UNIVERSITY OF CALICUT

SCHOOL OF DISTANCE EDUCATION

BBA (2015 Admn.**)**

VI SEMESTER

CORE COURSE

ORGANISATIONAL BEHAVIOUR

QUESTION BANK

1. "------------ are social inventions for accomplishing goals through group efforts"
   a. Management
   b. Organization
   c. Leadership
   d. Behavior
2. Which of the following is/are the key features of organization
   a. Social invention
   b. Accomplishing goals
   c. Group efforts
   d. All of these
3. A study of human behavior in organizational settings is
   a. Individual behavior
   b. Group behavior
   c. Organizational behavior
   d. None of these
4. Scientific Management approach is developed by
   a. Elton Mayo
   b. Henry Fayol
   c. F.W. Taylor
   d. A. Maslow
5. Who proposed " **bureaucratic structure**" is suitable for all organization
   a. Elton Mayo
   b. Henry Fayol
   c. F.W. Taylor
   d. Max Weber
6. "Hawthrone experiment" which was a real beginning of applied research in OB was conducted by
   a. Elton Mayo
   b. Henry Fayol
   c. F.W. Taylor
   d. Max Weber
7. Process or administrative theory of organization is being given by
   a. Elton Mayo
   b. Henry Fayol
   c. F.W. Taylor
   d. Max Weber
8. Whose concept states that interpersonal and human relations may lead to productivity
   a. Elton Mayo
   b. Henry Fayol
   c. F.W. Taylor
   d. Max Weber
9. Today's organization are
   a. Open system
   b. Closed system
   c. Open as well as closed
   d. None of these

10. Which organization theory can be understood by IF and THEN relationship
    a. System approach
    b. Contingency approach
    c. Process approach
    d. Scientific approach

11. Organization Behavior is
    a. An interdisciplinary approach
    b. A humanistic approach
    c. Total system approach
    d. All of these

12. Organization Behavior is not a /an
    a. A separate field of study
    b. Applied science
    c. Normative science
    d. Pessimistic approach

13. "Cognitive theory" of learning was given by
    a. Skinner
    b. Pavlov
    c. Tolman
    d. Piajet

14. Extension of behavior modification into organization is called
    a. Enrichment
    b. Enlargement
    c. OB Mod
    d. OB Ext

15. --------------is a relatively permanent change in behavior that occurs as a result of experience
    a. Behavior modification
    b. Learning
    c. Motivation
    d. Skills

16. which of the following is / are included as structure of human mind
    a. Id
    b. Ego
    c. Super ego
    d. All the above

17. ----------- is largely childish, irrational, never satisfied, demanding and destructive of others
    a. Ego
    b. Super ego
    c. Negative ego
    d. Id

18. ------------represent noblest thoughts, ideals etc.
    a. Ego
    b. Super ego
    c. Negative ego
    d. Id

19. ----------- is reality and practical oriented part of thinking
    a. Ego
    b. Super ego
    c. Negative ego
    d. Id

20. Thematic Apperception Test (TAT) is designed to understand
    a. Perception of individual
    b. Personality of individual
    c. Learning of individual
    d. None of these

21. ---------------- is "the reactions of individuals to new or threatening factors in their work environments"
    a. Attitude
    b. Stress
    c. Dissonance
    d. Disappointment

22. Which of the following is/are not job related source of stress
    a. Role ambiguity
    b. Role overload
    c. Ethical dilemmas
    d. Career concerns

23. Which of the following is/are not organizational factors causing stress
    a. Task demand
    b. Role demand
    c. Role conflict
    d. Satisfaction

24. Which of the following is / are method of managing stress
    a. Job relocation
    b. Career counseling
    c. Recreational facility
    d. All the above

25. Which of the following is / are not a method of managing stress
    a. Time management
    b. Supervisor training
    c. Role Analysis techniques (RAT)
    d. Rorschach test

26. -------------- refers to the negotiation or an agreement between two groups
    a. Contracting
    b. Co-opting
    c. Pressure tactics
    d. None of these

27. Which of the following methods is/are used to solve intergroup conflicts indirectly
    a. Avoidance
    b. Encouragement
    c. Bargaining
    d. All of these

28. Which of the following is / are not direct method to solve intergroup conflicts
    a. Problem solving
    b. Domination by the management
    c. Removing key figures in conflict
    d. Persuasion

29. A technique to bring changes in the entire organization, rather man focusing attention on individuals to bring changes easily.
    a. Organizational development
    b. Organizational change
    c. Organizational culture
    d. Organizational conflicts

30. Which of the following is/are OD intervention techniques
    a. Sensitivity training
    b. MBO
    c. Quality of work life
    d. All the above

31. Which of the following is NOT an important issue relating to goal-setting theory?
    a. Goal specificity
    b. Equity among workers
    c. Feedback
    d. Defining the goal

32. Behaviour, power, and conflict are central areas of study for _____.
    a. sociologist
    b. Anthropologists
    c. Social psychologists
    d. Operations analysts

33. When a bank robber points a gun at a bank employee, his base of power is:
    a. Coercive
    b. Punitive
    c. Positional
    d. Authoritative

34. The managers of a multinational company are located in France, India, Brazil, and the United States. Which decision-making technique seems most reasonable for this organization?
    a. A postal service interaction
    b. A brainstorming session
    c. A nominal discussion
    d. An electronic meeting

35. What do we call it when we judge someone on the basis of our perception?
    a. Stereotyping
    b. Categorizing
    c. Halo effect
    d. Prototyping

36. Sobha is an honest and straightforward person. She believes her employees are all similarly honest and straightforward, ignoring signs that they may be manipulating her.

    What perceptual shortcut is Sobha most likely using?

    a. Contrast effect
    b. Halo effect
    c. Stereotyping
    d. Projection

37. Sathish has a low absenteeism rate. He takes responsibility for his health and has good health habits. He is likely to have a(an):
       a. Internal locus of control   b. External locus of control
       c. Core locus of control   d. High emotional stability level

38. Raju believes that men perform better in oral presentations than women. What shortcut has been used in this case?

   a. The halo effect   c. Projection
   b. The contrast effect   d. Stereotyping

39. Mr. Manoj, Manager ABC Company found that skills of workers and machinery used by them as compared to the competitors in the market are obsolete within a year, which type of challenge ABC Company is facing?

   a. High Quality and Low Quality   b. Globalization and Culture
   c. Rapid Pace of Change   d. Multiple Stakeholders

40. According to Robert Katz, when managers have the mental ability to analyze and diagnose complex situations, they possess _____ skills.
       a. Technical   b. Leadership
       c. Problem-solving   d. Conceptual

41. What sort of goals does Management By Objectives (MBO) emphasize?

   a. Tangible, verifiable and measurable   c. Challenging, emotional and constructive
   b. Achievable, controllable and profitable   d. Hierarchical, attainable and effective

42. Today's managers understand that the success of any effort at improving quality and productivity must include _____.
       a. Quality management programs   c. Employee's participation
       b. Customer service improvements   d. Manufacturing simplification

43. Which of the following would be least likely to pose a barrier to cross-cultural communications?

   a. Tone difference   c. Political correctness
   b. Word connotations   d. Differences among perceptions
44. Which of the following theory is proposed by Clayton Alderfer?

   a. Theory X and Theory Y   b. Hierarchy of Needs
   c. ERG Theory   d. Theory

45. Concept of MBO was introduced by:
       a. Peter. F.Drucker   c. Henry Fayol
       b. Mary Parker   d. Philip Kotler

46. Mr. Sunil's one-day salary was deducted because of his uninformed leave, as he was already warned about this behaviour. It is an example of which method of shaping behaviours?

   a.Reinforcement   c. punishment
   b. Positive Reinforcement   d. Negative Reinforcement

47. While managing political behaviours in organization, the manager requires discouraging:
    a. Negotiation   b. Relationships
    c. Self interest   d. Dialogue

48. People with which type of personality trait commonly make poor decisions because they make them too fast?
    a. Type As   c. Self-monitors
    b. Type Bs   d. Extroverts

49. Which of the following is an environmental force that shapes personality?
    a. Gender   c. Experience
    b. Height   d. Brain size

50. Factors other than satisfaction that impact one's decision to leave a current job include all of the following EXCEPT:
    a. Labour market conditions   c. Organizational citizenship behavior
    b. Length of tenure with the organization   d. Expectations about alternative job opportunities

51. Praveen is dissatisfied with his job but believes that his supervisor is a good man who will do the right thing. Praveen has decided that if he just waits, conditions will improve. Praveen's approach to this problem is termed as:
    a. Exit   c. Loyalty
    b. Voice   d. Neglect

52. Which of the following leadership behaviours are identified by the path-goal theory?
    a. Supportive, employee-oriented, laissez-faire and participative
    b. Achievement-oriented, supportive, humanistic, and directive
    c. Participative, achievement-oriented, directive, and supportive
    d. Directive, participative, supportive, and laissez-faire

53. Which of the following is not a trait dimension in Big 5 personality trait?
    a.   Extroversion   c.   Ego
    b.   Agreeableness   d.   Culture

54. In which stage of the conflict process does conflict become visible?
    a. Illumination   c. Behaviour
    b. Intentions   d. Cognition

55. Which dimension of Big 5 personality traits represents artistically sensitive, refined etc.
    a. Culture   c. Conscientiousness
    b. Emotional stability   d. Extroversion

56. _____ refers to the network of personal and social relations that is developed spontaneously between people associated with each other.
    a. Formal organization   c. Business organization
    b. Informal organization   d. Government organization

57. The cognitive process through which an individual selects, organizes but misinterprets environmental stimuli is known as_____
    a. Perception   c. Selective Perception
    b. Projection   d. Mis-Perception

58. The more consistent behaviour, the more the observer is inclined to ___.
    a. Attribute it to interpretation
    c. Attribute it to consensus
    b. Attribute it to internal causes
    d. Attribute it to external causes

59. Which of the following is one of the relationships proposed in expectancy theory?
    a. Reward-satisfaction relationship
    c. Rewards-personal goals relationship
    b. Satisfaction-performance relationship
    d. Effort-satisfaction relationship

60. In Maslow's hierarchy needs which of the following pair of needs is ranked as" lower order needs"?
    a. Physiological and safety needs
    c. Self actualization and safety needs
    b. Physiological and social need
    d. Social and esteem needs

61. Maslow grouped the five needs into two categories
    a. Higher-order needs and Lower-order needs.
    c. Self needs and others needs
    b. Supreme needs and local needs
    d. Luxurious needs and comfort needs

62. If everyone who is faced with a similar situation responds in the same way, attribution theory states that the behaviour shows _____.
    a. Consensus
    c. Reliability
    b. Similarity
    d. Consistency

63. Your boss never gives you the benefit of the doubt. When you were late back from lunch, he assumed that you had simply taken too much time. He never considered that the elevators were out and you had to walk up 10 flights of stairs. Your boss is guilty of _____.
    a. Self-serving bias
    c. Fundamental attribution error
    b. Selective perception
    d. Inconsistency

64. Mr.Sajeev rated Mr. Rajiv high in his job evaluation because both belong to same area and graduated from the same University. It is an example of:
    a. Central Tendency
    c. Similar-to-me effect
    b. Halo effect
    d. Misperception

65. All the following are dimensions of Intellectual ability EXCEPT:
    a. Inductive reasoning
    c. Deductive reasoning
    b. Dynamic strength
    d. Number aptitude

66. What sort of actions is most likely to be attributed to external causes?
    a. Actions that have high distinctiveness, high consensus and high consistency
    b. Actions that have high distinctiveness, high consensus and low consistency
    c. Actions that have high distinctiveness, low consensus and low consistency
    d. Actions that have low distinctiveness, low consistency and high consensus

67. A threatened strike action by a labour union to force the management to accept their demands is an example of which of the following power?
    a. Referent power
    c. Reward power
    b.   legitimate power
    d.   Coercive power

68. Which of the following departmentalization can be considered necessary in an organization where the company's products fall into several categories with very different production methods for each category?
    a. Customer
    c. Process
    b. Production
    d. Matrix

69. Mr.Dirash has a job which pays an excellent salary. He has a good relationship with his peers and his supervisors. He also likes the fact that the company policy fits well with what he personally believes, and that he has received considerable recognition for his achievements at the company. Which of these factors is 'MOST likely' responsible for the fact that Dirash loves his job?
   a. High compensation
   b. Good nature of peer relationships
   c. Good nature of supervisor relationships
   d. Recognition for his achievements

70. Job appraisal is the part of_____
   a. Sociology
   b. Anthropology
   c. Psychology
   d. Political science

71. Over the past two decades, business schools have added required courses on people skills to many of their curricula. Why have they done this?
   a. Managers no longer need technical skills in subjects such as economics and accounting to succeed.
   b. There is an increased emphasis in controlling employee behavior in the workplace.
   c. Managers need to understand human behavior if they are to be effective.
   d. These skills enable managers to effectively lead human resources departments.

72. Which of the following is most likely to be a belief held by a successful manager?
   a. Technical knowledge is all that is needed for success.
   b. It is not essential to have sound interpersonal skills.
   c. Technical skills are necessary, but insufficient alone for success.
   d. Effectiveness is not impacted by human behavior.

73. What term is used for the extent to which an individual displays different behaviours in different situations?
   a. continuity
   b. integrity
   c. flexibility
   d. distinctiveness

74. What does consensus refer to in attribution theory?
   a. There is general agreement about a perception.
   b. Different people respond the same way in the same situation.
   c. There is general agreement about how people desire to respond to the same situation.
   d. Different people perceive a situation similarly.

75. If everyone who is faced with a similar situation responds in the same way, attribution theory states that the behaviour shows.
   a. consensus
   b. similarity
   c. reliability
   d. consistency

76. Which of the following is not one of the four primary management functions?
   a. Controlling
   b. Planning
   c. Staffing
   d. organizing

77. Determining how tasks are to be grouped is part of which management function?
   a. Planning
   b. Leading
   c. Controlling
   d. organizing

78. Mintzberg concluded that managers perform 10 different, highly interrelated roles. Which of the following is one of the broad categories into which these roles could be grouped?

    a. Intrapersonal   c. Decisional
    b. Institutional   d. affective

79. As a manager, one of James's duties is to present awards to outstanding employees within his department. Which Mintzberg managerial role is James acting in when he does this?
    a. leadership role   c. monitor role
    b. liaison role   d. figurehead role

80. According to Mintzberg, one of management's interpersonal roles is .
    a. spokesperson   c. Negotiator
    b. leader   d. monitor

81. Robert Katz identified three essential skills that managers need to have in order to reach their goals. What are these skills?
    a. technical, decisional and interpersonal
    b. technical, human, and conceptual
    c. interpersonal, informational and decisional
    d. conceptual, communication and networking

82. A manager is valued by her colleagues for her ability to perform effective break-even analysis on upcoming ventures. In this case, her colleagues value her for competencies that fall within which of Katz's essential management skills categories?

    a. Technical   c. Human
    b. Communication   d. conceptual

83. According to Katz, technical skills encompass the ability to.
    a. analyze and diagnose complex situations
    b. exchange information and control complex situations
    c. apply specialized knowledge or expertise
    d. initiate and oversee complex projects

84. Which one of the following would not be considered a human skill in Katz's structure?
    a. Decision making.   c. resolving conflicts
    b. Communicating   d. working as part of a team

85. According to Katz, when managers have the mental ability to analyze and diagnose complex situations, they possess skills.
    a. Technical   c. problem-solving
    b. Leadership   d. conceptual

86. According to Fred Luthans and his associates, which of the following is considered a part of traditional management?
    a. Disciplining   c. exchanging routine information
    b. decision making   d. acquiring resources

87. Which of Luthans' managerial activities involves socializing, politicking, and interacting with outsiders?
    a. traditional management   c. human resource management
    b. communicating   d. networking

88. While the Functions, Roles, Skills, and Activities approaches to management all differ, they all recognize that effective and successful managers must develop which of the following?
    a. People skills
    c. Efficiency
    b. technical skills
    d. entrepreneurialism

89. An OB study would be least likely to be used to focus on which of the following problems?
    a. an increase in absenteeism at a certain company
    b. a fall in productivity in one shift of a manufacturing plant
    c. a decrease in sales due to growing foreign competition
    d. an increase in theft by employees at a retail store

90. If a person responds the same way over time, attribution theory states that the behaviour shows.
    a. Distinctiveness
    c. Consistency
    b. Consensus
    d. continuity

91. Mr.Balu is late for work each day by about ten minutes. How would attribution theory describe this behaviour?
    a. It shows consensus.
    c. It shows reliability.
    b. It shows similarity.
    d. It shows consistency

92. Which of the following is a reason that the study of organizational behaviour is useful?
    a. Human behavior does not vary a great deal between individuals and situations.
    b. Human behavior is not random.
    c. Human behavior is not consistent.
    d. Human behavior is rarely predictable.

93. Psychology's major contributions to the field of organizational behavior have been primarily at what level of analysis?
    a. the level of the group
    c. the level of the organization
    b. the level of the individual
    d. the level of the culture

94. Which behavioural science discipline is most focused on understanding individual behaviour?
    a. Sociology
    c. Psychology
    b. social psychology
    d. anthropology

95. The science that seeks to measure, explain, and sometimes change the behaviour of humans and other animals is known as .
    a. Psychiatry
    c. Sociology
    b. Psychology
    d. organizational behavior

96. blends concepts from psychology and sociology.
    a. Corporate strategy
    c. Political science.
    b. Anthropology
    d. Social psychology

97. The science that focuses on the influence people have on one another is.
    a. Psychology
    c. political science
    b. Anthropology
    d. social psychology

98. Which of the following fields has most helped us understand differences in fundamental values, attitudes, and behaviour among people in different countries?

    a. Anthropology
    c. political science
    b. Psychology
    d. operations research

99. The subject of organizational culture has been most influenced by which behavioural science discipline?
>   a. Anthropology
>   b. Psychology
>   c. social psychology
>   d. political science

100. Which of the following OB topics is not central to managing employees' fears about terrorism?
>   a. Emotion
>   b. Motivation
>   c. Communication
>   d. work design

101.   According to management guru Tom Peters, almost all quality improvement comes from of design, manufacturing, layout, processes, and procedures.
>   a. Modification
>   b. Stratification
>   c. Integration
>   d. simplification

102. Today's managers understand that the success of any effort at improving quality and productivity must include.
>   a. process reengineering
>   b. quality management programs
>   c. customer service improvements
>   d. employees

103. Most valuable asset in an organization is
>   a. Land and building
>   b. Cash and bank balances
>   c. Human being
>   d. technology

104. What term is used to describe voluntary and involuntary permanent withdrawal from an organization?
>   a. Absenteeism
>   b. Turnover
>   c. Downsizing
>   d. truancy

105. _____ is discretionary behaviour that is not part of an employee's formal job requirement, but that promotes the effective functioning of the organization.
>   a. Productivity
>   b. Motivation
>   c. Organizational citizenship
>   d. Organizational behavior

106. Individual-level independent variables include all of the following except.
>   a. Leadership
>   b. Learning
>   c. Perception
>   d. motivation

107. Which of the following statements is true about the term "ability", as it is used in the field of organizational behaviour?
>   a. It refers to an individual's willingness to perform various tasks.
>   b. It is a current assessment of what an individual can do.
>   c. It refers exclusively to intellectual skills.
>   d. It refers exclusively to physical skills

108. Which of the following is not a biographical characteristic?
>   a. political affiliation
>   b. age
>   c. Sex
>   d. tenure

109. Experiments performed by Ivan Pavlov led to what theory?
>   a. classical conditioning
>   b. operant conditioning
>   c. social learning
>   d. behavior shaping

110. What role did the meat play in Pavlov's experiment with dogs?
>   a. an unconditioned response
>   b. a conditioned stimulus
>   c. a conditioned response
>   d. an unconditioned stimulus

111. In Pavlov's experiment, the bell was a/an .
    a. unconditioned stimulus
    b. unconditioned response
    c. conditioned stimulus
    d. conditioned response

112. Which of the following is not true of classical conditioning?
    a. Classical conditioning is passive.
    b. Classical conditioning can explain simple reflexive behaviors.
    c. Learning a conditioned response involves building an association between a conditioned stimulus and an unconditioned stimulus.
    d. A neutral stimulus takes on the properties of a conditioned stimulus.

113. Operant conditioning argues that .
    a. behavior is reflexive
    b. behavior is unlearned
    c. behavior is a function of its consequences
    d. the tendency to repeat a behavior is very strong

114. Which of the following researchers thought that reinforcement was the central factor involved in behavioural change?
    a. Pavlov
    b. Fayol
    c. Skinner
    d. Deming

115. According to operant conditioning, when behaviour is not reinforced, what happens to the probability of that behaviour occurring again?
    a. It increases.
    b. It declines.
    c. It remains unchanged.
    d. It becomes zero.

116. What do we call the view that we can learn both through observation and direct experience?
    a. situational learning theory
    b. classical learning
    c. social learning theory
    d. the Pavlov principle

117. Four processes have been found to determine the influence that a model will have on an individual. Which of the following is not one of those processes?
    a. attention processes
    b. retention processes
    c. motor reproduction processes
    d. consequential processes

118. Which of the following processes deals with how well an individual remembers a model's action after it is no longer readily available?
    a. Attitudinal
    b. Retention
    c. motor reproduction
    d. reinforcement

119. What do we call the practice of reinforcing closer and closer approximations of a desired behaviour?

    a. Modeling
    b. Shaping
    c. classical conditioning
    d. social learning

120. Suspending an employee for dishonest behaviour is an example of which method of shaping behaviour?
    a. Extinction
    b. negative reinforcement
    c. punishment
    d. reaction

121. The application of reinforcement concepts to individuals in the work setting is referred to as
    a. classical conditioning
    c. Reengineering
    b. self-management
    d. OB Mod

122. Who said "Give me a child at birth and I can make him into anything you want"?
    a. B.F. Skinner
    c. Sigmund Freud
    b. Ivan Pavlov
    d. James Emery

123. Syam is always late coming to work and the manager cut his increment. This is an example of.
    a. positive reinforcement
    c. Punishment
    b. negative reinforcement
    d. extinction

124. What is the process by which individuals organize and interpret their sensory impressions in order to give meaning to their environment?
    a. Interpretation
    c. Outlook
    b. environmental analysis
    d. perception

125. Two people see the same thing at the same time yet interpret it differently. Where do the factors that operate to shape their dissimilar perceptions reside?
    a. the perceivers
    c. the timing
    b. the target
    d. the context

126. What is the most relevant application of perception concepts to OB?
    a. the perceptions people form about each other
    b. the perceptions people form about their employer
    c. the perceptions people form about their culture
    d. the perceptions people form about society

127. What is the name of the theory that deals with how we explain behaviour differently depending on the meaning we assign to the actor?
    a. behavioral theory
    c. selective perception theory
    b. judgment theory
    d. attribution theory

128. In attribution theory, what is distinctiveness?
    a. whether an individual displays consistent behaviors in different situations
    b. whether an individual displays different behaviors in different situations
    c. whether an individual displays consistent behaviors in similar situations
    d. whether an individual displays different behaviors in similar situations

129. ………………..is once view of reality
    a. Attitude
    c. Outlook
    b. Perception
    d. Personality

130. …………is the dynamic organization within the individual that determine his unique adjustment to the environment
    a. Perception
    c. Behavior
    b. Attitude
    d. personality

131. Which is also known as a non- reinforcement
    a. Punishment
    c. Extinction
    b. Negative reinforcement
    d. all the above

132. Most of the learning that takes place in the Class room is
    a. Classical conditioning
    b. Operant conditioning
    c. Cognitive learning
    d. Social learning

133. …………..are those factors that exists in the environment as perceived by the individual
    a. Physiological drive
    b. Psychological drive
    c. Cue stimuli
    d. Reinforcement

134. …………..is the process of screening out information that we are uncomfortable with or that contradict to our beliefs
    a. Perceptual context
    b. Selective perception
    c. Halo effect
    d. Stereotyping

135. The extent to which individuals consistently regard themselves as capable, worthy, successful etc. is
    a. Self esteem
    b. Authoritarianism
    c. Tolerance for ambiguity
    d. Workhollism

136. A learned pre-disposition to respond in a consistently favourable or unfavourable manner with respect to a given object
    a. Perception
    b. Attitude
    c. Behavior
    d. personality

137. "I don't like that company"- is ………components of attitude.
    a. Affective component
    b. Cognitive component
    c. Intentional component
    d. None of these

138. "They are the worst firm I have ever dealt with" is ………components of attitude.
    a. Affective component
    b. Cognitive component
    c. Intentional component
    d. None of these

139. "I will never do business with them again" is ………components of attitude.
    a. Affective component
    b. Cognitive component
    c. Intentional component
    d. None of these

140. Which of the following is a method of measuring attitude?
    a. Opinion survey
    b. Interview
    c. Scaling techniques
    d. All the above

141. Basis of "Autocratic Model of OB is
    a. Economic resources
    b. Power
    c. Leadership
    d. Partnership

142. Basis of "Custodial Model of OB is
    a. Economic resources
    b. Power
    c. Leadership
    d. Partnership

143. Basis of "Supportive Model of OB is
    a. Economic resources
    b. Power
    c. Leadership
    d. Partnership

144. Basis of "Collegial Model of OB is
    a. Economic resources
    b. Power
    c. Leadership
    d. Partnership

145. Managerial orientation of "Autocratic Model" of OB is
    a. Authority
    b. Money
    c. Support
    d. Teamwork

146. Managerial orientation of "Supportive Model" of OB is
    a. Authority
    b. Money
    c. Support
    d. Teamwork

147. Managerial orientation of "Custodial model" of OB is
    a. Authority
    b. Money
    c. Support
    d. Teamwork

148. Managerial orientation of "Collegial Model" of OB is
    a. Authority
    b. Money
    c. Support
    d. Teamwork

149. Employees needs met by Autocratic Model is
    a. Subsistence
    b. Security
    c. Status and Recognition
    d. Self-actualization

150. Employees needs met by Custodial Model is
    a. Subsistence
    b. Security
    c. Status and Recognition
    d. Self-actualization

151. Employees needs met by Supportive Model is
    a. Subsistence
    b. Security
    c. Status and Recognition
    d. Self-actualization

152. Employees needs met by Collegial Model is
    a. Subsistence
    b. Security
    c. Status and Recognition
    d. Self-actualization

153." Person-Job fit" means
    a. Persons physical fitness match with the job
    b. Persons skills match with the job
    c. Persons contributions match with the incentives offered by the organization
    d. Persons education match with the job

154. Which of the following is not an attribute of psychological individual difference?
    a. Motivation
    b. Learning
    c. Personality
    d. Complexion

155. Which of the following is not an attribute of physiological individual difference?
    a. Appearance
    b. Complexion
    c. Attitude
    d. Body shape

156. …………is a person's belief about his chances of successfully accomplishing a specific task
    a. Self esteem
    b. Job satisfaction
    c. Self efficacy
    d. Self appraisal

157. Select the correct hierarchical order of qualities of an individual
    a. Ability-Skills- Aptitude- Competency
    b. Aptitude-Ability- Skills- Competency
    c. Skills- Aptitude- Competency- Ability
    d. Competency-Ability-Skills- Aptitude

158. As per Stimulus-Response Model, input for behaviour process is
    a. Drive
    b. Organism
    c. Stimuli
    d. Response

159. S-O- B-A Model combines the S-R Model and
    a. Stimuli
    b. Response
    c. Human being
    d. drive

160. An enduring attribute of a person that appears constantly in a variety of situation is
    a. behavior
    b. trait
    c. attitude
    d. culture

161. Sociable, talkative, assertive etc. are features of
    a. introversion
    b. agreeableness
    c. extroversion
    d. conscientiousness

162. Good natured, cooperative and trusting are the features of
    a. introversion
    b. agreeableness
    c. extroversion
    d. conscientiousness

163. Responsible, dependable, persistent and achievement oriented are features of
    a. introversion
    b. agreeableness
    c. extroversion
    d. conscientiousness

164. Imaginative, artistically sensitive etc. are features of
    a. Openness
    b. agreeableness
    c. extroversion
    d. conscientiousness

165. Tensed, insecurity and nervousness are features of
    a. emotional instability
    b. agreeableness
    c. extroversion
    d. conscientiousness

166. Some people strongly believe that each person have control of his own life. This is
    a. extroversion
    b. conscientiousness
    c. internal locus of control
    d. external locus of control

167. Some people think that what happens to them is a result of fate, chance, luck etc. this is
    a. extroversion
    b. conscientiousness
    c. internal locus of control
    d. external locus of control

168. ……..is the tendency of individual, which directs them to be inward and process ideas and thought within themselves
    a. extroversion
    b. Introversion
    c. internal locus of control
    d. external locus of control

169. ………..persons are likely to be most successful in the field of advertisement, sales department, public relation etc
    a. extroversion
    b. conscientiousness
    c. internal locus of control
    d. external locus of control

170. ………..persons are likely to be most successful in the field of research and work based on abstract idea.
    a. extroversion
    b. introversion
    c. internal locus of control
    d. external locus of control

171. -----------indicates the level of uncertainty that people can tolerate to work efficiently without experiencing undue stress
    a. Risk propensity   c. Tolerance for ambiguity
    b. Authoritarianism   d. Workahollism

172. The extent to which individual believes in importance of power, status difference in organization
    a. Self esteem   c. Tolerance for ambiguity
    b. Authoritarianism   d. Workahollism

173. ---------------is the extent of rigidity of a person's belief
    a. Authoritarianism   c. Risk propensity
    b. Dogmatism   d. Tolerance for ambiguity

174. ------------is the degree to which an individual is willing to take chances and risky decisions
    a. Authoritarianism   c. Risk propensity
    b. Dogmatism   d. Tolerance for ambiguity

175. -------------is manipulating and influencing others as a primary way of achieving one's goal
    a. Authoritarianism   c. Risk propensity
    b. Dogmatism   d. Machiavellianism

176. ------------persons feel chronic sense of time urgency
    a. Authoritarianism   c. Type A
    b. Dogmatism   d. Type B

177. --------------persons are easy going people and do not feel time urgency
    a. Authoritarianism   c. Type A
    b. Dogmatism   d. Type B

178. ----------is an attitude reflects the extent to which an individual is gratified or fulfilled by his work
    a. Motivation   c. Contribution
    b. Job satisfaction   d. Cognitive dissonance

179. Maslow's "basic needs" are also known as
    a. Social needs   c. Safety needs
    b. Esteem needs   d. Physiological needs

180. In Maslow's Need hierarchy which needs are shown between Esteem needs and Safety needs
    a. Social needs   c. Security needs
    b. Esteem needs   d. Basic need

181. ERG theory of motivation was proposed by
    a. Maslow   c. Alderfer
    b. F. Herzberg   d. Mc Gregor

182. Under ERG theory, "R" stands for---------
    a. Rationality   c. Remuneration
    b. Responsibility   d. Relatedness

183. Dual structure approach of motivation is developed by
    a. Maslow   c. Alderfer
    b. F. Herzberg   d. Mc Gregor

184. Under Herzberg's theory, factors causing dissatisfaction is called
    a. Demotivators
    b. Negative stimuli
    c. Hygiene factors
    d. Defectors

185. Hygiene factors are
    a. Satisfiers
    b. Maintenance factors
    c. Defectors
    d. All of these

186. In Two Factor theory, "Salary" coming under -------------
    a. Satisfiers
    b. Maintenance factors
    c. Both of these
    d. None of above a and b

187. Who propounded X and Y theory of motivation
    a. Maslow
    b. F. Herzberg
    c. Alderfer
    d. Mc Gregor

188. --------------- theory believes that employees dislike work
    a. X theory
    b. Y theory
    c. Z theory
    d. None of these

189. According to ----------employees love work as play or rest
    a. X theory
    b. Y theory
    c. Z theory
    d. None of these

190. Z theory is a Japanese approach of motivation developed by
    a. Mc Clelland
    b. William Ouchi
    c. Alderfer
    d. Mc Gregor

191. According to ---------- the managers and workers should work together as partners and of equal importance for the organizations success
    a. X theory
    b. Y theory
    c. Z theory
    d. 2 Factor theory

192. Which one of the following need is not coming under Mc Clelland theory of motivation?
    a. Need for power
    b. Need for achievement
    c. Need for affiliation
    d. Need for actualization

192. Which one is not a Need Based Theory of motivation?
    a. Maslow's Theory
    b. F. Herzberg's theory
    c. Alderfer's theory
    d. Vroom's theory

193. Which one is not a Process Based Theory of motivation?
    a. Porter Lawler theory
    b. Mc Clelland's theory
    c. Stacy Adams theory
    d. Vroom's theory

194. Who developed Equity theory of motivation?
    a. Porter Lawler
    b. Mc Clelland
    c. Stacy Adams
    d. Vroom

195. Porter Lawler Model is an extension of
    a. Maslow's theory
    b. Mc Clelland's theory
    c. Stacy Adams theory
    d. Vroom's theory

196. Cognitive Evaluation Theory of motivation is introduced by
    a. Stacy Adams   c. Ouchy
    b. Charms   d. F W Taylor

197. Goal setting theory is pioneered by
    a. Stacy Adams   c. Edwin Locke
    b. Charms   d. F W Taylor

198. The group formed by an organization to accomplish narrow range of purposes within a specified time
    a. Formal Group   c. Interest Group
    b. Task Group   d. Functional Group

199. ----------is the attractiveness of the members towards the group or resistance to leave it
    a. Group norms   c. Group cohesiveness
    b. Group behavior   d. Group structure

200. Believes, attitudes, traditions and expectations which are shared by group members is called
    a. Group norms   c. Group cohesiveness
    b. Group communication   d. Group structure

201.---------------is the ability of influencing people to strive willingly for mutual objectives
    a. Motivation   c. Leadership
    b. Control   d. Supervision

202. In --------------leadership, there is a complete centralization of authority in the leader
    a. Democratic   c. Free rein
    b. Autocratic   d. Bureaucratic

203. In---------- in fact "No leadership at all"
    a. Democratic   c. Free rein
    b. Autocratic   d. Bureaucratic

204. Free rein leadership is also known as
    a. Democratic   c. Laissez-faire
    b. Autocratic   d. Bureaucratic

205. -----------leadership emphasize on rules and regulation in an organization
    a. Democratic   c. Laissez-faire
    b. Autocratic   d. Bureaucratic

206. ----------leader is self confident and can attract followers by his great influence
    a. Charismatic   c. Laissez-faire
    b. Autocratic   d. Bureaucratic

207. under sensitivity training, the preferable T- group members is
    a. 25 to 50   c. 50 to 100
    b. 10 to 20   d. 5 to 10

208. Grid Organisation Development was developed by
    a. Blake and Mounton   c. F W Taylor
    b. Elton Mayo   d. Max weber

209. ------------ refers to the basic changes in the content and responsibilities of job so as to satisfy higher motivational needs
    a. Job enrichment
    b. Job enlargement
    c. Work relocation
    d. Process consultation

210. ------------is a set of values that states what an organisation stands for
    a. Organization behavior
    b. Organizational culture
    c. Organizational spirit
    d. Organizational effectiveness

211. An extent to which an organisation achieves its predetermined objectives within given resources and without undue strain to its members
    a. Organization behavior
    b. Organizational culture
    c. Organizational spirit
    d. Organizational effectiveness

212. Which one of the following is/are leadership theories?
    a. Trait theory
    b. Behavior theory
    c. Contingency theory
    d. All of these

213. Least Preferred Co-worker (LPC) model of leadership was developed by
    a. Martin Evans
    b. Robert House
    c. Fred Fielder
    d. Whetton

214. Path-goal model of Leadership was introduced by
    a. Martin Evans & Robert House
    b. Fred Fielder
    c. Whetton
    d. Cameron

215. Which of the following is not a contingency theory of leadership
    a. LPC theory
    b. Path Goal theory
    c. Vroom-Yetton-Jago theory
    d. Job centered Leadership

216. --------is an attempt through a formal program to integrate employees' needs and wellbeing with the intention of improved productivity, better involvement and satisfaction
    a. Quality of Work life
    b. Quality Circle
    c. Alternative Work schedule
    d. Job Redesign

217. ------------- is small groups of workers who meet regularly with their supervisor to solve work related problem
    a. Quality of Work life
    b. Quality Circle
    c. Alternative Work schedule
    d. Job Redesign

218. The concept of Work- Week is related with
    a. Quality of Work life
    b. Quality Circle
    c. Alternative Work schedule
    d. Job Redesign

219. When a group gives some of its leadership positions to the members of other group, it is
    a. Contracting
    b. Co-opting
    c. Co-alition
    d. Competition

220. --------------refers to the combination of two or more individuals, groups or organisation for a common goal with a minimum common programme
    a. Contracting
    b. Co-opting
    c. Co-alition
    d. Competition

ANSWER KEY

Q.No	ANS	Q.No	ANS	Q.No	ANS	Q.No	ANS	Q.No	ANS	Q.No	ANS
1	B	38	D	75	A	112	D	149	A	186	B
2	D	39	C	76	C	113	C	150	B	187	D
3	C	40	D	77	D	114	C	151	C	188	A
4	C	41	A	78	C	115	B	152	D	189	B
5	D	42	C	79	D	116	C	153	C	190	B
6	A	43	C	80	B	117	D	154	D	191	C
7	B	44	C	81	B	118	B	155	C	192	D
8	A	45	A	82	A	119	B	156	C	193	B
9	A	46	C	83	C	120	C	157	B	194	C
10	B	47	C	84	A	121	D	158	C	195	D
11	D	48	A	85	D	122	A	159	C	196	B
12	D	49	C	86	B	123	C	160	B	197	C
13	C	50	D	87	D	124	D	161	C	198	B
14	C	51	C	88	A	125	A	162	B	199	C
15	B	52	C	89	C	126	A	163	D	200	A
16	D	53	C	90	C	127	D	164	A	201	C
17	D	54	C	91	D	128	B	165	A	202	B
18	B	55	A	92	B	129	B	166	C	203	C
19	A	56	B	93	b	130	D	167	D	204	C
20	B	57	D	94	C	131	C	168	B	205	D
21	B	58	B	95	B	132	C	169	A	206	A
22	D	59	C	96	D	133	C	170	B	207	B
23	C	60	B	97	B	134	B	171	C	208	A
24	D	61	A	98	A	135	A	172	B	209	A
25	D	62	A	99	A	136	B	173	B	210	B
26	A	63	C	100	D	137	A	174	C	211	D
27	A	64	C	101	D	138	B	175	D	212	D
28	D	65	A	102	D	139	C	176	A	213	C
29	A	66	D	103	C	140	D	177	B	214	A
30	D	67	D	104	B	141	B	178	B	215	D
31	B	68	C	105	C	142	A	179	D	216	A
32	A	69	D	106	A	143	C	180	A	217	B
33	A	70	C	107	B	144	D	181	C	218	C
34	D	71	C	108	A	145	A	182	D	219	B
35	A	72	C	109	A	146	C	183	B	220	C
36	D	73	D	110	D	147	B	184	C		
37	A	74	B	111	C	148	D	185	B		