

Course No: MAN 3312  
Course Title: Organizational Behavior  
Date: 31/03/2015  
No. of Questions: (2)  
Time: One Hour  
Using Calculator (No)

University of Palestine



Mid Term Exam  
2<sup>nd</sup> Semester 2014/2015  
Total Grade: 20 Marks

Instructor Name: Dr. Mazen Rohmi  
Student No.: \_\_\_\_\_  
Student Name: \_\_\_\_\_  
College Name: \_\_\_\_\_  
Dep. / Specialist: \_\_\_\_\_  
Using Dictionary (No)

**I. Choose the right answer from a, b, c, d or e : (10 Marks)**

1. Organizational behavior is constructed from all of the following disciplines EXCEPT \_\_\_\_\_.
  - a. physics
  - b. psychology
  - c. anthropology
  - d. sociology
  - e. social psychology
2. The statement “I am going to look for another job that pays better” is an example of \_\_\_\_\_ component of attitude.
  - a. behavioral
  - b. cognitive
  - c. affective
  - d. positive
3. Job \_\_\_\_\_ measures the degree to which a person identifies psychologically with his or her job and considers his or her perceived performance level important to self-worth.
  - a. commitment
  - b. satisfaction
  - c. involvement
  - d. organization
4. \_\_\_\_\_ seeks to measure, explain, and sometimes change the behavior of humans and other animals.
  - a. Meteorology
  - b. Sociology
  - c. Political science
  - d. Psychology
5. Piece-rate plans, merit based pay, bonuses, profit sharing, and employee stock ownership plans are all forms of \_\_\_\_\_ programs.
  - a. ESOP
  - b. gainsharing
  - c. variable-pay
  - d. Scanlon plan
6. \_\_\_\_\_ means that organizations are becoming more heterogeneous in terms of gender, race, and ethnicity.
  - a. Globalization
  - b. Workforce diversity
  - c. Affirmative action
  - d. Organizational culture

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7. In an attempt to increase employee satisfaction, customer service employees at a large employer are being trained to perform other functions. In the future, employees will alternate between two or three job functions on a monthly basis. This is an example of job \_\_\_\_\_.
- a. enhancement
  - b. enlargement
  - c. rotation
  - d. enrichment
8. \_\_\_\_\_ refers to an individual's involvement with, satisfaction with, and enthusiasm for the work she does.
- a. Employee engagement
  - b. Normative commitment
  - c. Cognitive support
  - d. Job enrichment
9. The statement "I strongly dislike my supervisor" is an example of \_\_\_\_\_ component of attitude.
- a. behavioral
  - b. cognitive
  - c. affective
  - d. positive
10. Motivation is important to managers because \_\_\_\_\_.
- a. it is a significant contributor to high performance
  - b. it does not explain the differences in intensity of behavior
  - c. it explains the differences in attitude and personality
  - d. not all employees know how to use it effectively

**II. Answer the following questions: (10 Marks)**

1. What is organizational behavior? (2 Marks)

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**Using Dictionary (No)**

2. How do organizations manage diversity effectively? (4 Marks)

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3. What causes job satisfaction? For most people, is pay or the work itself more important?  
What outcomes does job satisfaction influence? (4 Marks)

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*End of Questions*