



Benha University  
Final Exam  
Class: **1<sup>st</sup> Year students (Failure)**  
Subject: **Organizational Behavior**



Faculty of Computers & Informatics  
Date: 24-12-2013  
Time: **2 hour**  
Examiner: **Dr. Ahmed El-sawy**

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**Answer the following questions:**

**Q1:** Define:

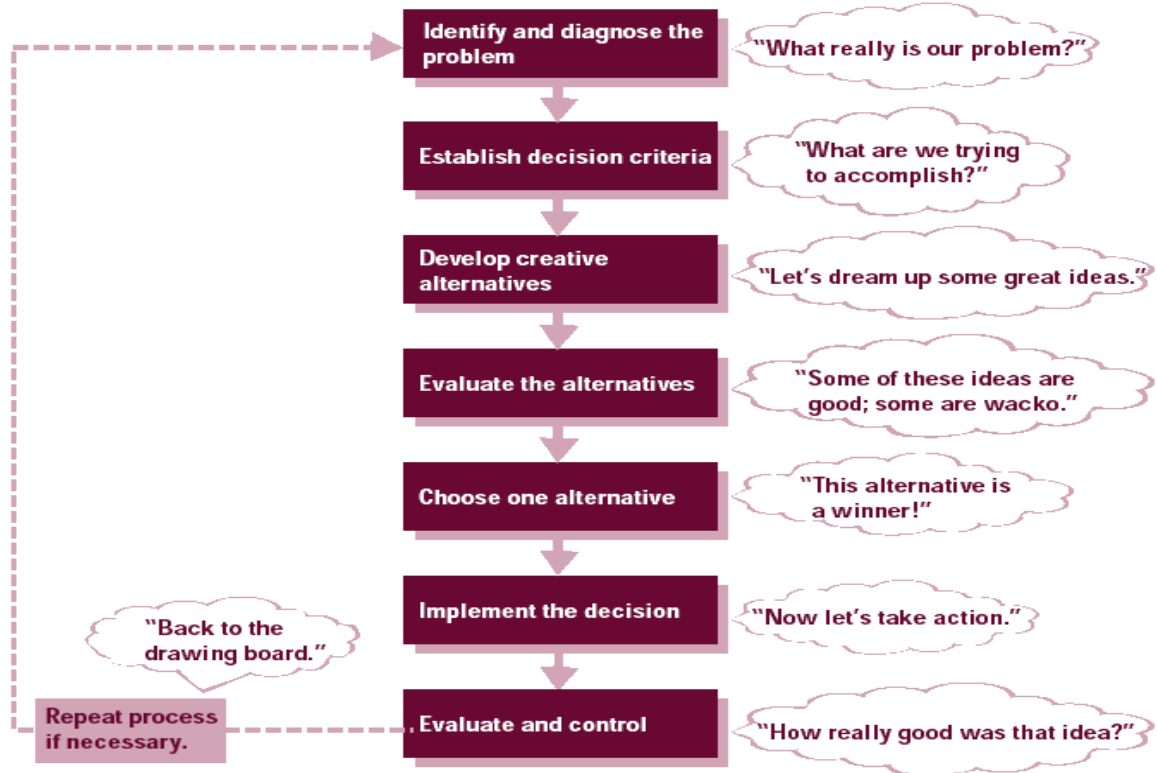
- 1- Organization behavior  
a field of study that investigates how individuals, groups and structure affect and are affected by behaviour within organizations, for the purpose of applying such knowledge toward improving an organization's effectiveness.
- 2- Flexibility  
Dynamic, allowing more teamwork and participation; seeking new opportunities for products and services
- 3- Behavior  
Is a function of the person interacting with the environment.  
$$B = f(P \times E)$$
- 4- Intelligence  
Is the capacity to acquire and apply knowledge, including solving problems
- 5- Problem  
A divergence between the ideal and the real that requires a decision about which alternative should be chosen to remedy the divergence.

**Q2:** Explain the decision making steps by drawing.



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**Q3:** What are the layers of organizational behavior? And explain the characteristics for each layer.





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**Q4:** Discuss the Characteristics of Creative People.

- Knowledge
  - Have acquired a broad background of facts and information needed to support creative problem solving when combining ideas and things in new and different ways.
- Intellectual abilities
  - Are bright but not brilliant; possessing creative intelligence.
  - Are good at generating and choosing alternatives
  - Are youthfully curious and empathetic.
  - Creatively use both fluid (processing) and crystallized (accumulated intelligence).
- Personality
  - Have a positive self-image; not blindly self-confident.
  - Able to cope with criticism of their ideas.
  - Can tolerate the isolation necessary for developing ideas.
  - Are frequently nonconformists and do not need strong approval from the group.
  - Are persistent in carrying through on an idea.
  - Can deal with ambiguity and chaos.

**Q5:** Discuss the standard theory of intelligence.

- Intelligence consists of general cognitive factors (*g*) and special factors (*s*) that contribute to problem-solving ability.



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- High scores on  $g$  are associated with good scholastic performance and success on the job.
- Special factors ( $s$ ) are specific aptitudes/skills that contribute to overall mental aptitude and enhance the enjoyment of work associated with that skill.

**Q6:** What are the internal factors affecting the creativity.

- Expertise
  - ❖ The necessary knowledge to put facts together.
- Creative-thinking skills
  - ❖ The flexibility and imagination with which individuals approach problems.
- Internal (intrinsic) motivation
  - ❖ A fascination with or passion for the task

**Q7:** What are the roles in the new workplace? (By drawing).

