

Organisational Behavior

1. "_____ are social inventions for accomplishing goals through group efforts"

- A. Management
- B. Organization
- C. Leadership
- D. Behavior

View answer

Correct answer: (B)

Organization

2. Which organization theory can be understood by IF and THEN relationship

- A. System approach
- B. Contingency approach
- C. Process approach
- D. Scientific approach

View answer

Correct answer: (B)

Contingency approach

3. Which of the following is/are not job related source of stress

- A. Role ambiguity
- B. Role overload
- C. Ethical dilemmas
- D. Career concerns

View answer

Correct answer: (D)

Career concerns

4. 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

View answer

Correct answer: (B)

Equity among workers

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

- A. The halo effect
- B. The contrast effect
- C. Projection
- D. Stereotyping

View answer

Correct answer: (D)

Stereotyping

6. Concept of MBO was introduced by:

- A. Peter. F.Drucker
- B. Mary Parker
- C. Henry Fayol
- D. Philip Kotler

View answer

Correct answer: (A)

Peter. F.Drucker

7. Which dimension of Big 5 personality traits represents artistically sensitive, refined etc.

- A. Culture
- B. Emotional stability
- C. Conscientiousness
- D. Extroversion

View answer

Correct answer: (A)

Culture

8. 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

View answer

Correct answer: (A)

Consensus

9. 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

View answer

Correct answer: (D)

distinctiveness

10. 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
- B. liaison role
- C. monitor role
- D. figurehead role

View answer

Correct answer: (D)

figurehead role

11. According to 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

View answer

Correct answer: (D)

conceptual

12. Psychology's major contributions to the field of organizational behavior have been primarily at what level of analysis?

- A. the level of the group
- B. the level of the individual

- C. the level of the organization
- D. the level of the culture

View answer

Correct answer: (B)

the level of the individual

13. Which of the following OB topics is not central to managing employees' fears about terrorism?

- A. Emotion
- B. Motivation
- C. Communication
- D. work design

View answer

Correct answer: (D)

work design

14. Experiments performed by Ivan Pavlov led to what theory?

- A. classical conditioning
- B. operant conditioning
- C. social learning
- D. behavior shaping

View answer

Correct answer: (A)

classical conditioning

15. 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.

View answer

Correct answer: (B)

It declines.

16. The application of reinforcement concepts to individuals in the work setting is referred to as

- A. classical conditioning
- B. self-management
- C. Reengineering
- D. OB Mod

View answer

Correct answer: (D)

OB Mod

17. 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

View answer

Correct answer: (B)

whether an individual displays different behaviors in different situations

18. _____ 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

View answer

Correct answer: (B)

Selective perception

19. Basis of "Collegial Model of OB is

- A. Economic resources
- B. Power
- C. Leadership
- D. Partnership

View answer

Correct answer: (D)

Partnership

20. Employees needs met by Supportive Model is

- A. Subsistence
- B. Security
- C. Status and Recognition
- D. Self-actualization

View answer

Correct answer: (C)

Status and Recognition

21. As per Stimulus-Response Model, input for behaviour process is

- A. Drive
- B. Organism
- C. Stimuli
- D. Response

View answer

Correct answer: (C)

Stimuli

22. 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

View answer

Correct answer: (C)

internal locus of control

23. _____ indicates the level of uncertainty that people can tolerate to work efficiently without experiencing undue stress

- A. Risk propensity
- B. Authoritarianism
- C. Tolerance for ambiguity
- D. Workahollism

View answer

Correct answer: (C)

Tolerance for ambiguity

24. _____ persons are easy going people and do not feel time urgency

- A. Authoritarianism
- B. Dogmatism
- C. Type A
- D. Type B

View answer

Correct answer: (B)

Dogmatism

225. Dual structure approach of motivation is developed by

- A. Maslow
- B. F. Herzberg
- C. Alderfer
- D. Mc Gregor

View answer

Correct answer: (B)

F. Herzberg

26. According to _____ employees love work as play or rest

- A. X theory
- B. Y theory
- C. Z theory
- D. None of these

View answer

Correct answer: (B)

Y theory

27. Porter Lawler Model is an extension of

- A. Maslow's theory
- B. Mc Clelland's theory
- C. Stacy Adams theory
- D. Vroom's theory

View answer

Correct answer: (D)

Vroom's theory

28. Believes, attitudes, traditions and expectations which are shared by group members is called

- A. Group norms
- B. Group communication
- C. Group cohesiveness
- D. Group structure

View answer

Correct answer: (A)

Group norms

29. _____ leader is self confident and can attract followers by his great influence

- A. Charismatic
- B. Autocratic
- C. Laissez-faire
- D. Bureaucratic

View answer

Correct answer: (A)

Charismatic

30. Path-goal model of Leadership was introduced by

- A. Martin Evans & Robert House
- B. Fred Fielder
- C. Whetton
- D. Cameron

View answer

Correct answer: (A)

Martin Evans & Robert House

31. 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

View answer

Correct answer: (D)

Job centered Leadership

32. Which of the following is/are the key features of organization

- A. Social invention
- B. Accomplishing goals
- C. Group efforts
- D. All of these

View answer

Correct answer: (D)

All of these

33. Organization Behavior is

- A. An interdisciplinary approach
- B. A humanistic approach
- C. Total system approach
- D. All of these

View answer

Correct answer: (D)

All of these

34. Which of the following is/are not organizational factors causing stress

- A. Task demand
- B. Role demand
- C. Role conflict
- D. Satisfaction

View answer

Correct answer: (C)

Role conflict

35. A study of human behavior in organizational settings is

- A. Individual behavior
- B. Group behavior
- C. Organizational behavior
- D. None of these

View answer

Correct answer: (C)

Organizational behavior

36. Organization Behavior is not a /an

- A. A separate field of study

- B. Applied science
- C. Normative science
- D. Pessimistic approach

View answer

Correct answer: (D)

Pessimistic approach

37. _____ is "the reactions of individuals to new or threatening factors in their work environments"

- A. Attitude
- B. Stress
- C. Dissonance
- D. Disappointment

View answer

Correct answer: (B)

Stress

38. Behaviour, power, and conflict are central areas of study for _____.

- A. sociologist
- B. Anthropologists
- C. Social psychologists
- D. Operations analysts

View answer

Correct answer: (A)

sociologist

39. LMr. 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

View answer

Correct answer: (C)

Rapid Pace of Change

40. Which of the following is an environmental force that shapes personality?

- A. Gender
- B. Height
- C. Experience
- D. Brain size

View answer

Correct answer: (C)

Experience

41. _____ refers to the network of personal and social relations that is developed spontaneously between people associated with each other.

- A. Formal organization
- B. Informal organization
- C. Business organization
- D. Government organization

View answer

Correct answer: (B)

Informal organization

42. 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

View answer

Correct answer: (D)

Actions that have low distinctiveness, low consistency and high consensus

43. 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.

View answer

Correct answer: (C)

Technical skills are necessary, but insufficient alone for success.

44. According to Mintzberg, one of management's interpersonal roles is.

- A. spokesperson
- B. leader
- C. Negotiator
- D. monitor

View answer

Correct answer: (B)

leader

45. 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
- B. technical skills
- C. Efficiency
- D. entrepreneurialism

View answer

Correct answer: (A)

People skills

46. The subject of organizational culture has been most influenced by which behavioural science discipline?

- A. Anthropology
- B. Psychology
- C. social psychology
- D. political science

View answer

Correct answer: (A)

Anthropology

47. 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

View answer

Correct answer: (D)

an unconditioned stimulus

48. Who said "Give me a child at birth and I can make him into anything you want"?

- A. B.F. Skinner
- B. Ivan Pavlov
- C. Sigmund Freud
- D. James Emery

View answer

Correct answer: (A)

B.F. Skinner

49. _____ are those factors that exist in the environment as perceived by the individual

- A. Physiological drive
- B. Psychological drive
- C. Cue stimuli
- D. Reinforcement

View answer

Correct answer: (C)

Cue stimuli

50. Managerial orientation of "Autocratic Model" of OB is

- A. Authority
- B. Money
- C. Support
- D. Teamwork

View answer

Correct answer: (A)

Authority

Organisational Behavior

51. Employees needs met by Collegial Model is

- A. Subsistence
- B. Security
- C. Status and Recognition
- D. Self-actualization

View answer

Correct answer: (D)

Self-actualization

52. An enduring attribute of a person that appears constantly in a variety of situation is

- A. behavior
- B. trait
- C. attitude
- D. culture

View answer

Correct answer: (B)

trait

53. 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

View answer

Correct answer: (D)

external locus of control

54. _____ is an attitude reflects the extent to which an individual is gratified or fulfilled by his work

- A. Motivation
- B. Job satisfaction
- C. Contribution
- D. Cognitive dissonance

View answer

Correct answer: (B)

Job satisfaction

55. In Two Factor theory, "Salary" coming under _____

- A. Satisfiers
- B. Maintenance factors
- C. Both of these
- D. None of above a and b

View answer

Correct answer: (B)

Maintenance factors

56. Who developed Equity theory of motivation?

- A. Porter Lawler
- B. Mc Clelland
- C. Stacy Adams
- D. Vroom

View answer

Correct answer: (C)

Stacy Adams

57. _____ is the ability of influencing people to strive willingly for mutual objectives

- A. Motivation
- B. Control
- C. Leadership
- D. Supervision

View answer

Correct answer: (C)

Leadership

58. 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

View answer

Correct answer: (B)

Organizational culture

59. The concept of Work- Week is related with

- A. Quality of Work life
- B. Quality Circle
- C. Alternative Work schedule
- D. Job Redesign

View answer

Correct answer: (C)

Alternative Work schedule

60. Scientific Management approach is developed by

- A. Elton Mayo
- B. Henry Fayol
- C. F.W. Taylor
- D. A. Maslow

View answer

Correct answer: (C)

F.W. Taylor

61. "Cognitive theory" of learning was given by

- A. Skinner
- B. Pavlov
- C. Tolman
- D. Piaget

View answer

Correct answer: (C)

Tolman

62. Thematic Apperception Test (TAT) is designed to understand

- A. Perception of individual
- B. Personality of individual
- C. Learning of individual
- D. None of these

View answer

Correct answer: (B)

Personality of individual

63. Which of the following is / are method of managing stress

- A. Job relocation
- B. Career counseling
- C. Recreational facility
- D. All the above

View answer

Correct answer: (D)

All the above

64. When a bank robber points a gun at a bank employee, his base of power is:

- A. Coercive
- B. Punitive
- C. Positional
- D. Authoritative

View answer

Correct answer: (A)

Coercive

65. 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
- B. Positive Reinforcement
- C. punishment
- D. Negative Reinforcement

View answer

Correct answer: (C)

punishment

66. The cognitive process through which an individual selects, organizes but misinterprets environmental stimuli is known as _____

- A. Perception
- B. Projection
- C. Selective Perception
- D. Mis-Perception

View answer

Correct answer: (D)

Mis-Perception

67. 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

View answer

Correct answer: (D)

Recognition for his achievements

68. 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
- B. Institutional
- C. Decisional
- D. affective

View answer

Correct answer: (C)

Decisional

69. 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

View answer

Correct answer: (C)

a decrease in sales due to growing foreign competition

70. 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

View answer

Correct answer: (D)

simplification

71. Which of the following is not a biographical characteristic?

- A. political affiliation
- B. age
- C. Sex
- D. tenure

View answer

Correct answer: (A)

political affiliation

72. 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

View answer

Correct answer: (C)

social learning theory

73. Syam is always late coming to work and the manager cut his increment. This is an example of.

- A. positive reinforcement
- B. negative reinforcement
- C. Punishment
- D. extinction

View answer

Correct answer: (C)

Punishment

74. Most of the learning that takes place in the Class room is

- A. Classical conditioning
- B. Operant conditioning
- C. Cognitive learning
- D. Social learning

View answer

Correct answer: (C)

Cognitive learning

75. Managerial orientation of "Supportive Model" of OB is

- A. Authority
- B. Money
- C. Support
- D. Teamwork

View answer

Correct answer: (C)

Support

76. 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

View answer

Correct answer: (B)

Aptitude-Ability- Skills- Competency

77. Tensed, insecurity and nervousness are features of

- A. emotional instability
- B. agreeableness
- C. extroversion
- D. conscientiousness

View answer

Correct answer: (A)

emotional instability

78. The extent to which individual believes in importance of power, status difference in organization

- A. Self esteem
- B. Authoritarianism
- C. Tolerance for ambiguity
- D. Workahollism

View answer

Correct answer: (B)

Authoritarianism

79. Under Herzberg's theory, factors causing dissatisfaction is called

- A. Demotivators
- B. Negative stimuli
- C. Hygiene factors
- D. Defectors

View answer

Correct answer: (C)

Hygiene factors

80. 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

View answer

Correct answer: (B)

Mc Clelland's theory

81. In _____ leadership, there is a complete centralization of authority in the leader

- A. Democratic
- B. Autocratic
- C. Free rein
- D. Bureaucratic

View answer

Correct answer: (B)

Autocratic

82. _____ 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

View answer

Correct answer: (A)

Job enrichment

83. 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

View answer

Correct answer: (B)

Co-opting

84. Who proposed "bureaucratic structure" is suitable for all organization

- A. Elton Mayo
- B. Henry Fayol
- C. F.W. Taylor
- D. Max Weber

View answer

Correct answer: (D)

Max Weber

85. Extension of behavior modification into organization is called

- A. Enrichment
- B. Enlargement
- C. OB Mod
- D. OB Ext

View answer

Correct answer: (C)

OB Mod

86. 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

View answer

Correct answer: (D)

Rorschach test

87. 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

View answer

Correct answer: (D)

An electronic meeting

88. 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

View answer

Correct answer: (B)

Hierarchy of Needs

89. In which stage of the conflict process does conflict become visible?

- A. Illumination
- B. Intentions
- C. Behaviour
- D. Cognition

View answer

Correct answer: (C)

Behaviour

90. 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
- B. Selective perception
- C. Fundamental attribution error
- D. Inconsistency

View answer

Correct answer: (C)

Fundamental attribution error

91. Job appraisal is the part of _____

- A. Sociology
- B. Anthropology
- C. Psychology
- D. Political science

View answer

Correct answer: (C)

Psychology

92. 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

View answer

Correct answer: (B)

technical, human, and conceptual

93. If a person responds the same way over time, attribution theory states that the behaviour shows.

- A. Distinctiveness
- B. Consensus
- C. Consistency
- D. continuity

View answer

Correct answer: (C)

Consistency

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

- A. Anthropology
- B. Psychology
- C. political science

D. operations research

View answer

Correct answer: (A)

Anthropology

95. In Pavlov's experiment, the bell was a/an.

- A. unconditioned stimulus
- B. unconditioned response
- C. conditioned stimulus
- D. conditioned response

View answer

Correct answer: (C)

conditioned stimulus

96. What is the process by which individuals organize and interpret their sensory impressions in order to give meaning to their environment?

- A. Interpretation
- B. environmental analysis
- C. Outlook
- D. perception

View answer

Correct answer: (D)

perception

97. 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

View answer

Correct answer: (A)

Self esteem

98. Managerial orientation of "Custodial model" of OB is

- A. Authority
- B. Money

- C. Support
- D. Teamwork

View answer

Correct answer: (B)

Money

99. _____ 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

View answer

Correct answer: (C)

Job satisfaction

100. _____ 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

View answer

Correct answer: (B)

Introversion

101. _____ persons feel chronic sense of time urgency

- A. Authoritarianism
- B. Dogmatism
- C. Type A
- D. Type B

View answer

Correct answer: (A)

Authoritarianism

102. Hygiene factors are

- A. Satisfiers

- B. Maintenance factors
- C. Defectors
- D. All of these

View answer

Correct answer: (B)

Maintenance factors

103. Cognitive Evaluation Theory of motivation is introduced by

- A. Stacy Adams
- B. Charms
- C. Ouchy
- D. F W Taylor

View answer

Correct answer: (B)

Charms

104. _____ is a set of values that states what an organisation stands for

- A. Organization behavior
- B. Organizational culture
- C. Organizational spirit
- D. Organizational effectiveness

View answer

Correct answer: (B)

Organizational culture

105. _____ 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

View answer

Correct answer: (C)

Co-opting

106. "Hawthorne 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

View answer

Correct answer: (A)

Elton Mayo

107. _____ is a relatively permanent change in behavior that occurs as a result of experience

- A. Behavior modification
- B. Learning
- C. Motivation
- D. Skills

View answer

Correct answer: (B)

Learning

108. _____ refers to the negotiation or an agreement between two groups

- A. Contracting
- B. Co-opting
- C. Pressure tactics
- D. None of these

View answer

Correct answer: (A)

Contracting

109. 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

View answer

Correct answer: (A)

Internal locus of control

110. While managing political behaviours in organization, the manager requires discouraging:

- A. Negotiation
- B. Relationships
- C. Self interest
- D. Dialogue

View answer

Correct answer: (C)

Self interest

111. The more consistent behaviour, the more the observer is inclined to _____.

- A. Attribute it to interpretation
- B. Attribute it to internal causes
- C. Attribute it to consensus
- D. Attribute it to external causes

View answer

Correct answer: (B)

Attribute it to internal causes

112. 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
- B. Production
- C. Process
- D. Matrix

View answer

Correct answer: (C)

Process

113. Determining how tasks are to be grouped is part of which management function?

- A. Planning
- B. Leading
- C. Controlling
- D. organizing

View answer

Correct answer: (D)
organizing

114. According to Fred Luthans and his associates, which of the following is considered a part of traditional management?

- A. Disciplining
- B. decision making
- C. exchanging routine information
- D. acquiring resources

View answer

Correct answer: (B)
decision making

115. Which behavioural science discipline is most focused on understanding individual behaviour?

- A. Sociology
- B. social psychology
- C. Psychology
- D. anthropology

View answer

Correct answer: (C)
Psychology

116. 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

View answer

Correct answer: (D)
employees

117. 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.

View answer

Correct answer: (D)

A neutral stimulus takes on the properties of a conditioned stimulus.

118. Suspending an employee for dishonest behaviour is an example of which method of shaping behaviour?

- A. Extinction
- B. negative reinforcement
- C. punishment
- D. reaction

View answer

Correct answer: (C)

punishment

119. _____ is once view of reality

- A. Attitude
- B. Perception
- C. Outlook
- D. Personality

View answer

Correct answer: (B)

Perception

120. Basis of "Supportive Model of OB is

- A. Economic resources
- B. Power
- C. Leadership
- D. Partnership

View answer

Correct answer: (C)

Leadership

121. Managerial orientation of "Collegial Model" of OB is

- A. Authority
- B. Money
- C. Support

D. Teamwork

View answer

Correct answer: (D)

Teamwork

122. S-O- B-A Model combines the S-R Model and

- A. Stimuli
- B. Response
- C. Human being
- D. drive

View answer

Correct answer: (C)

Human being

123. _____ 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

View answer

Correct answer: (A)

extroversion

124. Maslow's "basic needs" are also known as

- A. Social needs
- B. Esteem needs
- C. Safety needs
- D. Physiological needs

View answer

Correct answer: (D)

Physiological needs

125. Who propounded X and Y theory of motivation

- A. Maslow
- B. F. Herzberg
- C. Alderfer

D. Mc Gregor

[View answer](#)

Correct answer: (D)

Mc Gregor

126. Goal setting theory is pioneered by

- A. Stacy Adams
- B. Charms
- C. Edwin Locke
- D. F W Taylor

[View answer](#)

Correct answer: (C)

Edwin Locke

127. _____ leadership emphasize on rules and regulation in an organization

- A. Democratic
- B. Autocratic
- C. Laissez-faire
- D. Bureaucratic

[View answer](#)

Correct answer: (D)

Bureaucratic

128. Least Preferred Co-worker (LPC) model of leadership was developed by

- A. Martin Evans
- B. Robert House
- C. Fred Fielder
- D. Whetton

[View answer](#)

Correct answer: (C)

Fred Fielder

129. Process or administrative theory of organization is being given by

- A. Elton Mayo
- B. Henry Fayol
- C. F.W. Taylor
- D. Max Weber

View answer

Correct answer: (B)

Henry Fayol

130. which of the following is / are included as structure of human mind

- A. Id
- B. Ego
- C. Super ego
- D. All the above

View answer

Correct answer: (D)

All the above

131. Which of the following methods is/are used to solve intergroup conflicts indirectly

- A. Avoidance
- B. Encouragement
- C. Bargaining
- D. All of these

View answer

Correct answer: (A)

Avoidance

132. 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

View answer

Correct answer: (D)

Conceptual

133. People with which type of personality trait commonly make poor decisions because they make them too fast?

- A. Type As
- B. Type Bs
- C. Self-monitors

D. Extroverts

View answer

Correct answer: (A)

Type As

134. Which of the following is one of the relationships proposed in expectancy theory?

- A. Reward-satisfaction relationship
- B. Satisfaction-performance relationship
- C. Rewards-personal goals relationship
- D. Effort-satisfaction relationship

View answer

Correct answer: (C)

Rewards-personal goals relationship

135. 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
- B. legitimate power
- C. Reward power
- D. Coercive power

View answer

Correct answer: (D)

Coercive power

136. 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
- B. Communication
- C. Human
- D. conceptual

View answer

Correct answer: (A)

Technical

137. Mr.Balu is late for work each day by about ten minutes. How would attribution theory describe this behaviour?

- A. It shows consensus.
- B. It shows similarity.
- C. It shows reliability.
- D. It shows consistency

View answer

Correct answer: (D)

It shows consistency

138. Most valuable asset in an organization is

- A. Land and building
- B. Cash and bank balances
- C. Human being
- D. technology

View answer

Correct answer: (C)

Human being

139. 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

View answer

Correct answer: (C)

behavior is a function of its consequences

140. 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
- B. the target
- C. the timing
- D. the context

View answer

Correct answer: (D)

the context

141. 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

View answer

Correct answer: (B)

Attitude

142. Basis of "Autocratic Model of OB is

- A. Economic resources
- B. Power
- C. Leadership
- D. Partnership

View answer

Correct answer: (B)

Power

143. Which of the following is not an attribute of psychological individual difference?

- A. Motivation
- B. Learning
- C. Personality
- D. Complexion

View answer

Correct answer: (D)

Complexion

144. Sociable, talkative, assertive etc. are features of

- A. introversion
- B. agreeableness
- C. extroversion
- D. conscientiousness

View answer

Correct answer: (C)

extroversion

145. _____ is the extent of rigidity of a person's belief

- A. Authoritarianism

- B. Dogmatism
- C. Risk propensity
- D. Tolerance for ambiguity

View answer

Correct answer: (B)

Dogmatism

146. ERG theory of motivation was proposed by

- A. Maslow
- B. F. Herzberg
- C. Alderfer
- D. Mc Gregor

View answer

Correct answer: (C)

Alderfer

147. 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

View answer

Correct answer: (D)

Need for actualization

148. In _____ in fact "No leadership at all"

- A. Democratic
- B. Autocratic
- C. Free rein
- D. Bureaucratic

View answer

Correct answer: (C)

Free rein

149. _____ 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

View answer

Correct answer: (A)

Quality of Work life

150. A technique to bring changes in the entire organization, rather than focusing attention on individuals to bring changes easily.

- A. Organizational development
- B. Organizational change
- C. Organizational culture
- D. Organizational conflicts

View answer

Correct answer: (A)

Organizational development

151. What do we call it when we judge someone on the basis of our perception?

- A. Stereotyping
- B. Categorizing
- C. Halo effect
- D. Prototyping

View answer

Correct answer: (A)

Stereotyping

152. Today's managers understand that the success of any effort at improving quality and productivity must include _____.

- A. Quality management programs
- B. Customer service improvements
- C. Employee's participation
- D. Manufacturing simplification

View answer

Correct answer: (C)

Employee's participation

153. 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
- B. Voice
- C. Loyalty
- D. Neglect

View answer

Correct answer: (C)

Loyalty

154. 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
- B. Halo effect
- C. Similar-to-me effect
- D. Misperception

View answer

Correct answer: (C)

Similar-to-me effect

155. 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

View answer

Correct answer: (A)

consensus

156. blends concepts from psychology and sociology.

- A. Corporate strategy
- B. Anthropology
- C. Political science.
- D. Social psychology

View answer

Correct answer: (D)
Social psychology

157. _____ 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

View answer

Correct answer: (C)
Organizational citizenship

158. 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

View answer

Correct answer: (B)
Retention

159. Which is also known as a non- reinforcement

- A. Punishment
- B. Negative reinforcement
- C. Extinction
- D. all the above

View answer

Correct answer: (C)
Extinction

160. "They are the worst firm I have ever dealt with" iscomponents of attitude.

- A. Affective component
- B. Cognitive component
- C. Intentional component
- D. None of these

View answer

Correct answer: (B)

Cognitive component

161. Which of the following is not an attribute of physiological individual difference?

- A. Appearance
- B. Complexion
- C. Attitude
- D. Body shape

View answer

Correct answer: (C)

Attitude

162. Responsible, dependable, persistent and achievement oriented are features of

- A. introversion
- B. agreeableness
- C. extroversion
- D. conscientiousness

View answer

Correct answer: (D)

conscientiousness

163. _____ is the degree to which an individual is willing to take chances and risky decisions

- A. Authoritarianism
- B. Dogmatism
- C. Risk propensity
- D. Tolerance for ambiguity

View answer

Correct answer: (C)

Risk propensity

164. Z theory is a Japanese approach of motivation developed by

- A. Mc Clelland
- B. William Ouchi
- C. Alderfer
- D. Mc Gregor

View answer

Correct answer: (B)

William Ouchi

165. The group formed by an organization to accomplish narrow range of purposes within a specified time

- A. Formal Group
- B. Task Group
- C. Interest Group
- D. Functional Group

View answer

Correct answer: (B)

Task Group

166. Grid Organisation Development was developed by

- A. Blake and Mounon
- B. Elton Mayo
- C. F W Taylor
- D. Max weber

View answer

Correct answer: (A)

Blake and Mounon

167. _____ 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

View answer

Correct answer: (B)

Quality Circle

168. _____ represent noblest thoughts, ideals etc.

- A. Ego
- B. Super ego
- C. Negative ego
- D. Id

View answer

Correct answer: (B)

Super ego

169. 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

View answer

Correct answer: (A)

Elton Mayo

170. _____ is reality and practical oriented part of thinking

- A. Ego
- B. Super ego
- C. Negative ego
- D. Id

View answer

Correct answer: (A)

Ego

171. Today's organization are

- A. Open system
- B. Closed system
- C. Open as well as closed
- D. None of these

View answer

Correct answer: (A)

Open system

172. _____ is largely childish, irrational, never satisfied, demanding and destructive of others

- A. Ego
- B. Super ego
- C. Negative ego
- D. Id

View answer

Correct answer: (D)

Id

173. Which of the following is/are OD intervention techniques

- A. Sensitivity training
- B. MBO
- C. Quality of work life
- D. All the above

View answer

Correct answer: (D)

All the above

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

- A. Tangible, verifiable and measurable
- B. Achievable, controllable and profitable
- C. Challenging, emotional and constructive
- D. Hierarchical, attainable and effective

View answer

Correct answer: (A)

Tangible, verifiable and measurable

175. 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

View answer

Correct answer: (C)

Participative, achievement-oriented, directive, and supportive

176. In Maslow's hierarchy needs which of the following pair of needs is ranked as "lower order needs"?

- A. Physiological and safety needs
- B. Physiological and social need
- C. Self actualization and safety needs
- D. Social and esteem needs

View answer

Correct answer: (B)

Physiological and social need

177. 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.

View answer

Correct answer: (C)

Managers need to understand human behavior if they are to be effective.

178. Which one of the following would not be considered a human skill in Katz's structure?

- A. Decision making.
- B. Communicating
- C. resolving conflicts
- D. working as part of a team

View answer

Correct answer: (A)

Decision making.

179. The science that seeks to measure, explain, and sometimes change the behaviour of humans and other animals is known as.

- A. Psychiatry
- B. Psychology
- C. Sociology
- D. organizational behavior

View answer

Correct answer: (B)

Psychology

180. Individual-level independent variables include all of the following except.

- A. Leadership

- B. Learning
- C. Perception
- D. motivation

View answer

Correct answer: (A)

Leadership

181. Which of the following researchers thought that reinforcement was the central factor involved in behavioural change?

- A. Pavlov
- B. Fayol
- C. Skinner
- D. Deming

View answer

Correct answer: (C)

Skinner

182. 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

View answer

Correct answer: (A)

the perceptions people form about each other

183. "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

View answer

Correct answer: (C)

Intentional component

184. Employees needs met by Autocratic Model is

- A. Subsistence
- B. Security
- C. Status and Recognition
- D. Self-actualization

View answer

Correct answer: (A)

Subsistence

185. Good natured, cooperative and trusting are the features of

- A. introversion
- B. agreeableness
- C. extroversion
- D. conscientiousness

View answer

Correct answer: (B)

agreeableness

186. _____ is manipulating and influencing others as a primary way of achieving one's goal

- A. Authoritarianism
- B. Dogmatism
- C. Risk propensity
- D. Machiavellianism

View answer

Correct answer: (D)

Machiavellianism

187. Under ERG theory, "R" stands for _____

- A. Rationality
- B. Responsibility
- C. Remuneration
- D. Relatedness

View answer

Correct answer: (D)

Relatedness

188. _____ theory believes that employees dislike work

- A. X theory
- B. Y theory
- C. Z theory
- D. None of these

View answer

Correct answer: (A)

X theory

189. _____ is the attractiveness of the members towards the group or resistance to leave it

- A. Group norms
- B. Group behavior
- C. Group cohesiveness
- D. Group structure

View answer

Correct answer: (C)

Group cohesiveness

190. under sensitivity training, the preferable T- group members is

- A. 25 to 50
- B. 10 to 20
- C. 50 to 100
- D. 5 to 10

View answer

Correct answer: (B)

10 to 20

191. Which one of the following is/are leadership theories?

- A. Trait theory
- B. Behavior theory
- C. Contingency theory
- D. All of these

View answer

Correct answer: (D)

All of these

192. 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

View answer

Correct answer: (D)

Persuasion

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

- A. Tone difference
- B. Word connotations
- C. Political correctness
- D. Differences among perceptions

View answer

Correct answer: (C)

Political correctness

194. Maslow grouped the five needs into two categories

- A. Higher-order needs and Lower-order needs.
- B. Supreme needs and local needs
- C. Self needs and others needs
- D. Luxurious needs and comfort needs

View answer

Correct answer: (A)

Higher-order needs and Lower-order needs.

195. 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.

View answer

Correct answer: (B)

Different people respond the same way in the same situation.

196. 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

View answer

Correct answer: (C)

apply specialized knowledge or expertise

197. 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.

View answer

Correct answer: (B)

Human behavior is not random.

198. What term is used to describe voluntary and involuntary permanent withdrawal from an organization?

- A. Absenteeism
- B. Turnover
- C. Downsizing
- D. truancy

View answer

Correct answer: (B)

Turnover

199. 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

View answer

Correct answer: (D)

Foconsequential processesur

200. 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
- B. judgment theory
- C. selective perception theory
- D. attribution theory

View answer

Correct answer: (D)

attribution theory

201. "I don't like that company"- is _____ components of attitude.

- A. Affective component
- B. Cognitive component
- C. Intentional component
- D. None of these

View answer

Correct answer: (A)

Affective component

202. Employees needs met by Custodial Model is

- A. Subsistence
- B. Security
- C. Status and Recognition
- D. Self-actualization

View answer

Correct answer: (B)

Security

203. Imaginative, artistically sensitive etc. are features of

- A. Openness
- B. agreeableness
- C. extroversion
- D. conscientiousness

View answer

Correct answer: (A)

Openness

204. In Maslow's Need hierarchy which needs are shown between Esteem needs and Safety needs

- A. Social needs
- B. Esteem needs
- C. Security needs
- D. Basic need

View answer

Correct answer: (A)

Social needs

205. 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

View answer

Correct answer: (C)

Z theory

206. Free rein leadership is also known as

- A. Democratic
- B. Autocratic
- C. Laissez-faire
- D. Bureaucratic

View answer

Correct answer: (C)

Laissez-faire

207. 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

View answer

Correct answer: (D)

Projection

208. Factors other than satisfaction that impact one's decision to leave a current job include all of the following EXCEPT:

- A. Labour market conditions
- B. Length of tenure with the organization
- C. Organizational citizenship behavior
- D. Expectations about alternative job opportunities

View answer

Correct answer: (D)

Expectations about alternative job opportunities

209. All the following are dimensions of Intellectual ability EXCEPT:

- A. Inductive reasoning
- B. Dynamic strength
- C. Deductive reasoning
- D. Number aptitude

View answer

Correct answer: (A)

Inductive reasoning

210. Which of the following is not one of the four primary management functions?

- A. Controlling
- B. Planning
- C. Staffing
- D. organizing

View answer

Correct answer: (C)

Staffing

211. Which of Luthans' managerial activities involves socializing, politicking, and interacting with outsiders?

- A. traditional management
- B. communicating
- C. human resource management
- D. networking

View answer

Correct answer: (D)

networking

212. The science that focuses on the influence people have on one another is.

- A. Psychology
- B. Anthropology
- C. political science
- D. social psychology

View answer

Correct answer: (B)

Anthropology

213. 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

View answer

Correct answer: (B)

It is a current assessment of what an individual can do.

214. 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

View answer

Correct answer: (B)

Shaping

215. _____ is the dynamic organization within the individual that determine his unique adjustment to the environment

- A. Perception
- B. Attitude
- C. Behavior

D. personality

View answer

Correct answer: (D)
personality

216. Which of the following is a method of measuring attitude?

- A. Opinion survey
- B. Interview
- C. Scaling techniques
- D. All the above

View answer

Correct answer: (D)
All the above

217. "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

View answer

Correct answer: (C)
Persons contributions match with the incentives offered by the organization

218. _____ 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

View answer

Correct answer: (B)
introversion

219. 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

View answer

Correct answer: (D)

Vroom's theory

220. Basis of "Custodial Model of OB is

- A. Economic resources
- B. Power
- C. Leadership
- D. Partnership

View answer

Correct answer: (A)

Economic resources