

National Testing Agency

Question Paper Name :	Social Processes and Behaviour Issues 28th August 2021 Shift 1
Subject Name :	Social Processes and Behaviour Issues
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Social Processes and Behaviour Issues

Group Number :	1
Group Id :	603489214
Group Maximum Duration :	0
Group Minimum Duration :	120
Show Attended Group? :	No
Edit Attended Group? :	No
Break time :	0
Group Marks :	100
Is this Group for Examiner? :	No

Social Processes and Behaviour Issues -1

Section Id :	603489316
Section Number :	1
Section type :	Online
Mandatory or Optional :	Mandatory

Number of Questions :	50
Number of Questions to be attempted :	50
Section Marks :	100
Enable Mark as Answered Mark for Review and Clear Response :	Yes
Sub-Section Number :	1
Sub-Section Id :	603489554
Question Shuffling Allowed :	Yes

Question Number : 1 Question Id : 60348915334 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 2 Wrong Marks : 0

Identify the traditional theories of leadership

1. IOWA
2. OHIO
3. Michigan
4. All of these

Options :

60348957657. 1

60348957658. 2

60348957659. 3

60348957660. 4

Question Number : 2 Question Id : 60348915335 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 2 Wrong Marks : 0

The learning which individual learns to link the information value from a neutral stimulus to a stimulus which in the natural course will not cause a response

1. Social Cognitive Theory
2. Operant Conditioning Theory
3. Contingency Theory
4. Classical Conditioning Theory

Options :

60348957661. 1

60348957662. 2

60348957663. 3

60348957664. 4

Question Number : 3 Question Id : 60348915336 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 2 Wrong Marks : 0

Which of the following personality behavior is generally restless, impatient with a desire for quick achievement and to be perfect

1. Risk taking
2. Type A personality
3. Type B personality
4. Self Monitoring

Options :

60348957665. 1

60348957666. 2

60348957667. 3

60348957668. 4

Question Number : 4 Question Id : 60348915337 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 2 Wrong Marks : 0

The stage which requires necessary guidance and direction which has to be followed in the group development

1. Performing
2. Storming
3. Forming
4. Norming

Options :

60348957669. 1

60348957670. 2

60348957671. 3

60348957672. 4

Question Number : 5 Question Id : 60348915338 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 2 Wrong Marks : 0

Which of the following optimism results in effective leadership?

1. Realistic
2. Happy People
3. Ambitious Personality
4. Spiritual

Options :

60348957673. 1

60348957674. 2

60348957675. 3

60348957676. 4

Question Number : 6 Question Id : 60348915339 Question Type : MCQ Option Shuffling : No Is Question Mandatory : No

Correct Marks : 2 Wrong Marks : 0

The term organizational citizenship behavior was conceived by

1. Woodworth
2. Katz
3. Organ
4. Dryden

Options :

60348957677. 1

60348957678. 2

60348957679. 3

60348957680. 4

Question Number : 7 Question Id : 60348915340 Question Type : MCQ Option Shuffling : No Is

Question Mandatory : No

Correct Marks : 2 Wrong Marks : 0

A group of employees that assemble regularly and make group decisions regarding improvement in the organization

1. Motivation
2. Brain storming
3. Quality Circles
4. Creativity

Options :

60348957681. 1

60348957682. 2

60348957683. 3

60348957684. 4

Question Number : 8 Question Id : 60348915341 Question Type : MCQ Option Shuffling : No Is

Question Mandatory : No

Correct Marks : 2 Wrong Marks : 0

An attempt to eliminate or weaken an undesirable behavior is

1. Interval Schedule
2. Variable Ratio
3. Punishment
4. Positive Reinforcement

Options :

60348957685. 1

60348957686. 2

60348957687. 3

60348957688. 4

Question Number : 9 Question Id : 60348915342 Question Type : MCQ Option Shuffling : No Is

Question Mandatory : No

Correct Marks : 2 Wrong Marks : 0

The decision which require conscious thinking, information gathering and consideration alternatives is called

1. Non programme decision
2. Decision rule
3. Programme decision
4. All of these

Options :

60348957689. 1

60348957690. 2

60348957691. 3

60348957692. 4

**Question Number : 10 Question Id : 60348915343 Question Type : MCQ Option Shuffling : No
Is Question Mandatory : No**

Correct Marks : 2 Wrong Marks : 0

The conflict in which no participants is aware of the diversion of the goals needs or interest is known as

1. False conflict
2. Latent conflict
3. Destructive conflict
4. Cooperative conflict

Options :

60348957693. 1

60348957694. 2

60348957695. 3

60348957696. 4

**Question Number : 11 Question Id : 60348915344 Question Type : MCQ Option Shuffling : No
Is Question Mandatory : No**

Correct Marks : 2 Wrong Marks : 0

Which of the following is an integral element of diversity?

1. Active Participation
2. Disability
3. Inclusion
4. None of these

Options :

60348957697. 1

60348957698. 2

60348957699. 3

60348957700. 4

Question Number : 12 Question Id : 60348915345 Question Type : MCQ Option Shuffling : No

Is Question Mandatory : No

Correct Marks : 2 Wrong Marks : 0

The unseen and non breakable barrier which keeps minorities and women to move upper in the cadre inspite of their credentials

1. Stereo type
2. Glass ceiling
3. Diversity
4. Sexual Harassment

Options :

60348957701. 1

60348957702. 2

60348957703. 3

60348957704. 4

Question Number : 13 Question Id : 60348915346 Question Type : MCQ Option Shuffling : No

Is Question Mandatory : No

Correct Marks : 2 Wrong Marks : 0

The tendency of the individual to be very rigid and perceives the world as a threatening place is characteristic of

1. Introversion
2. Extroversion
3. Dogmatism
4. Authoritarianism

Options :

60348957705. 1

60348957706. 2

60348957707. 3

60348957708. 4

**Question Number : 14 Question Id : 60348915347 Question Type : MCQ Option Shuffling : No
Is Question Mandatory : No**

Correct Marks : 2 Wrong Marks : 0

The two facets of impression management are

1. Prevention and Enhancement
2. Attribution and Motivation
3. Motivation and Construction
4. None of these

Options :

60348957709. 1

60348957710. 2

60348957711. 3

60348957712. 4

**Question Number : 15 Question Id : 60348915348 Question Type : MCQ Option Shuffling : No
Is Question Mandatory : No**

Correct Marks : 2 Wrong Marks : 0

The power which refers to the ability to manipulate material rewards and sanctions

1. Coercion
2. Normative
3. Expertise
4. Remunerative

Options :

60348957713. 1

60348957714. 2

60348957715. 3

60348957716. 4

Question Number : 16 Question Id : 60348915349 Question Type : MCQ Option Shuffling : No

Is Question Mandatory : No

Correct Marks : 2 Wrong Marks : 0

Who propounded Human relation theory?

1. Elton Mayo
2. Owen
3. Skinner
4. Freud

Options :

60348957717. 1

60348957718. 2

60348957719. 3

60348957720. 4

Question Number : 17 Question Id : 60348915350 Question Type : MCQ Option Shuffling : No

Is Question Mandatory : No

Correct Marks : 2 Wrong Marks : 0

Putting oneself in someone else's shoes is

1. Empathy
2. Listening
3. Observation
4. Geniuneness

Options :

60348957721. 1

60348957722. 2

60348957723. 3

60348957724. 4

Question Number : 18 Question Id : 60348915351 Question Type : MCQ Option Shuffling : No

Is Question Mandatory : No

Correct Marks : 2 Wrong Marks : 0

Identify the theory which suggests that people perform better and gain better in the job when they receive proper appreciation and praise for their good work

1. Mcclelland
2. Skinner
3. Vroom
4. Likert

Options :

60348957725. 1

60348957726. 2

60348957727. 3

60348957728. 4

Question Number : 19 Question Id : 60348915352 Question Type : MCQ Option Shuffling : No

Is Question Mandatory : No

Correct Marks : 2 Wrong Marks : 0

The decisions which employees makes each day to make the organization perform is

1. Tactical decisions
2. Strategic decisions
3. Operational decisions
4. Rational decisions

Options :

60348957729. 1

60348957730. 2

60348957731. 3

60348957732. 4

Question Number : 20 Question Id : 60348915353 Question Type : MCQ Option Shuffling : No

Is Question Mandatory : No

Correct Marks : 2 Wrong Marks : 0

Organizations and the people are inter dependent with other organization and people

1. Institutionalization
2. Entropy
3. Resource Dependency Theory
4. Cognitive Theory

Options :

60348957733. 1

60348957734. 2

60348957735. 3

60348957736. 4

Question Number : 21 Question Id : 60348915354 Question Type : MCQ Option Shuffling : No

Is Question Mandatory : No

Correct Marks : 2 Wrong Marks : 0

The process where the ideas are generated at the first instance is

1. Physiological Approach
2. Skill Knowledge
3. Brain Storming
4. Performance

Options :

60348957737. 1

60348957738. 2

60348957739. 3

60348957740. 4

Question Number : 22 Question Id : 60348915355 Question Type : MCQ Option Shuffling : No

Is Question Mandatory : No

Correct Marks : 2 Wrong Marks : 0

Which of the following concepts has a Blind spot?

1. Best Window
2. Johari Window
3. Psychoanalysis
4. All of these

Options :

60348957741. 1

60348957742. 2

60348957743. 3

60348957744. 4

Question Number : 23 Question Id : 60348915356 Question Type : MCQ Option Shuffling : No

Is Question Mandatory : No

Correct Marks : 2 Wrong Marks : 0

Human beings are motivated more by unseen forces than their conscious and rational thought is based on

1. Psycho analytical Theory
2. Self Theory
3. Socio Psychological Theory
4. Type Theory

Options :

60348957745. 1

60348957746. 2

60348957747. 3

60348957748. 4

**Question Number : 24 Question Id : 60348915357 Question Type : MCQ Option Shuffling : No
Is Question Mandatory : No**

Correct Marks : 2 Wrong Marks : 0

Who is the father of Scientific Management?

1. Maslow
2. Taylor
3. Fayol
4. Weber

Options :

60348957749. 1

60348957750. 2

60348957751. 3

60348957752. 4

**Question Number : 25 Question Id : 60348915358 Question Type : MCQ Option Shuffling : No
Is Question Mandatory : No**

Correct Marks : 2 Wrong Marks : 0

Identify the pattern of communication which is across organizational lines

1. Wheel
2. Y Network
3. Non Verbal
4. Both 1 and 2

Options :

60348957753. 1

60348957754. 2

60348957755. 3

60348957756. 4

Question Number : 26 Question Id : 60348915359 Question Type : MCQ Option Shuffling : No

Is Question Mandatory : No

Correct Marks : 2 Wrong Marks : 0

Which of the following approaches assumes that each individuals has stable personality characteristics

1. Psycho Dynamic Theory
2. Type Approach
3. Trait Approach
4. Big Five

Options :

60348957757. 1

60348957758. 2

60348957759. 3

60348957760. 4

Question Number : 27 Question Id : 60348915360 Question Type : MCQ Option Shuffling : No

Is Question Mandatory : No

Correct Marks : 2 Wrong Marks : 0

The concept where people believe whatever they are or not influenced by external forces is

1. Narcissistic
2. Locus of Control
3. Achievement
4. Resentment

Options :

60348957761. 1

60348957762. 2

60348957763. 3

60348957764. 4

Question Number : 28 Question Id : 60348915361 Question Type : MCQ Option Shuffling : No

Is Question Mandatory : No

Correct Marks : 2 Wrong Marks : 0

Identify the perceptual error of ignoring others when you rate a person is

1. Halo error
2. Selective Perception
3. Defence Mechanism
4. Contrast error

Options :

60348957765. 1

60348957766. 2

60348957767. 3

60348957768. 4

Question Number : 29 Question Id : 60348915362 Question Type : MCQ Option Shuffling : No

Is Question Mandatory : No

Correct Marks : 2 Wrong Marks : 0

Which type of conflict arises when an individual is expected to behave contrary to one's values

1. Inter organizational Conflict
2. Interpersonal Conflict
3. Person Role Conflict
4. All of these

Options :

60348957769. 1

60348957770. 2

60348957771. 3

60348957772. 4

Question Number : 30 Question Id : 60348915363 Question Type : MCQ Option Shuffling : No

Is Question Mandatory : No

Correct Marks : 2 Wrong Marks : 0

Identify the person who began the work of authentic leadership

1. Pavlov
2. Likert
3. Hersey
4. Avolio

Options :

60348957773. 1

60348957774. 2

60348957775. 3

60348957776. 4

Question Number : 31 Question Id : 60348915364 Question Type : MCQ Option Shuffling : No

Is Question Mandatory : No

Correct Marks : 2 Wrong Marks : 0

Identify the stage which compels people to act based on moral ideals

1. Ego
2. Super Ego
3. Id
4. All of these

Options :

60348957777. 1

60348957778. 2

60348957779. 3

60348957780. 4

Question Number : 32 Question Id : 60348915365 Question Type : MCQ Option Shuffling : No

Is Question Mandatory : No

Correct Marks : 2 Wrong Marks : 0

The basic need in Maslow Hierarchy

1. Social need
2. Safety need
3. Physiological need
4. All of these

Options :

60348957781. 1

60348957782. 2

60348957783. 3

60348957784. 4

Question Number : 33 Question Id : 60348915366 Question Type : MCQ Option Shuffling : No

Is Question Mandatory : No

Correct Marks : 2 Wrong Marks : 0

The organizational practices which are repeated over and over are

1. Culture
2. Ritual
3. Ceremony
4. Symbol

Options :

60348957785. 1

60348957786. 2

60348957787. 3

60348957788. 4

Question Number : 34 Question Id : 60348915367 Question Type : MCQ Option Shuffling : No

Is Question Mandatory : No

Correct Marks : 2 Wrong Marks : 0

Insufficient stress due to lack of stimulation is known as

1. Hyper stress
2. Hypo stress
3. Resistance
4. Negotiation

Options :

60348957789. 1

60348957790. 2

60348957791. 3

60348957792. 4

Question Number : 35 Question Id : 60348915368 Question Type : MCQ Option Shuffling : No

Is Question Mandatory : No

Correct Marks : 2 Wrong Marks : 0

The negotiating strategy where managers tries to reach a mutual agreement with the help of various strategies and tools is

1. Investigation
2. Presentation
3. Bargaining
4. All of these

Options :

60348957793. 1

60348957794. 2

60348957795. 3

60348957796. 4

**Question Number : 36 Question Id : 60348915369 Question Type : MCQ Option Shuffling : No
Is Question Mandatory : No**

Correct Marks : 2 Wrong Marks : 0

The behavior which are communicated through verbal and non-verbal and not noticeable and cannot be measured is

1. Discrimination
2. Surface level diversity
3. Deep level diversity
4. All of these

Options :

60348957797. 1

60348957798. 2

60348957799. 3

60348957800. 4

**Question Number : 37 Question Id : 60348915370 Question Type : MCQ Option Shuffling : No
Is Question Mandatory : No**

Correct Marks : 2 Wrong Marks : 0

Which of these concepts differentiates one from the other?

1. Heredity
2. Self Efficacy
3. Global Trait
4. Personality

Options :

60348957801. 1

60348957802. 2

60348957803. 3

60348957804. 4

Question Number : 38 Question Id : 60348915371 Question Type : MCQ Option Shuffling : No

Is Question Mandatory : No

Correct Marks : 2 Wrong Marks : 0

Equity theory is based on?

1. Inequity
2. Expectancy
3. Two factor theory
4. Distributive Justice

Options :

60348957805. 1

60348957806. 2

60348957807. 3

60348957808. 4

Question Number : 39 Question Id : 60348915372 Question Type : MCQ Option Shuffling : No

Is Question Mandatory : No

Correct Marks : 2 Wrong Marks : 0

Which of the following is not related to corporate social responsibility

1. Environmental Policies
2. Price Fixing
3. Product Safety
4. Consumer Right

Options :

60348957809. 1

60348957810. 2

60348957811. 3

60348957812. 4

Question Number : 40 Question Id : 60348915373 Question Type : MCQ Option Shuffling : No

Is Question Mandatory : No

Correct Marks : 2 Wrong Marks : 0

Which of the following is a third party possessing authority to dictate an agreement

1. Arbitrator
2. Conciliator
3. Mediator
4. All of these

Options :

60348957813. 1

60348957814. 2

60348957815. 3

60348957816. 4

Question Number : 41 Question Id : 60348915374 Question Type : MCQ Option Shuffling : No

Is Question Mandatory : No

Correct Marks : 2 Wrong Marks : 0

The person who has a formal right to command and another as a formal obligation to obey

1. Influence
2. Legitimacy
3. Authority
4. 2 & 3

Options :

60348957817. 1

60348957818. 2

60348957819. 3

60348957820. 4

Question Number : 42 Question Id : 60348915375 Question Type : MCQ Option Shuffling : No

Is Question Mandatory : No

Correct Marks : 2 Wrong Marks : 0

The importance of emotional intelligence was propounded by

1. Daniel Goleman
2. Mintzberg
3. Rogers
4. Bandura

Options :

60348957821. 1

60348957822. 2

60348957823. 3

60348957824. 4

Question Number : 43 Question Id : 60348915376 Question Type : MCQ Option Shuffling : No

Is Question Mandatory : No

Correct Marks : 2 Wrong Marks : 0

Organizational values are widely shared and deeply rooted indicates

1. Strong organizational culture
2. Weak organizational culture
3. Role Model
4. None of these

Options :

60348957825. 1

60348957826. 2

60348957827. 3

60348957828. 4

Question Number : 44 Question Id : 60348915377 Question Type : MCQ Option Shuffling : No

Is Question Mandatory : No

Correct Marks : 2 Wrong Marks : 0

Corporate social responsibility is applicable to

1. NGO
2. Public Sector
3. Private Sector
4. Both 2 and 3

Options :

60348957829. 1

60348957830. 2

60348957831. 3

60348957832. 4

Question Number : 45 Question Id : 60348915378 Question Type : MCQ Option Shuffling : No

Is Question Mandatory : No

Correct Marks : 2 Wrong Marks : 0

Who among the following as developed contingency model of leadership?

1. Fiedler
2. Martin
3. Graean
4. All of these

Options :

60348957833. 1

60348957834. 2

60348957835. 3

60348957836. 4

Question Number : 46 Question Id : 60348915379 Question Type : MCQ Option Shuffling : No

Is Question Mandatory : No

Correct Marks : 2 Wrong Marks : 0

Identify the term which refers to permanent change and behavior based on experience

1. Attitude
2. Reinforcement
3. Perception
4. Learning

Options :

60348957837. 1

60348957838. 2

60348957839. 3

60348957840. 4

Question Number : 47 Question Id : 60348915380 Question Type : MCQ Option Shuffling : No

Is Question Mandatory : No

Correct Marks : 2 Wrong Marks : 0

Which of the following levels of the management makes strategic decisions like planning, organizing, directing and controlling

1. Middle level
2. Operating level
3. Top level
4. All of these

Options :

60348957841. 1

60348957842. 2

60348957843. 3

60348957844. 4

**Question Number : 48 Question Id : 60348915381 Question Type : MCQ Option Shuffling : No
Is Question Mandatory : No**

Correct Marks : 2 Wrong Marks : 0

Which of the following statements help to maintain optimism in the work place?

1. Logic
2. Spiritual Intelligence
3. Emotional Intelligence
4. Both 2 & 3

Options :

60348957845. 1

60348957846. 2

60348957847. 3

60348957848. 4

**Question Number : 49 Question Id : 60348915382 Question Type : MCQ Option Shuffling : No
Is Question Mandatory : No**

Correct Marks : 2 Wrong Marks : 0

The concept of "organized whole" is

1. Grouping
2. Psycho Analysis
3. Selection
4. Gestalt Principle

Options :

60348957849. 1

60348957850. 2

60348957851. 3

60348957852. 4

Question Number : 50 Question Id : 60348915383 Question Type : MCQ Option Shuffling : No

Is Question Mandatory : No

Correct Marks : 2 Wrong Marks : 0

The communication which uses words either written or spoken is

1. Non verbal
2. Verbal
3. Formal
4. Informal

Options :

60348957853. 1

60348957854. 2

60348957855. 3

60348957856. 4