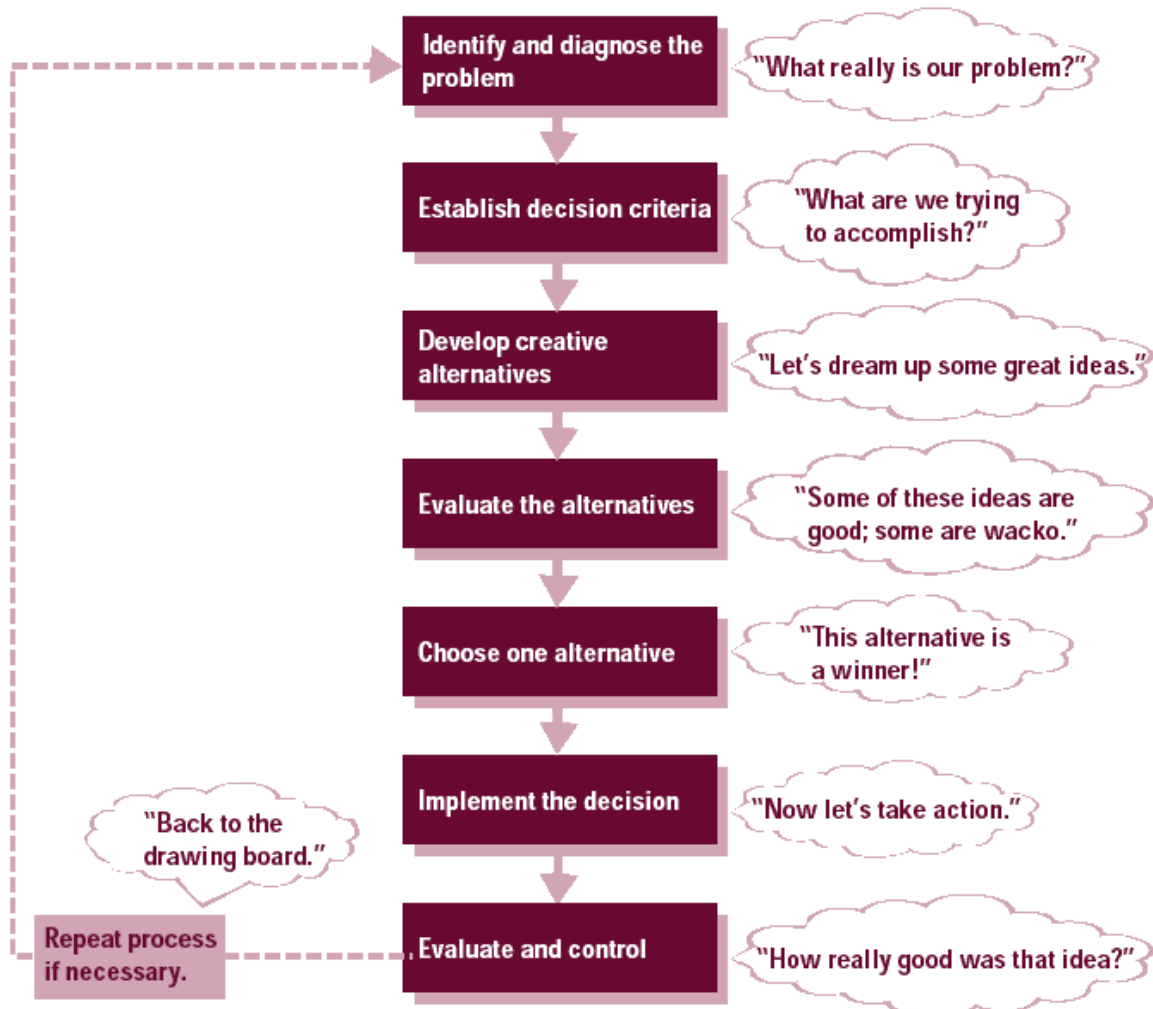1- …………………. A person selects one alternative among two or more alternative responses or courses of action.

   a) Decision Maker   b) Decision Taker   c) Decision Player

2- ………………… toward such factors as the marketplace, government regulations, and the changing social, environmental, and technological conditions of the future

   a) Internal focus   b) Flexibility   c) External Focus

3- Type of intelligence focused on problem solving involving abstract reasoning that called …………

   a) Analytical   b) Creative   c) Practical

4- Persons who believe that their lives are controlled by circumstances and attribute their success or failure to luck that called …………………….

   a) Internal locus of control   b) External locus of control   c) No one of both

5- …………………… Believe titles are obsolete and Offer all employees stock options

   a) Cool Companies   b) Old Companies   c) Mixed Companies

6- ………………… Is a predisposition that influences a person's response to an object

   a) Value   b) Ethic   c) Attitude

Q2: Compare between Certainty and Risk and Uncertainty. (6 Points)

Certainty	Risk	Uncertainty
Facts are well known.	**Facts are known.**	**Facts are unknown.**
Alternatives are known and outcomes can be predicted accurately.	**Alternatives are less clearly defined.**	**Few alternatives are known.**
Usually involves lower-level issues	**The probability of outcomes is predicted from experience.**	**The probability of outcomes cannot be predicted accurately.**

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Q3: By drawing define the decision making process. (5 Points)

Q4: Define the job satisfaction and the consequences of job satisfaction. (5 Points)

- Job satisfaction

  ➢ Is the amount of pleasure or contentment that a person associates with a job.

- Consequences of job satisfaction are:

  ➢ High productivity when the work involves people contact

  ➢ A stronger tendency to achieve customer loyalty

  ➢ Low absenteeism and turnover

  ➢ Less job stress and burnout

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➢ Better safety performance

➢ Better life satisfaction

Q5: what are the Consequences of Individual Differences (in points)? (4 Points)

- Variations in productivity

- Ability and talent

- The desire to achieve high-quality results

- Empowerment and involvement

- Preferred leadership style

- Need for contact with other people

- Commitment and loyalty to the firm

- Variations in worker's self-esteem

Q6: Why Congruence between Individual and Organizational values is important? (4 Points)

➢ Employee job performance is likely to be higher .

➢ Employees are more successful and believe they can reach their career goals.

➢ Employees are more likely to remain with the firm and to work longer hours.

➢ Employees do not suffer person-role conflict in attempting to obey orders that clash with personal values.

Q7: what are the Techniques for Enhancing Creativity? (6 Points)

- Brainstorming:

- **Idea quotas**

- **Heterogeneous group**

- **Financial incentives**

- **Architecture and physical layout**

- **Inspiration**

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Define: Organization – Problem - Organizational Citizenship - Demographic Diversity. (4 Points)

- Organization: A consciously coordinated social unit, composed of two or more people, that functions on a relatively continuous basis to achieve a common goal or set of goals.

- Problem: A divergence between the ideal and the real that requires a decision about which alternative should be chosen to remedy the divergence.

- Organizational Citizenship: The willingness to work for the good of the organization even without the promise of a specific reward.

- Demographic Diversity: Difference in background factors shape worker attitudes and behaviors. Key sources of diversity include gender, age, race and ethnicity, and physical disability

Good Luck,