

ORGANISATIONAL THEORY AND BEHAVIOUR

1-The Hawthorne studies are of utmost significance as they form an honest and concerted attempt to understand:

- (A) The human factor
- (B) Employee attitudes

(C) The workers social situations

(D) All of the above

2-The _____ leadership style is an expression of the leader's trust in the abilities of his subordinates.

(A) Participative

(B) Delegative

(C) Authoritarian

(D) All of the above

3-Work attitudes can be reflected in an organization through

(A) Job satisfaction

(B) Organizational commitment

(C) Both 'A' and 'B'

(D) None of the above

4-The two dimensions of leadership which emerged from the Leader Behavior Description Questionnaire were 'consideration' and '_____'.
'_____'

(A) Energizing

(B) Initiating structure

(C) Deliberate

(D) Commanding

5-The model(s) of Organizational Behaviour is (are):

(A) Autocratic

(B) Custodial

(C) Supportive

(D) All of the above

6-At the norming stage, the team is involved in defining

(A) Goals

(B) Roles

(C) Relations

(D) All of the above

7-Identify the steps involved in achieving improvement in communication within the organization.

(A) Sending messages, Use of multiple channels, Promoting inter-group communication

(B) Simple messages, Use of multiple channels, promoting inter-group interaction

(C) Simple messages, Use of multiple channels, promoting inter-group communication

(D) Simple messages, Use of multiple methods, promoting inter-group communication

8-The philosophy that guides an organization's policies towards its employees and customers is an important part of

(A) Management strategy

(B) Organization behavior

(C) Organizational culture

(D) Organization development

9-Feature(s) of Maslow's need hierarchy theory is (are):

(A) Theory of human motives

(B) Classifies basic human needs in a hierarchy

(C) Theory of human motivation

(D) All of the above

10-What is play to some people maybe to others.

(A) Responsibility

(B) Duty

(C) Work

(D) None of the above

11-All the unique traits and patterns of adjustment of the individual is known as

(A) Personality

(B) Responsibility

(C) Creativity

(D) Authority

12-Organization's using _____ model are very successful in the era of globalisation.

(A) Delegative

(B) Authoritative

(C) Supportive

(D) Responsive

13-Fundamental concepts of Organizational Behaviour revolve around:

(A) The nature of human beings

(B) The working of human beings

(C) Both 'A' and 'B'

(D) None of the above

14-One of the factors causing decrement in work is _____.

(A) Wages

(B) Fatigue

(C) Working hour

(D) None of the above

15-An atmospheric condition that is critical in a good working environment is-

(A) air circulation

(B) air conditioning

(C) Air purification

(D) All of the above

16-Organizational _____ is the systematic process by which an organization brings a new employee into its culture.

(A) Socialization

(B) Development

(C) Behavior

(D) Structure

17-Attitude is

(A) Tendency to react positively

(B) Tendency to react negatively

(C) Tendency to react in a certain way

(D) All of the above

18-Which of the following situation is expected to last in the long run?

(A) Low productivity

(B) High morale

(C) Both 'A' and 'B'

(D) None of the above

19-So as to cope with stress effectively, it is necessary to have a healthy

(A) Environment

(B) Body

(C) Relations

(D) All of the above

20-The group _____ are more important to the group members than any financial incentive.

(A) Norms

(B) Values

(C) Both 'A' and 'B'

(D) None of the values

21-The results of bank wiring room study done under the Hawthorne experiments were:

(A) Small group of people emerge as a team

(B) The group is indifferent towards financial incentives

(C) The group norms are more important for the members

(D) All of the above

22-The stage which relates to development of decision making abilities, interpersonal and technical competencies is known as:

(A) Storming

(B) Norming

(C) Forming

(D) Storming

23-The different types of fatigue are

(A) Mental, physical, psychological

(B) Mental, physical, professional

(C) Mental, energy, psychological

(D) Muscle, physical, psychological

24-The _____ skills relate to a person's knowledge and ability in any organizational functional area.

(A) Management

(B) Technical

(C) Conceptual

(D) All of the above

25-Organizational objectives can be achieved by

(A) Group work

(B) Division of labour

(C) Hierarchy of authority

(D) All of the above

26-Select the needs which are discussed by the need hierarchy theory.

(A) Physiological needs, Family needs, Self realization needs

(B) Physiological needs, Security needs, Self raising needs

(C) Physiological needs, Security needs, Self realization needs

(D) None of the above

27-..... piles are used in a scale for measuring attitude is known as Thurstone's scale

(A) Ten

(B) Eleven

(C) Twelve

(D) Thirteen

28-Resistance to Cultural Change is directly depends on:

(A) Magnitude of change

(B) Strength of the prevailing culture

(C) Both 'A' and 'B'

(D) None of the above

29-The least visible and deepest level of organizational culture is:

(A) Artifacts

(B) Shared assumptions

(C) Espoused values

(D) All of the above

30-Which theory assumes that the manager's role is to coerce and control employees?

(A) Theory X

(B) Theory Y

(C) Theory Z

(D) None of the above

31. Who proposed "bureaucratic structure" suitable for all organization

A. Elton Mayo

B. Henry Fayol

C. F.W. Taylor

D. Max Weber

32. "Cognitive theory" of learning was given by

A. Skinner

B. Pavlov

C. Tolman

D. Piaget

33. Extension of behavior modification into organization is called

A. Enrichment

B. Enlargement

C. OB Mod

D. OB Ext

34. ----- is a relatively permanent change in behavior that occurs as a result of experience

A. Behavior modification

B. Learning

C. Motivation

D. Skills

35. Which of the following is / are included as structure of human mind

A. Id

B. Ego

C. Super ego

D.All the above

36.-----is largely childish, irrational, never satisfied, demanding and destructive of others

A.Ego

B.Super ego

C.Negative ego

D.Id

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

A.Classical conditioning

B.Operant conditioning

C.Cognitive learning

D.Social learning

38.are those factors that exists in the environment as perceived by the individual

A.Physiological drive

B.Psychological drive

C.Cue stimuli

D.Reinforcement

39.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

40. The extent to which individuals consistently regard themselves as capable, worthy, successful etc. is

A.Self esteem

B.Authoritarianism

C.Tolerance for ambiguity

D. Workholism

41. 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

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

A. Elton Mayo

B. Henry Fayol

C. F.W. Taylor

D. Max Weber

43. 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

44. Today's organization are

A. Open system

B. Closed system

C. Open as well as closed

D. None of these

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

A. System approach

B. Contingency approach

C. Process approach

D. Scientific approach

46. 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

47. 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

48.-----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

49.-----is a set of values that states what an organisation stands for

A.Organization behavior

B.Organizational culture

C.Organizational spirit

D.Organizational effectiveness

50. In-----in fact "No leadership at all"

A.Democratic

B.Autocratic

C.Free rein

D.Bureaucratic

ANSWERS:

1-(D), 2-(A), 3-(C), 4-(B), 5-(D), 6-(A), 7-(C), 8-(C), 9-(D), 10-(C) 11-(A), 12-(C), 13-(A), 14-(B), 15-(A), 16-(A), 17-(D), 18-(C), 19-(B), 20-(A) 21-(D), 22-(A), 23-(A), 24-(B), 25-(D), 26-(A), 27-(B), 28-(C), 29-(B), 30-(A), 31-(D), 32-(C), 33-(C), 34-(B), 35-(D), 36-(D), 37-(C), 38-(C), 39-(B), 40-(A), 41-(B), 42-(B), 43-(A), 44-(A), 45-(B), 46-(C), 47-(D), 48-(A), 49-(B), 50-(C).