



Course No: MAN 3312 Course Title: Organizational Behavior Date: 28 /05/2013 No. of Questions: (7) Time: 2 Hours Using Calculator (No)	University of Palestine  Final Exam. 2nd Semester 2012/2013 Total Grade: (60)	Instructor Name: Mr. Abdel Fatah Afifi Student No.: ----- Student Name:----- College Name:----- Dep. / Specialist:----- Using Dictionary: (No)
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Answer the following questions:


Q 1` : Select (T) for true statements and (F) for wrong ones:

No	Statement	T / F
1	Self-Efficacy Enhances probability that goals will be achieved.	
2	Role Identity: An individual's view of how he or she is supposed to act in a given situation.	
3		
4	Brainstorming : A meeting in which members interact on computers, allowing for anonymity of comments and aggregation of votes.	
5	Interest Group: Those working together to attain a specific objective with which each is concerned.	
6	The Punctuated Equilibrium Model suggests that groups have an equilibrium, but that equilibrium will be punctuated at the half-way point. But, after the punctuation, the group will return to the equilibrium it had prior to the punctuation.	
7	E-mail advantages: quickly written, sent, and stored; low cost for distribution.	
8	Extranet, is an information network connecting employees with external suppliers, customers, and strategic partners.	
9	Dominant Culture: Mini-cultures within an organization, typically defined by department designations and geographical separation.	
10	Channel Communication Richness: The amount of information that can be transmitted during a communication episode.	

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Q 2: Match the statements with terms:

	Terms	Statements
1	Self-Efficacy	A homeless person will not be motivated to meditate!
2	Self Esteem	A program that encompasses specific goals, participative set, for an explicit time period, with feedback on goal progress.
3	Management by Objectives (MBO)	A designated work group defined by the organization's structure.
4	goal commitment	The drive to become what one is capable of becoming.
5	Maslow Application	An individual's feeling that s/he can complete a task (e.g. "I know I can!")
6	Self-Actualization	Employees from about the same hierarchical level, but from different work areas, who come together to accomplish a task.
7	Formal Group	Those working together to complete a job or task.
8	Informal Group	A group composed of the individuals who report directly to a given manager.
9	Task Group	"I want to do it & I can do it"
10	Command Group	Individuals' degree of liking or disliking themselves.
11	Cross-Functional Teams	A group that is neither formally structured nor organizationally determined; appears in response to the need for social contact.

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Q 3: Multiple Choices:

Q 3-1: *The reasons of Why MBOs Fail are the following, Except:*

(Select one answer)

1. Realistic expectations about MBO results
2. Lack of commitment by top management
3. Failure to allocate reward properly
4. Cultural incompatibilities

Q 3-2: Theory X, Managers See Workers As:

(Select one answer)

1. Self-Directed
2. Enjoying Work
3. Having Little Ambition
4. Accepting Responsibility

Q3 -3: Lorraine is a non-traditional student (she's 51 years old) and is working in a group for a class project. They keep turning to her for the answers to questions. Which of the following might the group have that is driving Lorraine's experience?

(Select one answer)

1. Group think
2. Group shift
3. Role Conflict
4. Role Expectations

Q 3-4: Knowledge Management (KM) is important because of:

(Select one answer)

1. Intellectual assets are as important as physical assets.
2. When individuals leave, their knowledge and experience goes with them.
3. A KM system reduces redundancy and makes the organization more efficient.
4. All of the above.
5. None of the above

