

EpMBA Semester I

Subject: Organizational Behaviour

Question Set 1

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1. **The Pyramid form is a representation of:**
 - A. **Maslow's Hierarchy of Needs**
 - B. Alderfer's ERG theory
 - C. Murray's Manifest need theory
 - D. Adam's Equity theory
2. **All of the following topics and areas of concentration generally constitute the field of OB except**
 - A. Interpersonal communication
 - B. **International influences**
 - C. Group structure and process
 - D. Leadership
3. **One way businesses can benefit from diversity in the work force is**
 - A. Increased popularity
 - B. Increased understanding of the marketplace
 - C. Increased employee satisfaction
 - D. **Minimizing investigations**
4. **The steps of Motivation Process are given as**
Determination of objective
Study of the feelings of employees
Integrate interest
Provide auxiliary condition
Communication
Team spirit
Which is the correct sequence of motivational process?
 - A. 6, 1, 3, 4, 5 and 2
 - B. **1, 2, 5, 3, 4 and 6**
 - C. 1, 3, 4, 5, 6 and 2
 - D. 1, 2, 3, 4, 5 and 6

5. **Hygiene factors related to the work context includes**

A. Relations with supervisor

B. Supervision

C. A Only

D. A&B both

6. **A motive is defined as**

A. A price of product

B. An inner state that energizes, activates and directs the behaviour of individuals towards certain goals

C. An inner state that provides difficult task to the player

D. A cost

7. **"Leadership is the activity of influencing people to strive willingly for group objectives." This statement is given by**

A. George R. Terry

B. Harris Thomas A.

C. Davis, Keith

D. Rensis Likert

8. **Managing well is obviously an important factor in organizational success. We know that the best companies to work for have low turnover and generally more satisfied employees. In this type of setting, all of the following have been expressed by employees as reasons for choosing to stay with a company for long periods of time except**

A. Exciting and challenging work

B. Chance to change careers within the same company

C. Chance for challenging overseas assignments

D. Focus solely on salary

9. One of the major frameworks that every individual will need to develop and accommodate throughout their working lives is

A. Always work for others since this reduces stress

B. Recognize that a contingency approach is of minimum value

C. A continuous process of learning and skill building

D. Rely on traditional values since they have worked in the past

10. Perception may be defined as:

A. The process by which people organise, interpret, experience and process cues or material received from the external environment

B. The process of controlling

C. The system of planning

D. The system of management

11. The OB subject of "perception" has been most influenced by which behavioural science discipline?

A. Political science

B. Psychology

C. Social psychology

D. Anthropology

12. Which of these skills is considered to be the cornerstone of the four building block skills?

- A. Personal flexibility
- B. Self-insight
- C. Perceptual skills
- D. Leadership capabilities**

13. Classical Theory of Organisation includes

- A. Delegation of Authority
- B. Order
- C. Work division and specification
- D. All of the above**

14. Theory X is a theory of

- A. Controlling**
- B. Financial Planning
- C. Motivation
- D. Planning

15. Hawthorne studies is related to the organizational behavior evolution:

- A. Industrial Revolution
- B. Scientific Management
- C. Organisational Behaviour
- D. Human Relation movement**

16. Organisational Behaviour is:

- A. A Science
- B. An art
- C. A science as well as an art**

D. None of the above

17. Which of the following forms the basis for the Autocratic model of OB?

A. Obedience

B. Authority

C. Power

D. Dependence on boss

18. _____ is the force of action or motivation:

A. Behaviour

B. Stimulus

C. Perception

D. Attitude

19. Every individual is _____ by their personality:

A. Intellectual

B. Specific

C. Unique

D. Systematic

20. Trust, nature, cooperative are part of _____ personality trait

A. Agreeableness

B. Emotional stability

C. Openness to experience

D. Introversion

21. _____ is the process of stimulating people to action to accomplish goals

- A. Bonus
- B. Motivation**
- C. Performance based incentive
- D. Promotion

22. Authority is of _____ types

- A. Legal Authority
- B. Charismatic Authority
- C. Traditional Authority
- D. All of the above**

23. Which statement is true?

- A. Reward power is based on the leader's ability to provide rewards to those he governs
- B. Traditional authority evolves into rational authority through formal legitimization
- C. Charismatic leaders usually possess magical qualities
- D. All of the above**

24. Which is not the Maslow's need?

- A. Esteem
- B. Control**
- C. Self actualization
- D. Social

25. The approaches to organisational changes are

- A. Structural approach**
- B. Self centered approach

- C. Behavioural approach
- D. All of the above

26. Which of the following is the most difficult resource to manage

- A. Material
- B. Money
- C. Men**
- D. Methods

27. Myers-Briggs personality is called as

- A. MBIT
- B. MBET
- C. MIBT
- D. MBTI**

28. People process visual experiences into Cognitive models. They help in future action that is:

- A. Symbolizing**
- B. Fore thought
- C. Observation
- D. Regulatory

29. Success of each organization is depending upon the performance of

- A. Employer
- B. Management
- C. Vendor
- D. Employee**

30. What is the key word in understanding organization structure

- A. Control**
- B. Change
- C. Process
- D. Delegation

31. Which of the following statement best captures the nature of leadership?

- A. Leaders focus on budgeting
- B. Leaders focus on behaviour
- C. Leaders focus on management
- D. Leaders focus on setting direction**

32. The _____ theory states that human mind will receive or accept only that information which it feels that it is relevant

- A. Perception theory
- B. Selective Perception**
- C. Relevance theory
- D. None of the above

33. “Employees with relatively weak higher order needs are _____ concerned with variety and autonomy” according to Need hierarchy theory.

- A. Less**
- B. More
- C. Vary
- D. Extremely

34. Outgoing, Talkative, Social are part of _____ personality trait

- A. Friendly
- B. Openness to experience
- C. Introversion
- D. Extroversion**

35. Which of the following is not a step in Perceptual process?

- A. Obejct
- B. Selection
- C. Perception**
- D. Response

36. Putting people into convenient group on basis of some characteristics and make an assumption to perceive is called as:

- A. Stereotyping**
- B. Perception
- C. Perceiving
- D. Group perception

37. A manager with a good _____ can make the workplace more pleasant

- A. Communication
- B. Knowledge
- C. Experience
- D. Interpersonal Skills**

38. The examination of characteristics relating to leadership is referred to as

- A. Traits approach**

- B. Communication approach
- C. Styles approach
- D. Situational approach

39. Every individual set his goal and he also know the _____ which will take him to achieve the goal

- A. Process
- B. Behaviour**
- C. Event
- D. Way

40. _____ is the best leadership style

- A. Autocratic
- B. Situational**
- C. Bureaucratic
- D. Democratic

41. _____ theory emphasis that, unsatisfied need can influence the behaviour satisfied one will not act as motivator

- A. Maslow's theory**
- B. Herzberg's theory
- C. Expectancy theory
- D. Alderfer's ERG theory

42. _____ is a term that implies that one person, say the managers, induces another, say an employee, to engage in action by ensuring that a channel to direct the motive of the individual becomes available and accessible to the individual

- A. Motivating**
- B. Controlling and co-ordination

- C. Planning
- D. Processing

43. Which statement is true?

- A. Perception is the means by which stimuli affect an organism or individual
- B. Human behaviour is generally determined on the basis of 'what is perceived', rather than on 'what is'
- C. Behaviour is determined only by perceived stimuli; in other words, a stimulus that is not perceived has no effect on human behaviour

D. All of the above

44. Who is the developer of 'Two Factors theory' of Motivation

- A. Herzberg**
- B. Lawless, David. J
- C. A. H. Maslow
- D. Porter, Lyman W. and Hackman

45. If modern day managers do not positively address and manage workforce diversity, all of the following may become negative outcomes for an organization except

- A. More difficult communication
- B. Increased creativity and innovation**
- C. More interpersonal conflicts
- D. Potential for higher employee turnover

46. Some of OB's challenges and opportunities include all of the following except:

- A. Reinforcing the importance of traditional methods of management**

B. Offering specific insights to improve interpersonal and people skills

C. Helping us learn to cope in a continuously changing world

D. Facilitating the improvement of quality and employee productivity

47. Motivational factor is/are

A. Achievement

B. Work itself

C. Recognition

D. All of these

48. What is contributing to organizations taking a look at employee groups that had previously been overlooked, ignored, or shutout?

A. Current discrimination laws

B. Government monetary incentives

C. New behavior management theories

D. Economic pressures

49. In the implications of the Hawthorne studies, which of the following reasons are not given by the workers?

A. Earning

B. Type of supervision

C. Small group

D. Large Group

50. Financial incentives do not include:

- A. Insurance
- B. Additional Bonus
- C. Participation in profit
- D. Recognition of good work**

55. The field of organizational behaviour examines such questions as the nature of leadership, effective team development, _____, and _____.

- A. Interpersonal conflict resolution; motivation of individuals
- B. Organizational control; conflict management
- C. Motivation of individuals; planning
- D. Planning; Development**

56. Learning can be in the form of

- A. Stimulus
- B. Motivation
- C. Objective-oriented
- D. All of these**

57. Herzberg's factors includes

- A. Possibility of Failure
- B. Status**
- C. No Advancement and Recognition
- D. Personal flexibility

58. Which of the following is the principle of organisation behaviour?

- A. Principle of Balance
- B. Exception principle
- C. Scaler principle
- D. Motivation**

59. Who is not the developer(s) of Classical Theory of Organisation?

- A. Max Weber
- B. Gulick
- C. Henry Fayol
- D. F.W.Taylor**

60. Which is the method of conflict management?

- A. Conflict Resolution Method
- B. Conflict Reduction Method
- C. Conflict Stimulation Method
- D. None of these**

