

Course No: BGMS 3205  
 Course Title: OB  
 Date: 22 / 05/ 2011  
 No. of Questions: 4  
 Time: 120 Minutes  
 Using Calculator (No)

University of Palestine



Final examination  
 2<sup>nd</sup> Semester 2010/2011  
 Total Grade: 60

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 Dep. / Specialist: \_\_\_\_\_  
 Using Dictionary, Mobile (No)

**Answer all questions**

First Question	No. of Branches (1)	(10/60)
<b>Q1 B1</b>		<b>(10/10)</b>

**Choose the correct answer of the following.**

**1. The Big Five personality traits five basic dimensions Except:**

- a. Extroversion, Agreeableness.
- b. Conscientiousness, Emotional Stability.
- c. Openness to Experience.
- d. Sensing vs. Intuitive

**2. Three key elements of motivation:**

- a. Intensity – how hard a person tries.
- b. Direction – effort toward, consistent with, organizational goals.
- c. Persistence – how long a person can maintain effort.
- d. All above correct.

**3. Alderfer’s ERG of Needs Theory:**

- a. Existence, Relatedness, and Growth.
- b. Relatedness, Growth, and Existence.
- c. Growth, Existence, and Relatedness.
- d. Relatedness, Growth, Existence.

**4. Maslow’s Hierarchy of Needs Theory**

- a. Self-Actualization, Esteem, Social, Physiological.
- b. Self-Actualization, Esteem, Social, Safety, Physiological.
- c. Self-Actualization, Social, Esteem, Safety, Physiological.
- d. Self-Actualization, Esteem, Safety, Social, Physiological.

**5. The three determinants of attribution:**

- a. Interpretation → Attribution of Cause → Observation.
- b. Attribution of Cause → Observation → Interpretation.
- c. Observation → Interpretation → Attribution of Cause.
- d. None of the above

**6. Research had to say about expectancy theory it focuses on three relationship:**

- a. Effort - Performance Relationship.
- b. Performance – Reward Relationship.
- c. Rewards- Personal Goals Relationship.
- d. All above correct.



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**7. Best Attribute for use small group affect group performance, Except:**

- a. Speed, Individual Performance.
- b. Fact-Finding Goals.
- c. Overall Performance.
- d. All above correct.

**8. Motivation theories are often culture-bound are not universal, Except:**

- a. Maslow's Hierarchy of Needs Theory.
- b. McClelland's Three Needs Theory.
- c. Adams' Equity Theory.
- d. Herzberg's Two-Factor Theory.

**9. Advantages had managerial implications to increase cohesiveness, Except:**

- a. Make the group smaller.
- b. Increase time members spend together.
- c. Increase group status and admission difficulty.
- d. Give rewards to individuals.

**10. Weaknesses of Group Decision Making, Except:**

- a. Time-consuming activity.
- b. Conformity pressures in the group.
- c. Discussions can be dominated by a few members.
- d. A situation of General responsibility.

Second Question	No. of Branches (1)	(10/60)
<b>Q1 B1</b>		<b>(10/10)</b>

**Remember:**

**1. Factors determine personality:**

- 1. \_\_\_\_\_
- 2. \_\_\_\_\_
- 3. \_\_\_\_\_
- 4. \_\_\_\_\_

**2. what other personality traits are relevant to OB.**

- 1. \_\_\_\_\_
- 2. \_\_\_\_\_
- 3. \_\_\_\_\_
- 4. \_\_\_\_\_



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**3. Experience Hofstede's Framework for assessing culture – five value dimensions:**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

**4. What shortcuts do people use in making judgments about others?.**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_

**5. Specific Shortcut Applications in Organizations**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

**6. Six-step decision-making process**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_

**7. The Three-Component Model of Creativity:**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

**8. Ethical Decision Criteria:**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

**9. What are the key tenets of expectancy theory?.**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_

**10. What are the key tenets of expectancy theory?.**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_



Third Question	No. of Branches (1)	(05/60)
<u>Q3 B1</u>		<u>(05/10)</u>

Choose and write the appropriate term for the following definitions.

*Expectancy Theory, Personality, Equity Theory, Values, groups, Equity Theory.*

- \_\_\_\_\_ : Dynamic organization within the individual of those psychophysical systems that determine his unique adjustments to his environment.
- \_\_\_\_\_ : Basic convictions on how to conduct yourself or how to live your life that is personally or socially preferable to an opposite or converse mode of conduct or end state of existence.
- \_\_\_\_\_ : The ability to produce novel and useful ideas.
- \_\_\_\_\_ : Employees compare their ratios of outcomes-to-inputs of relevant others and then respond to eliminate any inequities.
- \_\_\_\_\_ : The strength of a tendency to act in a certain way depends on the strength of an expectation that the act will be followed by a given outcome and on the attractiveness of the outcome to the individual.

Fourth Question	No. of Branches (1)	(35/60)
<u>Q3 B1</u>		<u>(05/60)</u>
<u>Q3 B2</u>		<u>(05/60)</u>
<u>Q3 B3</u>		<u>(05/60)</u>
<u>Q3B4</u>		<u>(05/60)</u>
<u>Q3 B5</u>		<u>(05/60)</u>
<u>Q3 B6</u>		<u>(05/60)</u>
<u>Q3 B7</u>		<u>(05/60)</u>
<u>Q3 B8</u>		<u>(05/60)</u>
<u>Q3 B9</u>		<u>(05/60)</u>

Answer 7 Questions from 9.

1. What is the Myers-Briggs Type indicator (MBTI), and What does it measure?.

Myers – Briggs Indicator (MBTI): \_\_\_\_\_

Myers – Briggs Indicator measure:

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_



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2. What is perception?. And what factors influence our perception?.

Perception: \_\_\_\_\_  
\_\_\_\_\_

Factors influence our perception.

1. Factors \_\_\_\_\_ :
  2. Factors \_\_\_\_\_ :
  3. Factors \_\_\_\_\_ :
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

3. What are the early theories of motivation?. How well have they been supported by research?.

▪ The early theories of motivation:

1. \_\_\_\_\_
  - \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_

▪ They had been supported by research: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



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4. What is reinforcement theory?. How is it related to goal-setting theory?.

▪ Reinforcement Theory: \_\_\_\_\_  
\_\_\_\_\_

▪ It related to goal-setting theory:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

5. Define group?. What are the different types of groups?.

Group: \_\_\_\_\_  
\_\_\_\_\_

Different types of groups:

1. Formal Group: \_\_\_\_\_  
\_\_\_\_\_

a. \_\_\_\_\_  
\_\_\_\_\_

b. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

2. Informal Group: \_\_\_\_\_  
\_\_\_\_\_

a. \_\_\_\_\_  
\_\_\_\_\_

b. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



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**6. What are the five stages of group development?.**

**Five Stages of Group Development Model:**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

**7. What is the evidence for the effect of culture on group status and social loafing?.**

**The evidence for the effect of culture on group status and social loafing:**

a. **Status and Culture:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

b. **Social Loafing:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**8. How does diversity affect groups and their effectiveness over time?.**

**Group Diversity affect groups and their effectiveness over time:**

- a. \_\_\_\_\_
- b. \_\_\_\_\_
- c. \_\_\_\_\_
- d. \_\_\_\_\_



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9. Do role requirements change in different situations?. If so, how?.

Role requirements change in different situations: \_\_\_\_\_

Role: \_\_\_\_\_

Classes of role:

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

4. \_\_\_\_\_

5. \_\_\_\_\_

**End of Questions**  
***Good Luck for all***