

UNIVERSITY OF CALICUT

SCHOOL OF DISTANCE EDUCATION

(2014 Admn. onwards)

VI Semester (Elective)

B.Sc. COUNSELLING PSYCHOLOGY

Organizational Psychology

QUESTION BANK & ANSWER KEYS

1. “————— are social inventions for accomplishing goals through group efforts”
 - A) Management
 - B) Organization
 - C) Leadership
 - D) Behavior
2. A study of human behavior in organizational settings is
 - A. Individual behavior
 - B. Group behavior
 - C. Organizational behavior
 - D. None of these
3. Today’s organization are
 - A. Open system
 - B. Closed system
 - C. Open as well as closed
 - D. None of these
4. Organization Behavior is
 - A. An interdisciplinary approach
 - B. A humanistic approach
 - C. Total system approach
 - D. All of these
5. 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 go
6. 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

7. 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

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

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

- a) Controlling
- b) Planning
- c) Staffing
- d) organizing

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

- a) Planning
- b) Leading
- c) Controlling
- d) Organizing

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

- a) Illumination
- b) Intentions
- c) Behaviour
- d) Cognition

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

- a) Anthropology
- b) Psychology
- c) social psychology
- d) political science

13. Most valuable asset in an organization is

- a) Land and building
- b) Cash and bank balances
- c) Human being
- d) technology

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

- a) Absenteeism
- b) Turnover
- c) Downsizing
- d) truancy

15. _____ 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 behaviour
16. Individual-level independent variables include all of the following except.
- a) Leadership
 - b) Learning
 - c) Perception
 - d) motivation
17. 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
18. 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
19. Path-goal model of Leadership was introduced by
- a) Martin Evans & Robert House
 - b) Fred Fielder
 - c) Whetton
 - d) Cameron
20. Conflict between actual and desired emotions is called _____.
- a) Emotional contagion
 - b) Emotional dissonance
 - c) Cognitive dissonance
 - d) None of above
21. Scientific Management approach is developed by
- a) Elton Mayo
 - b) Henry Fayol
 - c) F.W. Taylor
 - d) Maslow
22. _____ is a relatively permanent change in behavior that occurs as a result of experience
- a) Behavior modification
 - b) Learning
 - c) Motivation
 - d) Skills
23. Which of the following is not the characteristic of High Machs?
- a) win more
 - b) Exploit others
 - c) Emotionally distract
 - d) Highly manipulative
 - e) Highly submissive
24. _____ is the degree to which people in a country prefer structured over unstructured situations.
- a) Uncertainty avoidance
 - b) Long term orientation
 - c) Conscientiousness
 - d) Ethical dilemma

25. _____ measures the degree to which a person identifies psychologically with his or her job and considers his-her perceived performance level to self worth
- a) Job satisfaction
 - b) Job engagement
 - c) Job involvement
 - d) Organizational commitment
26. _____ is the tendency for two individuals to emotionally converge.
- a) Emotional dissonance
 - b) Emotional labour
 - c) Emotional contagion
 - d) Cognitive dissonance
27. The belief that the 'discrimination is wrong' is a value statement. Such an opinion is _____ component of the attitude
- a) Cognitive
 - b) Affective
 - c) Reactive
 - d) Behavioral.
28. _____ refers to an individual's general attitude toward his or her job
- a) Job satisfaction
 - b) Job involvement
 - c) Job stability
 - d) Organizational commitment
 - e) Social investment
29. A worker who feels a personal stake in the company and whose ideas are valued by the company will likely
- A) perform poorly.
 - B) perform well when a supervisor is present but perform poorly when alone.
 - C) perform well.
 - D) perform poorly when a supervisor is present but perform well when alone.
30. Instructing employees on specific parts of the job that they may not have experience with is called
- A) performance appraisal.
 - B) leadership.
 - C) job analysis.
 - D) training.
31. Which of the following will be best at decreasing job stress?
- A) finding a job that is not challenging
 - B) engaging in meaningful leisure activities outside of work
 - C) "sucking it up" and just doing the job
 - D) focusing on work demands at the expense of getting adequate sleep
32. 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
33. 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
34. 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 skills

35. Asif 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

36. 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

37. 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

38. 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 behaviour

39. 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

40. As a manager, one of Shah's duties is to present awards to outstanding employees within his department. Which Mintzberg managerial role is Shah acting in when he does this?

- a) leadership role
- b) liaison role
- c) monitor role
- d) figurehead role

41. 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

42. 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

43. Mr. Bilal 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

44. 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

45. 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

46. _____ blends concepts from psychology and sociology.

- a) Corporate strategy
- b) Anthropology
- c) Political science.
- d) Social psychology

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

- a) Psychology
- b) Anthropology
- c) political science
- d) social psychology

48. 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

49. Maslow's "basic needs" are also known as _____.

- a) Social needs
- b) Esteem needs
- c) Safety needs
- d) Physiological needs

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

- a) Demotivators
- b) Negative stimuli
- c) Hygiene factors
- d) Defectors

51. Who propounded X and Y theory of motivation

- a) Maslow
- b) F. Herzberg
- c) Alderfer
- d) McGregor

52. _____ theory believes that employees dislike work

- a) X theory
- b) Y theory
- c) Z theory
- d) None of these

53. Which one of the following need is not coming under McClelland theory of motivation?

- a) Need for power
- b) Need for achievement
- c) Need for affiliation
- d) Need for actualization

54. 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

55. _____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
56. Beliefs, attitudes, traditions and expectations which are shared by group members is called _____.
- a) Group norms
 - b) Group communication
 - c) Group cohesiveness
 - d) Group structure
57. In _____leadership, there is a complete centralization of authority in the leader
- a) Democratic
 - b) Autocratic
 - c) Free rein
 - d) Bureaucratic
58. Free rein leadership is also known as _____.
- a) Democratic
 - b) Autocratic
 - c) Laissez-faire
 - d) Bureaucratic
59. _____leader is self confident and can attract followers by his great influence
- a) Charismatic
 - b) Autocratic
 - c) Laissez-faire
 - d) Bureaucratic
60. _____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

Answer Key

Qn.No	Answer	Qn.No	Answer	Qn.No	Answer
1	B	21	C	41	A
2	C	22	B	42	C
3	A	23	C	43	D
4	D	24	A	44	B
5	B	25	C	45	B
6	B	26	C	46	D
7	A	27	A	47	C
8	A	28	A	48	A
9	C	29	C	49	D
10	D	30	D	50	C
11	C	31	B	51	D
12	A	32	D	52	A
13	C	33	A	53	D
14	B	34	D	54	C
15	C	35	D	55	C
16	A	36	C	56	A
17	C	37	D	57	B
18	C	38	C	58	C
19	A	39	C	59	A
20	B	40	D	60	B

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