



Dear students,

First of all you should read carefully through all the exam questions, and then you have to attempt the questions that you can answer completely.

This exam contains three questions, each question contains several branches, and therefore you are required to attempt only the required branches of each question.

Any student answer more than the required, this will not be marked.

Moreover, student who answers different branches for different questions, this will not support him, where the marking criteria depend on answer all the required branches of each question.

Note: this exam contains 5 sheets

Best wishes

Question	Question 2	Question 3	TOTAL GRADE
/5	/5	/5	/15

Notes:



QUESTION ONE: Determine the following statements True (T) or False (F) (5 Marks)

1. Organizational culture is a system of shared meanings & common beliefs held by organizational members that determine, to a large degree, how they act toward each other
2. Employees learn culture by Symbols which is Narratives of significant events or actions of people that convey the spirit of the organization
3. A strong culture preempts the need for formal rules and regulations
4. employees are any constituencies in an organization's environment that are affected by the decisions and actions of that organization.
5. alternative a discrepancy between an existing & desired state of affairs.
6. Identifying decision criteria is the process of Assigning a weight to each item places the items in the correct priority order of their importance in the decision-making process.
7. Selecting an Alternative means Putting the chosen alternative into action through conveying the decision to and gaining commitment from those who will carry out the decision
8. Illumination The step in the The Creative Decision-Making Process where the decision maker thinks about the problem consciously and gathers information
9. Characteristics of an effective decision-making process Logical & consistent.
10. Certainty where manager estimate the likelihood of certain outcomes.

Answer Table

1	2	3	4	5	6	7	8	9	10

QUESTION TWO: Choose the suitable answer among the answers listed following each statement: (5 Marks)

1. The External Environment includes

- A. Owners
- B. Employee
- C. Customers
- D. All if the above

**2. Political/legal conditions includes**

- A. interest rates
- B. inflation rates
- C. general political stability of countries
- D. all of the above

3. The organization affected by:

- A. Strategic partners
- B. Regulators
- C. Suppliers
- D. All of the above

4. Decision criteria includes:

- A. Outcomes that are desired
- B. the authority
- C. the information
- D. all of the above

5. Decision making conditions includes:

- A. Uncertainty
- B. Risk
- C. A & B
- D. None of the above

Answer Table

1	2	3	4	5



QUESTION THREE:

1. Explain the process of Decision Making in the organizations?

Good luck