

National Testing Agency

Question Paper Name: Organisation Behaviour
Subject Name: Organisation Behaviour
Creation Date: 2018-12-01 16:20:28
Duration: 180
Total Marks: 150
Display Marks: Yes
Share Answer Key With Delivery Engine: Yes
Actual Answer Key: Yes

Organisation Behaviour

Group Number : 1
Group Id : 41652920
Group Maximum Duration : 0
Group Minimum Duration : 120
Revisit allowed for view? : No
Revisit allowed for edit? : No
Break time: 0
Group Marks: 150

Organisation Behaviour

Section Id : 41652920
Section Number : 1
Section type : Online
Mandatory or Optional: Mandatory
Number of Questions: 150
Number of Questions to be attempted: 150
Section Marks: 150
Display Number Panel: Yes
Group All Questions: No

Sub-Section Number: 1
Sub-Section Id: 41652921
Question Shuffling Allowed : Yes

Question Number : 1 Question Id : 4165291506 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical
Correct Marks : 1 Wrong Marks : 0

The study of OB is study of _____.

- a. Individual behaviour
- b. Organisation
- c. Interface between the two
- d. All of the above

Question Number : 2 Question Id : 4165291507 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

The methods of work measurement, productivity measurement, work flow analysis, work design, job design and labour relations, theory of ergonomics etc. used in OB are derived from the field of

- a. Economics
- b. Psychology
- c. Sociology
- d. Engineering

Question Number : 3 Question Id : 4165291508 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Social psychology combines the concepts of both_____ and _____.

- a. Economics and Society
- b. Science and Technology
- c. Psychology and Sociology
- d. Psychology and Engineering

Question Number : 4 Question Id : 4165291509 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

_____ is the study of relationship between the man and the environment.

- a. Psychology
- b. Anthropology
- c. Political science
- d. Social psychology

Question Number : 5 Question Id : 4165291510 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

The set of ideas and beliefs shared by a group is known as

- a. Group dynamics
- b. Job satisfaction
- c. Motivation
- d. Culture

Question Number : 6 Question Id : 4165291511 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

The scope of OB includes the study of _____.

- a. Individual behaviour
- b. Interpersonal behaviour
- c. Behaviour of the organizations themselves
- d. All of the above

Question Number : 7 Question Id : 4165291512 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

The network of interpersonal relationships that emerge when people associate with each other is known as

- a. Internal Environment
- b. External Environment
- c. Formal Organisation
- d. Informal Organisation

Question Number : 8 Question Id : 4165291513 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

----- Approach of OB advocates that there are no uniform set of rules and methods for managing the behaviour in the organisations.

- a. Human resources Approach
- b. Contingency Approach
- c. Productivity Approach
- d. System Approach

Question Number : 9 Question Id : 4165291514 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

The optimum number of workers to be managed by a supervisor is termed as

- a. Division of Labour
- b. Span of Control
- c. Hierarchy of authority
- d. Specialization

Question Number : 10 Question Id : 4165291515 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

OB establishes the linkages between human behaviour in the -----.

- a. Organisational settings
- b. Individual-organisational interface
- c. Environment surrounding the business
- d. All of the above

Question Number : 11 Question Id : 4165291516 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

The differences amongst the employees in terms of their age, gender, race, culture, ethnicity and abilities is known as

- a. Workforce diversity
- b. Globalisation
- c. Corporate reorganisation
- d. Re-engineering

Question Number : 12 Question Id : 4165291517 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

----- refers to radically rethinking and redesigning all processes which are used by the organisations to work and create value for customers.

- a. Globalisation
- b. Re-engineering
- c. Total Quality management
- d. Corporate reorganisation

Question Number : 13 Question Id : 4165291518 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

The main reason to employ heterogeneous category of employees is to -----.

- a. Tap the talents and potentialities
- b. Harnessing the innovativeness
- c. Obtaining synergetic effect among the diverse workforce
- d. All of the above

Question Number : 14 Question Id : 4165291519 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

----- recognise that different cultural backgrounds and skills of people from different nations can contribute a lot in the growth and development of the organisations.

- a. Ethnocentric managers
- b. Polycentric managers
- c. Geocentric managers
- d. None of the above

Question Number : 15 Question Id : 4165291520 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Total quality management includes

- a. Improvement in all organisational processes
- b. Concern for continuous improvement
- c. Proper measurement of improvements through statistical techniques
- d. All of the above

Question Number : 16 Question Id : 4165291521 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

The functions of management are

- a. Planning
- b. Organising
- c. Leading and controlling
- d. All of the above

Question Number : 17 Question Id : 4165291522 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

----- is commonly defined as "Getting work done through the other people."

- a. Economics
- b. Psychology
- c. Engineering
- d. Management

Question Number : 18 Question Id : 4165291523 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Managers are acting as----- to transfer knowledge among employees.

- a. Monitor
- b. Disseminator
- c. Spokesperson
- d. Negotiator

Question Number : 19 Question Id : 4165291524 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

The ability of a manager to analyse the problem and opportunity objectively and logically is known as

- a. Conceptual skills
- b. Communication skills
- c. Technical skills
- d. Diagnostic skills

Question Number : 20 Question Id : 4165291525 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Interpersonal roles of a manager includes

- a. Figurehead Role
- b. Leadership role
- c. Liaison
- d. All of the above

Question Number : 21 Question Id : 4165291526 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

_____ is called as father of scientific management.

- a. F.W Taylor
- b. Henry Fayol
- c. Max Weber
- d. None of above

Question Number : 22 Question Id : 4165291527 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Science, Harmony, Cooperation, Maximum output, Development of each man to his greatest efficiency are the principles of _____.

- a. Scientific Management
- b. Administrative Theory
- c. Bureaucratic model of organisation
- d. None of above

Question Number : 23 Question Id : 4165291528 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Henry Fayol suggested that every manager has to perform _____ functions of management:

- a. Planning and Organising
- b. Staffing
- c. leadership and control
- d. All of the above

Question Number : 24 Question Id : 4165291529 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Every employee should receive communication from only one person is known as the principle of:

- a. Division of labour
- b. Authority
- c. Unity of command
- d. Unity of direction

Question Number : 25 Question Id : 4165291530 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

The principle of Esprit-de-corps states that_____.

- a. Managers should be kind and fair to their subordinates.
- b. Promoting team spirit will build harmony and unity within the organization.
- c. Material and people should be in the right place at the right time.
- d. Employee allowed to originate and carry out plans will exert high levels of effort.

Question Number : 26 Question Id : 4165291531 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Independent variables includes

- a. Independent variables associated with individual level
- b. Independent variables associated with group level
- c. Independent variables associated with organisational level
- d. All of the above

Question Number : 27 Question Id : 4165291532 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Employee's satisfaction is the relevance of

- a. Autocratic Model
- b. Custodial Model
- c. Supportive Model
- d. Collegial Model

Question Number : 28 Question Id : 4165291533 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

The main aim of _____ model is to engage the employee in decision making process and also make them feel that their participation is crucial for organisation.

- a. Autocratic
- b. Custodial
- c. Supportive
- d. Collegial

Question Number : 29 Question Id : 4165291534 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Collegial Model is based on

- a. Team approach
- b. Mutual understanding
- c. Distribution of power and authority
- d. All of the above

Question Number : 30 Question Id : 4165291535 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

According to _____ model, the individual is expected to collect all relevant information, analyse it and then take a final decision.

- a. Emotional
- b. Rational
- c. Behaviouristic
- d. Humanistic

Question Number : 31 Question Id : 4165291536 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

The combination of all of the forces that affect society's value system, norms, customs, perception, work ethics, attitudes and behaviour is known as

- a. Economic Environment
- b. Technological Environment
- c. Political Environment
- d. Cultural Environment

Question Number : 32 Question Id : 4165291537 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Creativity is the combination of

- a. Background experiences Intellectual
- b. Personal traits
- c. Cognitive abilities
- d. All of the above

Question Number : 33 Question Id : 4165291538 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

_____ defined as "beliefs, feelings and action tendencies of an individual or group of individuals towards objects, ideas and people.

- a. Value
- b. Culture
- c. Attitude
- d. Learning

Question Number : 34 Question Id : 4165291539 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

The group level conflicts may arise because of more interdependence between _____.

- a. Groups
- b. Contradictory goals
- c. Insufficient resources
- d. All of the above

Question Number : 35 Question Id : 4165291540 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

_____ is formed when the stimulus received from the environment, organised in a particular manner and interpreted to assign some meaning to it.

- a. Personality
- b. Perception
- c. Creativity
- d. Learning

Question Number : 36 Question Id : 4165291541 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Hawthorne Studies was carried out by:

- a. Elton Mayo
- b. Douglas McGregor
- c. Max Weber
- d. None of the Above

Question Number : 37 Question Id : 4165291542 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

The three main contributing factors to Human Relations Movement were _____, labour movement and Hawthorne studies.

- a. Increase of productivity
- b. Organizational effectiveness
- c. Great Depression
- d. Peer Pressure

Question Number : 38 Question Id : 4165291543 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

The first experiment of Hawthorne studies was called_____.

- a. Bank wiring observation room experiments
- b. Mass Interview program
- c. Test room experiment
- d. Illumination Experiment.

Question Number : 39 Question Id : 4165291544 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

_____ approach believes that organisations are consisting of individuals and interpersonal relations on one hand and techniques and methods used to perform the tasks on the other hand

- a. Social Technical Systems
- b. Group Influence
- c. Scientific management
- d. All of the above.

Question Number : 40 Question Id : 4165291545 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

The purpose of Research are

- a. Description and explanation
- b. Prediction
- c. Control
- d. All of the above

Question Number : 41 Question Id : 4165291546 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

In _____, respondents are surveyed using questionnaire or interviewed to collect specific information by the researchers related to research problem.

- a. Case Study
- b. Field Survey
- c. Field Experiment
- d. Laboratory Experiment

Question Number : 42 Question Id : 4165291547 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Data can be collected through _____.

- a. Questionnaires
- b. Interviews
- c. Observation
- d. All of the above.

Question Number : 43 Question Id : 4165291548 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

The as Evaluation of research involves _____.

- a. Validity
- b. Reliability
- c. Generalizability
- d. All of the above.

Question Number : 44 Question Id : 4165291549 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

----- are the assumptions related to the relationship between two or more variables.

- a. Hypotheses
- b. Causality
- c. Moderating Variable
- d. Independent Variable

Question Number : 45 Question Id : 4165291550 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

The dimensions of culture are -----.

- a. Self-Image and Time dimension and relationship with world
- b. Individualism versus Collectivism
- c. Public and Private space
- d. All of the above.

Question Number : 46 Question Id : 4165291551 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

The process of perception starts with -----.

- a. Selecting
- b. Receiving
- c. Reacting
- d. Interpreting

Question Number : 47 Question Id : 4165291552 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

The two possible errors influencing the attribution are: Fundamental attribution error and -----.

- a. Consensus
- b. Distinctiveness
- c. Self-serving bias
- d. None of above

Question Number : 48 Question Id : 4165291553 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

The process of arranging the information in a particular manner in order to extract meaning out of it is called:

- a. Reacting
- b. Organising
- c. Interpreting
- d. Selecting

Question Number : 49 Question Id : 4165291554 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Tendency to group the stimuli into some meaningful patterns is called:

- a. Figure and ground
- b. Perceptual constancy
- c. Perceptual grouping
- d. Perceptual defence

Question Number : 50 Question Id : 4165291555 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Human tendency of assigning own attributes to others is called:

- a. Projection
- b. Halo effect
- c. Implicit personality theory
- d. None of the above

Question Number : 51 Question Id : 4165291556 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

_____ receive the stimuli from the outer environment.

- a. All sensory organs
- b. only eyes
- c. only ears
- d. none of the above

Question Number : 52 Question Id : 4165291557 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

The dimension of personality describes the comfort level of an individual in terms of their relationships with others is _____.

- a. Agreeableness
- b. Extraversion
- c. Machiavellianism
- d. Self-monitoring

Question Number : 53 Question Id : 4165291558 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

The five personality traits suggested by The Big Five Personality Model are: Extraversion, Emotional stability, Agreeableness, Conscientiousness and _____.

- a. Type A and Type B
- b. Locus of control
- c. Openness to experience
- d. None of above

Question Number : 54 Question Id : 4165291559 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

_____ refers to an individual's belief that events happening around are either in one's own control or determined by some forces out of one's control.

- a. Locus of control
- b. Conscientiousness
- c. Self-respect
- d. Attribution

Question Number : 55 Question Id : 4165291560 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

The type of individuals who believe in evaluating their success in terms of how much they gain from everything are described as:

- a. Type A
- b. Type B
- c. Extroverts
- d. Introverts

Question Number : 56 Question Id : 4165291561 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Learning is relatively ----- change in the behaviour of an individual

- a. Temporary
- b. Permanent
- c. Unpredictable
- d. Unstable

Question Number : 57 Question Id : 4165291562 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Which theory of learning establishes that association of one event with another desired event results in a desired behaviour.

- a. Operant conditioning
- b. Classical conditioning
- c. Instrumental conditioning
- d. None of above

Question Number : 58 Question Id : 4165291563 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

----- explains that people learn from the role model when they pay attention to their critical behaviours.

- a. Attention process
- b. Retention process
- c. Reproduction process
- d. Reinforcement process

Question Number : 59 Question Id : 4165291564 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Anything that both increases the strength of response and tends to induce repetitions of the behaviour is called:

- a. Motivation
- b. Knowledge of results
- c. Reinforcement
- d. Extinction

Question Number : 60 Question Id : 4165291565 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Which theory recognises the role of an individual in receiving, memorising, retrieving and interpreting the stimulus and reacting to it.

- a. Operant conditioning
- b. Classical conditioning
- c. Instrumental conditioning
- d. Cognitive theory

Question Number : 61 Question Id : 4165291566 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

----- schedule reinforces the desired behaviour every time it is displayed.

- a. Continuous
- b. Partial
- c. Variable ratio
- d. None of the above

Question Number : 62 Question Id : 4165291567 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Rokeach Value Survey is comprised of two types of value sets. One set is called Terminal values and another is called _____.

- a. Global values
- b. Instrumental values
- c. Work values
- d. Managerial values

Question Number : 63 Question Id : 4165291568 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Hofstede's framework for assessing cultures is the most common approach used to understand the variations of values across _____.

- a. Organisations
- b. Individuals
- c. Cultures
- d. None of above

Question Number : 64 Question Id : 4165291569 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

_____ values refer to one's interest in practicality, usefulness and accumulating wealth.

- a. Economic values
- b. Aesthetic values
- c. Terminal values
- d. Instrumental values

Question Number : 65 Question Id : 4165291570 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Which types of values represent the ultimate goals that a person would strive to achieve in his lifetime.

- a. Social values
- b. Moral values
- c. Work values
- d. Terminal values

Question Number : 66 Question Id : 4165291571 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Individual attitude has three components: Cognitive, affective and _____.

- a. Beliefs
- b. Behavioural
- c. Values
- d. Judgement

Question Number : 67 Question Id : 4165291572 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Which component of attitude reflects the emotions or feelings of an individual towards a person, object or events?

- a. Cognitive
- b. Affective
- c. Behavioural
- d. None of above

Question Number : 68 Question Id : 4165291573 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

_____ is the degree to which an individual identifies psychologically with his or her job and consider his or her perceived performance level important to self-worth.

- a. Job satisfaction
- b. Organisational commitment
- c. Organisational citizenship
- d. Job involvement

Question Number : 69 Question Id : 4165291574 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Which type of commitment refers to an individual's emotional attachment with his organisation and its values?

- a. Affective commitment
- b. Continuance commitment
- c. Normative commitment
- d. None of the above

Question Number : 70 Question Id : 4165291575 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

The degree to which employees feel that their organisation values their involvement in the organisation and cares for their well-being is called_____.

- a. Job involvement
- b. Organisational citizenship
- c. Perceived organisational support
- d. Employee engagement

Question Number : 71 Question Id : 4165291576 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Which process of attitude change refers to adopting a particular attitude because it is congruent with one's overall value system?

- a. Compliance
- b. Identification
- c. Internalisation
- d. None of the above

Question Number : 72 Question Id : 4165291577 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Content theories explain the linkage between human needs and their_____.

- a. Work related behaviour
- b. Unsatisfied needs
- c. Psychological system
- d. Work environment

Question Number : 73 Question Id : 4165291578 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

_____ gave need hierarchy theory of motivation.

- a. Fredrick Herzberg
- b. Abraham Maslow
- c. Douglas McGregor
- d. None of the above

Question Number : 74 Question Id : 4165291579 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

The type of job related factors which do not motivate people but prevent job dissatisfaction are called:

- a. Hygiene factors
- b. Motivators
- c. Reinforcers
- d. None of the above

Question Number : 75 Question Id : 4165291580 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Individual's needs which give a sense of self worth and ego satisfaction are _____.

- a. Physiological needs
- b. Safety needs
- c. Security needs
- d. Self-esteem needs

Question Number : 76 Question Id : 4165291581 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Victor H. Vroom gave the _____ theory of motivation.

- a. Goal Setting theory
- b. Expectancy theory
- c. Equity theory
- d. None of the above

Question Number : 77 Question Id : 4165291582 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

When an employee compares himself with another employee of his organisation, such comparison is called.

- a. Self inside
- b. Self outside
- c. Other inside
- d. Other outside

Question Number : 78 Question Id : 4165291583 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Goal setting theory was coined by _____.

- a. Victor Vroom
- b. Douglas McGregor
- c. Porter and Lawler
- d. Edwin Locke

Question Number : 79 Question Id : 4165291584 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Performance satisfaction model of motivation explained that the relationship between effort and performance is influenced by :

- a. Individual's abilities
- b. Role perception
- c. Both a & b
- d. None of the above

Question Number : 80 Question Id : 4165291585 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Perception of the employees that they are treated equally as compared to other employees inside and outside the organisation is called:

- a. Valence
- b. Equity
- c. Instrumentality
- d. Expectancy

Question Number : 81 Question Id : 4165291586 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

_____ is the individual's belief that he is competent enough to perform the task.

- a. Self efficacy
- b. Role perception
- c. Task commitment
- d. None of the above

Question Number : 82 Question Id : 4165291587 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Which of the following organisational factors have positive relationship with the job satisfaction?

- a. Good Wages
- b. Promotion chances
- c. Sound Company policy
- d. All of the above

Question Number : 83 Question Id : 4165291588 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Which of the following work related behaviours have inverse relationship with the job satisfaction?

- a. Productivity
- b. Absenteeism
- c. Organisational citizenship behaviour
- d. None of above

Question Number : 84 Question Id : 4165291589 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

_____ refers to employees' involvement in antagonistic behaviours at workplace such as hostile relationships with co-workers, unionisation, substance abuse, stealing or theft at work, undue socialising.

- a. Organisational citizenship behaviour
- b. Workplace deviant behaviour
- c. Organisational commitment
- d. None of the above

Question Number : 85 Question Id : 4165291590 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

The four possible responses of dissatisfied employees are: exit, voice, neglect and _____.

- a. Loyalty
- b. absenteeism
- c. turnover
- d. none of the above

Question Number : 86 Question Id : 4165291591 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Emotions include three components: _____, expressive behaviour and conscious experience.

- a. Cognitive
- b. Affective
- c. Physiological arousal
- d. None of the above

Question Number : 87 Question Id : 4165291592 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

_____ refers to an individual's ability to understand his emotions and to express them naturally.

- a. Self management
- b. Self awareness
- c. Social awareness
- d. None of above

Question Number : 88 Question Id : 4165291593 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

_____ are the emotions which an employee actually feels at a given point of time.

- a. Felt emotions
- b. Displayed emotions
- c. Primary emotions
- d. Secondary emotions

Question Number : 89 Question Id : 4165291594 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

_____ is the situation when an employee is bound to express organisationally desirable emotions during interpersonal transactions at work.

- a. Emotional intelligence
- b. Emotional labour
- c. Emotional dissonance
- d. None of the above

Question Number : 90 Question Id : 4165291595 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

_____ refers to hiding the inner feelings and doing without expressing the emotions in order to observe the display rules.

- a. Behaviour Modification
- b. Surface acting
- c. Deep acting
- d. None of the above

Question Number : 91 Question Id : 4165291596 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

_____ groups provide the members an opportunity to be in the company of other people who share common interests.

- a. Need for high achievement
- b. Need for companionship
- c. Need for emotional sharing
- d. None of the above

Question Number : 92 Question Id : 4165291597 Question Type : MCQ Option Shuffling : No Display Question Number : Yes
Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

.....groups also helps the individuals in achieving more than they could achieve alone.

- a. Need for power and control
- b. Need for achievement
- c. Need for affiliation and status
- d. None of the above

Question Number : 93 Question Id : 4165291598 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Managing of..... includes open communication, trust faith, interdependence of group members, personal integrity and mutual support amongst the members.

- a. Cooperative behaviour
- b. Competitive behaviour
- c. Rude behaviour
- d. Social behaviour

Question Number : 94 Question Id : 4165291599 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Alliances that are neither formally structured nor organizationally determined are called-----

- a. Formal groups
- b. Informal groups
- c. Social groups
- d. Friendship groups

Question Number : 95 Question Id : 4165291600 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

People who affiliate to attain a specific objective with which each is concerned are called-----?

- a. Social groups
- b. Friendship groups
- c. An Interest group
- d. Helping group

Question Number : 96 Question Id : 4165291601 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Johari Window illustrates the process of

- a. Receiving and giving feedback
- b. Social image
- c. Seeking attention of the group
- d. None of the above

Question Number : 97 Question Id : 4165291602 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Communication is the process of

- a. Transmission of a message and understanding of information between the sender and the receiver.
- b. Interchanging the ideas
- c. Understanding the behaviour of others
- d. None of the above

Question Number : 98 Question Id : 4165291603 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

The process of structuring both human and physical resources to accomplish organizational objectives is called:

- a. Organizing.
- b. Formalization
- c. Centralization
- d. Departmentalisation

Question Number : 99 Question Id : 4165291604 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

The framework of interrelationships among individuals and departments that describe relationships of reporting and accountability is called:

- a. Chain of command
- b. Functional arrangement
- c. Specialisation
- d. Organizational structure

Question Number : 100 Question Id : 4165291605 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

A process of retaining authority in the hands of a few high level managers is called:

- a. Centralization
- b. Decentralization
- c. Formalization
- d. None of the above

Question Number : 101 Question Id : 4165291606 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

The formal channel that defines the lines of authority and accountability in a hierarchical organizational structure is called:

- a. Line Positions
- b. The Chain of command
- c. Staff Positions
- d. Line and Staff positions

Question Number : 102 Question Id : 4165291607 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

A flat organization structure creates a span of control.

- a. Tall
- b. Narrow
- c. Wide
- d. Centralised

Question Number : 103 Question Id : 4165291608 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Which of the following is not a dimension of workforce diversity?

- a. Affirmative action
- b. Religion
- c. Union status
- d. Ethnic background

Question Number : 104 Question Id : 4165291609 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

The need for effective diversity management is based on the fact that the presence of diversity among employees may have a negative impact on work performance by creating all of the following situations EXCEPT

- a. Employment inequity
- b. A breakdown of productive teamwork
- c. Misunderstandings
- d. Ill feelings

Question Number : 105 Question Id : 4165291610 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

white male employee has been consistently denied promotion opportunities as a result of a company policy designed to increase the number of female managers. He confronts the human resources manager and accuses her of:

- a. Incompetence
- b. Violation of the Human Rights Code
- c. Favoritism
- d. Reverse discrimination

Question Number : 106 Question Id : 4165291611 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

The concept of the "glass ceiling" limits:

- a. Women and minorities from getting entry-level jobs
- b. The advancement opportunities for qualified designated group members
- c. Entry into the labour market for many visible minorities
- d. Women working in traditional occupations

Question Number : 107 Question Id : 4165291612 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Compared to men, women are more likely to be left out of the employment mainstream for all of the following reasons EXCEPT:

- a. Exclusionary networks
- b. Job performance
- c. A male-dominated corporate culture
- d. Sexual harassment

Question Number : 108 Question Id : 4165291613 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

A common stereotype about older workers that is not supported by research is that they:

- a. Are resistant to change and cannot learn new methods
- b. Become more heterogeneous with age
- c. Have fewer avoidable absences from work
- d. Have fewer on the job accidents than younger workers

Question Number : 109 Question Id : 4165291614 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Stress is defined as

- a. Negative thoughts and emotions.
- b. Increased energy and heightened awareness.
- c. Negative changes in life
- d. Reaction to outside stimulus.

Question Number : 110 Question Id : 4165291615 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

What are some positive effects of stress?

- a. It improves performance and efficiency.
- b. It causes changes in appetite, resulting in weight loss.
- c. It forces you to slow down.
- d. It causes sleep loss, which gives you more waking hours to get things done.

Question Number : 111 Question Id : 4165291616 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Chronic stress leads to.....

- a. Serious health related problems
- b. A healthy life
- c. A happy life
- d. An enjoyable life

Question Number : 112 Question Id : 4165291617 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

It is very important for every individual to know their own.....

- a. Emotional intelligence
- b. Limits for handling
- c. Outlook in life
- d. Outlook for others

Question Number : 113 Question Id : 4165291618 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

The ability to undertake stress depends on.....

- a. General outlook on life's quality of relationship, emotional intelligence and genetics.
- b. Health
- c. Intelligence
- d. Cleverness

Question Number : 114 Question Id : 4165291619 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

The agents that cause stress are known as.....

- a. Obesity
- b. Stressors
- c. Stress response
- d. None of the above

Question Number : 115 Question Id : 4165291620 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

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

Question Number : 116 Question Id : 4165291621 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

What is the key to work life balance?

- a. Priority Management
- b. Being in sports team
- c. Having good relations with friends and relatives
- d. Avoiding working on weekends

Question Number : 117 Question Id : 4165291622 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

One of the major barriers to career advancement experienced by working ladies is

- a. Difficulty in balancing work and family life
- b. Top management is usually male oriented
- c. Lack of educational opportunities
- d. Common perception that women cannot be better boss

Question Number : 118 Question Id : 4165291623 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Alternative work arrangements include all of the following except

- a. Job sharing
- b. Flexi working
- c. Part time work
- d. Onsite child care

Question Number : 119 Question Id : 4165291624 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Work-life balance programs are an example of

- a. Communal distribution
- b. Intrinsic rewards
- c. Instrumentality
- d. A completely ineffective retention strategy

Question Number : 120 Question Id : 4165291625 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Which of the following is not an internal force of change?

- a. Technology
- b. Strategy
- c. Workforce
- d. Employee attitudes

Question Number : 121 Question Id : 4165291626 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Increasing the numbers of employed women and minorities forces managers to pay attention to what change factor?

- a. Strategy
- b. Workforce
- c. Equipment
- d. Technology

Question Number : 122 Question Id : 4165291627 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

According to Kurt Lewin, which of the following is not a stage in the change process?

- a. Unfreezing
- b. Changing
- c. Refreezing
- d. Restraining

Question Number : 123 Question Id : 4165291628 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Techniques to change people and the quality of interpersonal work relationships are termed _____.

- a. Operations
- b. Organizational development
- c. Downsizing
- d. Robotics

Question Number : 124 Question Id : 4165291629 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Before using the same OD techniques to implement behavioral changes, especially across different countries, managers need to be sure that they've taken into account _____.

- a. Cultural characteristics
- b. Organizational differences
- c. Employee attitude
- d. Societal differences

Question Number : 125 Question Id : 4165291630 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

The fundamental assumptions people share about organization's values, beliefs and norms is referred to as_____.

- a. Organizational behaviour
- b. Organizational design
- c. Organizational culture
- d. Organizational structure

Question Number : 126 Question Id : 4165291631 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

The way in which new members of the organization are indoctrinated in the expectations of the organization and its cultural norms is termed:

- a. Socialization
- b. Orientation
- c. Realistic Job Preview
- d. Internal locus of control

Question Number : 127 Question Id : 4165291632 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

When a set of core values are shared by the majority of organizational members, these core values become a:

- a. Tradition-based value system.
- b. Organizational value system.
- c. Charismatic-based value system.
- d. Functional-based value system.

Question Number : 128 Question Id : 4165291633 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Values originating from a strong leader are:

- a. Functional-traditional values.
- b. Functional values.
- c. Charismatic values.
- d. None of the above.

Question Number : 129 Question Id : 4165291634 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Cultural change is most likely to take place when _____.

- a. the organization is old
- b. the organization is large
- c. the culture is strong
- d. there is a leadership change

Question Number : 130 Question Id : 4165291635 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Employee empowerment in general means

- a. Increased job autonomy for the superiors
- b. Increased job autonomy for the subordinates
- c. Decreased job autonomy for the subordinates
- d. None of the above

Question Number : 131 Question Id : 4165291636 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Why might empowering the workers be good for the organization?

- a. Because workers are better trained and therefore more productive.
- b. Empowered workers work best in a team.
- c. Managers have more control over telling people exactly what to do.
- d. Power resides at the level of the person actually doing the job, leading to better decision making and can satisfy customer needs.

Question Number : 132 Question Id : 4165291637 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Why does empowerment not necessarily produce greater freedom for the worker?

- a. Workers can get promoted but do not necessarily get paid more.
- b. Employees have increased responsibilities of how to carry out tasks without necessarily being able to set the wider goals of the organization.
- c. Empowered workers might set harder goals for themselves than management would have done.
- d. Empowered workers might share their secrets with management leading to greater control over them.

Question Number : 133 Question Id : 4165291638 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

The most pertinent criticism of the empowerment concept concerns

- a. The balance between customers' wishes and efficiency.
- b. The limited evidence for any shift towards a substantially more empowered workforce.
- c. The over-empowerment of employees
- d. The limited theorizing of the concept

Question Number : 134 Question Id : 4165291639 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Which of the following is NOT seen as an advantage of empowerment?

- a. Faster online responses
- b. Reduced selection and training costs
- c. Employees will interact with customers with more enthusiasm
- d. Employees feel better about their jobs

Question Number : 135 Question Id : 4165291640 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

According to Peter Senge, which of the following is not a characteristic of a learning organization?

- a. Shared vision
- b. Team thinking
- c. Team learning
- d. Trained incapacity

Question Number : 136 Question Id : 4165291641 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Which type of learning takes place in a learning organization?

- a. Single loop learning
- b. Double loop learning
- c. Learning by doing
- d. Learning by experience.

Question Number : 137 Question Id : 4165291642 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Leader of a learning organization does not play the role of a

- a. Teacher
- b. Steward
- c. Dictator
- d. Designer

Question Number : 138 Question Id : 4165291643 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Steering an organization to become a learning organization is

- a. An easy process
- b. A short term goal
- c. A long term goal
- d. None of the above

Question Number : 139 Question Id : 4165291644 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

The culture of a learning organization does not exhibit following characteristic:

- a. Trust among employees
- b. Information availability
- c. Risk and experimentation
- d. Job insecurity

Question Number : 140 Question Id : 4165291645 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

_____ is the behaviour that is considered socially acceptable, as opposed to morally right or wrong.

- a. Mortality
- b. Ethics
- c. Etiquette
- d. Morality

Question Number : 141 Question Id : 4165291646 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Codes of conduct and codes of ethics

- a. Are formal statements that describe what an organization expects of its employees.
- b. Become necessary only after a company has been in legal trouble.
- c. Are designed for top executives and managers, not regular employees
- d. Rarely become an effective component of the ethics and compliance program.

Question Number : 142 Question Id : 4165291647 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

To be successful, business ethics training programs need to

- a. Focus on personal opinions of employees.
- b. Be limited to upper executives
- c. Educate employees on formal ethical frameworks and models of ethical decision making.
- d. Promote the use of emotions in making tough ethical decisions.

Question Number : 143 Question Id : 4165291648 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Most companies begin the process of establishing organizational ethics programs by developing:

- a. Ethics training programs
- b. Codes of conduct.
- c. Ethics enforcement mechanisms.
- d. Hidden agendas.

Question Number : 144 Question Id : 4165291649 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Every individual is _____ by their personality.

- a. Intellectual
- b. Specific
- c. Unique
- d. Systematic

Question Number : 145 Question Id : 4165291650 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Motivational difference across Cultures are because of_____.

- a. Religion
- b. Uncertainty
- c. Power
- d. All of the above

Question Number : 146 Question Id : 4165291651 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

_____is process of influencing others to direct their efforts toward the fulfilment of particular goals.

- a. Leadership
- b. Motivation
- c. Communication
- d. None of the above

Question Number : 147 Question Id : 4165291652 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

"Might is Right" is the motto of

- a. Autocratic Model of OB
- b. Custodial Model of OB
- c. Supportive Model of OB
- d. Collegial Model of OB

Question Number : 148 Question Id : 4165291653 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

The combination of all of the forces that affect society's value system, norms, customs, perception, work ethics, attitudes and behaviour is known as

- a. Economic Environment
- b. Technological Environment
- c. Political Environment
- d. Cultural Environment

Question Number : 149 Question Id : 4165291654 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

Communication begins with _____

- a. Encoding
- b. Idea generation
- c. Decoding
- d. Channel selection

Question Number : 150 Question Id : 4165291655 Question Type : MCQ Option Shuffling : No Display Question Number : Yes Single Line Question Option : No Option Orientation : Vertical

Correct Marks : 1 Wrong Marks : 0

The field of organisational behaviour is primarily concerned with _____

- a. The behaviour of individual and groups
- b. How resources are effectively managed
- c. Control processes and interactions between organisations, external context.
- d. Both a and c.