



# Dr.G.R.Damodaran College of Science

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CRISL rated 'A' (TN) for MBA and MIB Programmes

I MIB [2017-2019]

SEMESTER I

CORE : ORGANISATIONAL DYNAMICS - 153D

Multiple Choice Questions.

1. Under which role the manager does perform activities which are of ceremonial and symbolic nature \_\_\_\_\_.

- A. liason role.
- B. leaders role.
- C. figure head role.
- D. spokes person role.

ANSWER: C

2. The role in which a manager lead his subordinates and motivating them for willing cooperation is called as \_\_\_\_\_.

- A. monitoring role.
- B. disseminator role.
- C. entrepreneur role.
- D. leader role.

ANSWER: D

3. Manager serves as a connecting link between his organization and outsiders is called as \_\_\_\_\_ . spokes person role.

- A. liaison role.
- B. disseminator role.
- C. entrepreneur role.
- D. managerial role

ANSWER: B

4. Manager represents his organization or unit while interacting with outsiders is called as \_\_\_\_\_.

- A. disseminator role.
- B. spokes person.
- C. resource allocator
- D. entrepreneur role.

ANSWER: B

5. Anthro denote \_\_\_\_\_ . animal.

- A. society.

- B. animal
- C. man.
- D. behaviour.

ANSWER: C

6. psyche means \_\_\_\_\_.

- A. biology.
- B. spirit.
- C. behaviour.
- D. attitude.

ANSWER: B

7. Which is the scientific method in accumulating knowledge about man social behaviour \_\_\_\_\_.

- A. anthropology.
- B. social work.
- C. sociology.
- D. psychology.

ANSWER: C

8. Managerial orientation is towards power denotes \_\_\_\_\_.

- A. custodial model.
- B. autocratic model.
- C. supportive model.
- D. collegial model.

ANSWER: B

9. The model depend on the economic resources of the organizations denotes \_\_\_\_\_.

- A. supportive model.
- B. autocratic model.
- C. custodial model.
- D. collegial model.

ANSWER: C

10. Which of the following denote team concept which each employee develops high degree of understanding towards others and share common goals

- A. Supportive Model.
- B. Collegial Model.
- C. Custodial Model.
- D. Autocratic Model.

ANSWER: B

11. A person should get orders and instruction from only one superior is called as \_\_\_\_\_.

- A. Power
- B. unity of direction.
- C. unity of command.
- D. scalar chain.

ANSWER: C

12. Division of work to take the advantage of \_\_\_\_\_.

- A. discipline.
- B. specialization.
- C. aptitude.
- D. productivity.

ANSWER: B

13. Esprit de corps denotes \_\_\_\_\_.

- A. team work.
- B. union is strength.
- C. unity of command.
- D. communication.

ANSWER: B

14. Communication going up through each position in the line of authority \_\_\_\_\_.

- A. Order
- B. equity.
- C. scalar chain.
- D. formal communication.

ANSWER: C

15. Hawthorne studies were conducted between \_\_\_\_\_.

- A. 1927 and 1932.
- B. 1925 and 1935.
- C. 1935 and 1945.
- D. 1927 and 1928.

ANSWER: A

16. The Human Side of Enterprise is written by \_\_\_\_\_.

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

ANSWER: B

17. What is the name of the scale under which number of statements collected for assessing favourable or unfavorable aspect of certain things

- A. Thurstone scale.
- B. Rensis Liker scale.
- C. Bogardis social distance scale
- D. Guttman scale.

ANSWER: A

18. Liker scale of attitude measurement has \_\_\_\_\_.

- A. 1-2 boxes.
- B. 5-7 boxes.
- C. 10-15 boxes
- D. 15-20 boxes.

ANSWER: B

19. Guttman scale was developed in \_\_\_\_\_.

- A. 1950
- B. 1955.
- C. 1940.
- D. 1945.

ANSWER: A

20. Organization which have objective of making profit are called \_\_\_\_\_.

- A. economic organization.
- B. political organization.
- C. integrated organization.
- D. pattern or maintenance organization.

ANSWER: A

21. Under which of the following organization industrial, commercial and trading concern are included \_\_\_\_\_.

- A. Political organization.
- B. integrated organization
- C. economic organization.
- D. maintenance organization

ANSWER: C

22. Balance theory was developed by \_\_\_\_\_.

- A. Osgood and Tannenbaum.
- B. Heider .
- C. Rosenber.
- D. Festinger.

ANSWER: B

23. The theory of cognitive dissonance was proposed by \_\_\_\_\_.

- A. Festinger.
- B. Heider.
- C. Rosenber.
- D. Osgood and Tennebaum.

ANSWER: A

24. Congruity theory was developed by \_\_\_\_\_.

- A. Heider.
- B. Rosenber.
- C. Sheriff and Hoveland.
- D. Osgood and Tennebaum.

ANSWER: D

25. Which theory is concerned with the consistency between a person overall attitude or effect towards an object or issues and his belief about its relationship to his more general value

- A. Cognitive Dissonance theory.

- B. Balance theory.
- C. Affective cognitive consistency theory.
- D. Functional theory.

ANSWER: C

26. Job diagnostic survey is \_\_\_\_\_.
- A. type of questionnaire use for diagnosing jobs.
  - B. type of survey for job re-engineering.
  - C. diagnostic process for evaluation .
  - D. job evaluation.

ANSWER: A

27. Western Electric Hawthorne plant located near \_\_\_\_\_.
- A. USA.
  - B. Chicago.
  - C. California.
  - D. Canada.

ANSWER: B

28. A study relating to lighting and productivity is \_\_\_\_\_.
- A. Illumination study.
  - B. Bank wiring observation room experiment.
  - C. Relay Assembly test room experiment.
  - D. behavioural experiment

ANSWER: A

29. The study which were conducted to determine the effect of changes in various job conditions on group productivity \_\_\_\_\_.
- A. Illumination study.
  - B. Bank wiring observation room experiment.
  - C. Relay Assembly test room experiment.
  - D. Change experiment.

ANSWER: C

30. The experiments which analyse the function of small group and its impact on individual behaviour \_\_\_\_\_.
- A. Illumination study.
  - B. Bank wiring observation room experiment.
  - C. Relay Assembly test room experiment.
  - D. behavioural experiment

ANSWER: B

31. What is the name of person who not involved in the Hawthorn experiment team
- A. Elton Maya.
  - B. White head and Roethlisberger.
  - C. William Dickson.
  - D. Henry Fayol.

ANSWER: D

32. Replacing rule of Thumb with Science is concept of \_\_\_\_\_.

- A. Scientific Management.
- B. Bureaucracy management.
- C. Administrative management.
- D. Hawthorn experiment.

ANSWER: A

33. Which of the following is concerned with the interaction between people and their environment, especially their cultural environment

- A. Anthropology.
- B. Cultural.
- C. Sociology.
- D. Socio-Economic Theory.

ANSWER: C

34. Which of the following denote the process of determining the organisation desired future position.

- A. Planning
- B. Budgeting.
- C. Organizing.
- D. Decision making.

ANSWER: A

35. The process of monitoring and correcting the action of the organization is called \_\_\_\_\_.

- A. Managing.
- B. Controlling.
- C. Leading.
- D. Administrating.

ANSWER: B

36. An interrelated set of elements functioning as a whole is considered as \_\_\_\_\_.

- A. organization.
- B. group.
- C. structure.
- D. system.

ANSWER: D

37. The practice of working considerably slower than one can is considered as \_\_\_\_\_.

- A. Rate Buster.
- B. Chiselers.
- C. Solidering.
- D. X theory.

ANSWER: C

38. Individual who fail to meet the expected target of productivity is called as \_\_\_\_\_.

- A. Rate buster.
- B. Chiselers.

- C. Y theory.
  - D. Solidering
- ANSWER: B

39. The person who exceed the target level of productivity is called \_\_\_\_\_.

- A. chuselers.
- B. rate buster.
- C. person belong to a category.
- D. solidering.

ANSWER: B

40. three E decade stand for \_\_\_\_\_.

- A. empowerment, ethics and economic.
- B. empowerment, education and ethic.
- C. education, economic and environment.
- D. economic, environment and ethics

ANSWER: D

41. Which of the following is an attempt to explain and predict how organization and the people in them act in different circumstances.

- A. organizational policy
- B. organizational culture.
- C. organizational structure.
- D. organizational goals.

ANSWER: B

42. The material and non material objects and patterns that intentionally and unintentionally communicate information about the organization technology \_\_\_\_\_.

- A. symbol.
- B. artcrafts.
- C. story.
- D. metaphors.

ANSWER: B

43. The shorthand of an organisation language is called \_\_\_\_\_.

- A. mission.
- B. jargon.
- C. myth.
- D. metaphors.

ANSWER: B

44. The application of a word or phrase to an object or concept which it does not literally denote, in order to suggest comparison with another object or concept is called \_\_\_\_\_.

- A. Myth
- B. Mission
- C. jargon
- D. Metaphors

ANSWER: D

45. Getting others to participate in decision and changes is known as \_\_\_\_\_.

- A. consultation.
- B. persuasion.
- C. ingratiating.
- D. coalition.

ANSWER: A

46. Trying to convince someone with reason, logic or facts is called as \_\_\_\_\_.

- A. exchange tactics
- B. consultation.
- C. rational persuasion.
- D. inspirational appeal.

ANSWER: C

47. Trying to build enthusiasm by appealing to others emotions, ideals, or values is known as \_\_\_\_\_.

- A. consultation.
- B. inspirational appeal
- C. ingratiating tactic
- D. coalition tactic.

ANSWER: B

48. What is the name of the act of getting someone in a good mood prior to making a request

- A. consultation.
- B. inspirational appeal.
- C. ingratiating tactic.
- D. coalition tactic.

ANSWER: C

49. The act of using intimidation and threat is called \_\_\_\_\_.

- A. inspirational appeal.
- B. pressure tactics.
- C. coalition tactic
- D. exchange tactic.

ANSWER: B

50. People are influenced by making express or implied promises and trading favors is known as \_\_\_\_\_.

- A. inspirational appeal.
- B. pressure tactics.
- C. coalition tactic.
- D. exchange tactic.

ANSWER: D

51. The tactics by which getting others to support your effort to persuade someone is known as \_\_\_\_\_.

- A. pressure tactics.

- B. coalition tactic.
- C. exchange tactic.
- D. consultation.

ANSWER: B

52. Which of the following act denote intentional acts of influence to enhance or protect the self-interest of individual or groups.

- A. organizational tactics.
- B. organizational politics.
- C. organizational power.
- D. organizational control.

ANSWER: B

53. What is name of the solving conflict through attaining of the common interests of both conflicting parties.

- A. smoothing.
- B. compromise.
- C. avoidance.
- D. problem solving.

ANSWER: D

54. The act of sharing and communicating are required in order to find areas of common interest is called.

- A. smoothing.
- B. problem solving.
- C. compromise.
- D. avoidance.

ANSWER: B

55. Which of the following method the conflict parties may either withdraw from the conflict or conceal the incompatibility.

- A. avoidance.
- B. smoothing.
- C. compromise.
- D. problem solving.

ANSWER: A

56. Which of the following method of conflict involves the process of playing down differences that exist between individuals or group while emphasizing common interests.

- A. Compromise.
- B. Smoothing.
- C. Avoidance.
- D. problem solving

ANSWER: B

57. Parties in the conflict may be neither loser nor a distinct winner is called \_\_\_\_\_.

- A. smoothing.
- B. avoidance.

- C. compromise.
- D. confrontation.

ANSWER: C

58. While bargaining with each other, each party would like to achieve the point is known as \_\_\_\_\_.

- A. resistance point.
- B. target point.
- C. negotiation point.
- D. compromise point

ANSWER: B

59. I win you lose is emphasized in \_\_\_\_\_.

- A. Integrative bargaining.
- B. Smoothing.
- C. Avoidance.
- D. Distributive bargaining.

ANSWER: D

60. I win you win is emphasized in \_\_\_\_\_.

- A. Negotiation.
- B. Distributive bargaining
- C. Integrative bargaining.
- D. Confrontation.

ANSWER: C

61. When legitimate needs of employees remain unfulfilled is becoming \_\_\_\_\_.

- A. factual grievance.
- B. imaginary grievance.
- C. disguised grievance.
- D. compromise.

ANSWER: A

62. Which of the following conflict motivate an individual to approach two or more positive but mutually exclusive goal

- A. Approach approach conflict.
- B. Approach avoidance conflict
- C. Avoidance avoidance conflict
- D. Goal conflict.

ANSWER: A

63. Which of the following conflict denote the single goal contains both positive and negative characteristics of the individual

- A. Approach approach conflict.
- B. Approach avoidance conflict.
- C. Avoidance avoidance conflict.
- D. Group conflict.

ANSWER: B

64. Which of the following conflict denote the individual is motivated to avoid two or more negative but mutually exclusive goals

- A. Approach approach conflict.
- B. Approach avoidance conflict.
- C. Avoidance avoidance conflict
- D. Role conflict.

ANSWER: C

65. Which of the following conflict denotes that a contradictory expectation about how a given role should be played

- A. Inter sender role conflict.
- B. Intra sender role conflict.
- C. Inter role conflict.
- D. Role incompatibility.

ANSWER: B

66. Conflict between the various level of the organization \_\_\_\_\_.

- A. Formal conflict.
- B. Vertical conflict.
- C. Hierarchical conflict.
- D. Functional conflict

ANSWER: C

67. Conflict between the various functional departments like production and marketing is called as \_\_\_\_\_.

- A. hierarchical conflict.
- B. functional conflict.
- C. formal informal conflict.
- D. vertical conflict.

ANSWER: B

68. The method which combines immediate levels of assertiveness and cooperation is called as \_\_\_\_\_.

- A. collaboration.
- B. negotiation.
- C. compromise.
- D. persuasion.

ANSWER: C

69. A decision making process among inter-dependent parties who do not share identical preferences is called \_\_\_\_\_.

- A. Negotiation.
- B. Compromise.
- C. Mediation.
- D. Arbitration.

ANSWER: A

70. An attempt to change the attitudes of the other party toward ones target position is called as \_\_\_\_\_.

- A. mediation.
- B. arbitration.
- C. persuasion.
- D. collaboration

ANSWER: C

71. Employees to cope with situations and enables them to take control of problems as they arise is called \_\_\_\_\_.

- A. persuasion.
- B. mediation
- C. empowerment.
- D. quality circles.

ANSWER: C

72. Voluntary groups meet regularly to product ideas for improving productivity and working conditions is called as \_\_\_\_\_.

- A. team.
- B. self managing group.
- C. quality circle.
- D. committee.

ANSWER: C

73. There are group mechanisms to improve participation of managers below the top organizational levels is called \_\_\_\_\_.

- A. participation.
- B. empowerment.
- C. middle management committee.
- D. mediation team.

ANSWER: C

74. It is the conviction among people that they can successfully perform their jobs and make meaningful contribution is called \_\_\_\_\_.

- A. role efficacy
- B. role ambiguity
- C. self efficacy
- D. self role conflict

ANSWER: C

75. . It is the mental and emotional involvement of persons in group situations that encourages them to contribute to group goals and share responsibility for them is called as \_\_\_\_\_.

- A. Empowerment.
- B. Participation.
- C. commitment
- D. cooperation.

ANSWER: A

76. Which aspect of the three level framework of group analysis are you considering here

- A. The individual level.
- B. The group level.
- C. The intergroup context.
- D. All of the above.

ANSWER: C

77. The human predisposition to form and maintain stable strong and positive relationships with others is called the \_\_\_\_\_.

- A. need for entitativity
- B. need to belong
- C. exchange theory.
- D. expectation states theory.

ANSWER: B

78. Which theoretical perspective of why humans form, join and distinguish groups emphasizes the adaptive value of forming groups.

- A. The socio-biological perspective.
- B. The cognitive perspective.
- C. The utilitarian perspective
- D. None of these.

ANSWER: B

79. . Which group characteristic has been shown to be the best predictor of group entitativity Lickel et al, 2000.

- A. Group size.
- B. Interaction.
- C. Common goals.
- D. Similarity.

ANSWER: B

80. The degree to which a group member identifies with the group and its goals and wishes to maintain group membership. This is a definition of which term.

- A. Entitativity.
- B. Role.
- C. Commitment.
- D. Status.

ANSWER: C

81. Which of the following lists the five stages of Moreland and Levine 1982 model of group socialization in the correct order

- A. investigation, socialization, maintenance, resocialization, remembrance.
- B. investigation, socialization, maintenance, remembrance, resocialization
- C. investigation, maintenance, socialization, remembrance, resocialization.
- D. entry, socialization, investigation, resocialization, remembrance

ANSWER: A

82. According to the model of group socialization, when a group values a new existing member,

which role transition is most likely to take place

- A. Acceptance.
- B. Divergence.
- C. Entry.
- D. Exit.

ANSWER: A

83. The bar mitzvah ceremony for Jewish boys at the age of 13 is a well known example signalling the end of which stage of the model of group socialization

- A. Remembrance.
- B. Socialization.
- C. Resocialization.
- D. Investigation.

ANSWER: B

84. An understaffed group is most likely to experience

- A. alienation.
- B. boredom.
- C. confusion.
- D. fatigue.

ANSWER: D

85. During which stage of Tuckman and Jensens 1977 five-stage model of group development is the goal to establish a clear group structure and group roles.

- A. Performing.
- B. Norming.
- C. Forming.
- D. Storming.

ANSWER: D

86. Group norms are NOT

- A. developed at a late stage of group development.
- B. subject to change over time and situations.
- C. an influence on group process.
- D. an outcome of group process.

ANSWER: A

87. Which of these statements about the speaking hierarchy is FALSE

- A. People who talk more are usually seen as more influential.
- B. Group members distribute their participation evenly throughout the discussion
- C. If a person has recently spoken, he or she is more likely to speak again.
- D. When the group is in a floor position, only two group members speak.

ANSWER: B

88. Which is an example of a specific status characteristic

- A. Gender.
- B. Attractiveness.
- C. Reading skills.

D. Age.  
ANSWER: C

89. . Which of the following types of confrontation is LEAST likely to render group membership a salient influence on its members thoughts, feelings and behaviour.

- A. An argument between fellow group members.
- B. A football match between rival teams.
- C. A competition between departments in the same company.
- D. A fight between opposing street gangs.

ANSWER: A

90. In which of the following business-related instances might changes in the inter group context occur

- A. A competitor goes bankrupt
- B. A competing firm focuses more on other markets than ones own firm.
- C. A new firm enters ones own market.
- D. All of the above

ANSWER: D

91. . \_\_\_\_\_ refers to the degree to which formal decision authority is held by a mall group of people in the organization.

- A. Control.
- B. Centralization.
- C. Complexity.
- D. Formalization.

ANSWER: B

92. Which of the following is not associated with the reengineered model

- A. speed and quality.
- B. information.
- C. flat structure.
- D. vertical communication.

ANSWER: D

93. Instrumentalist approaches to technology \_\_\_\_\_.

- A. are focus on how technologies are used and rooted in human interaction.
- B. is the dominant approach of government policy makers .
- C. argues that technology is necessarily causing major problems in the world.
- D. examines how instruments relate to political struggle.

ANSWER: B

94. The free rider problem \_\_\_\_\_.

- A. tends to limit the degree to which workers are interested in adopting new technologies.
- B. is a possible solution to environmental degradation
- C. often is a concern when training provision is uneven across a sector.
- D. is related to modification of the internal change factors.

ANSWER: C

95. Strong organizational cultures are not

- A. unsecured one .
- B. undermine leader.
- C. encourage efficiency.
- D. foster loyalty and commitment.

ANSWER: A

96. Which of the following is not a means of transmitting organizational culture

- A. artifacts.
- B. stories.
- C. rituals.
- D. memos.

ANSWER: D

97. Which of the following are not classical perspectives on leadership

- A. trait theories.
- B. behaviour theories.
- C. contingency theories.
- D. competency theories

ANSWER: D

98. The suggestion that leader effectiveness depends on whether the persons natural leadership style is appropriately matched to the situation is known as

- A. Alders person situation fit.
- B. Fiedler s contingency model.
- C. Blakes context fit model.
- D. Winston s style system.

ANSWER: B

99. The sociological approach that views society as the sum of the interaction of individuals and group is called

- A. Marxism.
- B. Functionalism.
- C. Symbolic interaction.
- D. Systems theory.

ANSWER: C

100. Communication processes that follow an organisations chain of command are called

- A. informal channels
- B. formal channels
- C. horizontal communications
- D. corporate networks.

ANSWER: B

101. The degree to which employees influence how their work is organized and carried out is described in this text as

- A. enactment.
- B. Entrenchment.

- C. employee voice.
- D. employee involvement.

ANSWER: D

102. Which of the following are not determinants of ethical behaviour in work organizations

- A. Societal and organizational context.
- B. Governance norms.
- C. Stage of moral development.
- D. stick with rule.

ANSWER: D

103. Human resource management

- A. is a function of productivity
- B. require a committed workforce
- C. varies with organizational and environmental condition
- D. is more important in the public sector than in the private sector.

ANSWER: D

104. Human resource managements overall objective is to

- A. effectively match employees to work.
- B. increase the organisation profitability.
- C. contribut to HR.
- D. ensure ethical decision making.

ANSWER: C

105. \_\_\_\_\_thesis assumes that advanced industrialized societies become increasingly alike in their political, social, cultural and employment characteristics.

- A. Divergence
- B. Convergence.
- C. De industrialisation.
- D. economies of scale.

ANSWER: B

106. The overall task of human resource management professional is to

- A. recruit and reward employees.
- B. maintain the organisation HR activities
- C. evaluate discrete HR activities.
- D. integrate HR activities into a system.

ANSWER: D

107. Which of the following is not a work group

- A. advertising team.
- B. board of directors.
- C. audit team.
- D. group of employees traveling by train.

ANSWER: D

108. . Group\_\_\_\_\_ is a stable pattern of social interaction among members created by a role

structure and group norms \_\_\_\_\_.

- A. bonding.
- B. Relationship.
- C. Cohesiveness.
- D. Structure.

ANSWER: D

109. According to Tuckman and Jensen, the stage where the group resolves its conflict is called \_\_\_\_\_.

- A. Adjourning.
- B. Forming.
- C. Norming.
- D. Performing.

ANSWER: C

110. Which of the following is not generally a source of group cohesiveness

- A. shared traumatic stress
- B. social interaction
- C. shared goals.
- D. shared success.

ANSWER: A

111. Do not dominate the discussion at a team meeting is an example of

- A. groupthink.
- B. a performance norm.
- C. a behaviour norm
- D. cohesiveness .

ANSWER: C

112. . \_\_\_\_\_ is the tendency of highly cohesive groups to value consensus at the price of decision quality

- A. group think.
- B. group process.
- C. group norm.
- D. group development

ANSWER: A

113. . According to job characteristic theory, which element is hypothesized to have a direct impact upon the critical psychological state of experience responsibility for outcome of the work

- A. task identity.
- B. feedback from the job.
- C. Autonomy.
- D. task significance

ANSWER: C

114. Which of the following are not the features of team empowerment

- A. Potency.
- B. Autonomy.

- C. Impact.
- D. role ambiguity.

ANSWER: D

115. . \_\_\_\_\_ are the rules of pattern and behaviour that are expected from all team members.

- A. Norms.
- B. Policies.
- C. Procedures.
- D. Role.

ANSWER: A

116. The ability and willingness of group members to set goals and work towards their accomplishment is known as \_\_\_\_\_.

- A. Group maturity.
- B. Team spirit.
- C. MBO.
- D. Participation.

ANSWER: A

117. Which of the following are not in the categories of life stressors

- A. Life changes .
- B. Daily stressors
- C. Life trauma.
- D. Organisation environment .

ANSWER: D

118. At the organizational level, employees stress may have negative effect on \_\_\_\_\_.

- A. job satisfaction.
- B. life goal.
- C. personality.
- D. role analysis.

ANSWER: A

119. The research has shown that even the minor or trivial occurrences in life can create \_\_\_\_\_.

- A. Goal.
- B. stress
- C. Involvement.
- D. Commitment.

ANSWER: B

120. The two dimensions of leadership which emerged from the Leader Behavior Description Questionnaire was consideration and \_\_\_\_\_.

- A. Descriptive structure.
- B. Schedule.
- C. Initiating structure .
- D. organisation structure.

ANSWER: C

121. The \_\_\_\_\_ studies were the first to emphasize the importance of task and human dimensions in assessing leadership.

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

ANSWER: D

122. The \_\_\_\_\_ is the best style of leadership in emergencies .

- A. Autocratic.
- B. Democratic.
- C. Laissez Faire.
- D. Participative.

ANSWER: A

123. The group are more important to the group members than any financial incentive \_\_\_\_.

- A. Think.
- B. Norms.
- C. decision making
- D. Loafing.

ANSWER: B

124. The results of bank wiring room study done under the Hawthorne experiments were \_\_\_\_\_.

- A. Small group of people emerge as a team
- B. People must be motivated
- C. Group norm are essential.
- D. People are in different nature.

ANSWER: A

125. The factors which are not contributed to the rise of human relations movements are \_\_\_\_.

- A. The great depression
- B. The rise of trade unionism
- C. Hawthorne.
- D. Second world war.

ANSWER: D

126. The blue print of human behaviour at work is represented by \_\_\_\_\_.

- A. Rules , Regulations , Procedures .
- B. Role, decision making, participation.
- C. Group think, loafing, decision making.
- D. Culture, sign, symbol.

ANSWER: A

127. The passage of which act made the organized labour movement have an impact on management in America

- A. Wagner Act in 1935.
- B. Wagner Act in 1959

- C. Wagner act in 1953.
- D. Wagner act in 1945.

ANSWER: A

128. Which of the following are not the qualities of an effective manager

- A. Decision making.
- B. Good dressing sense.
- C. Technical quality.
- D. Relationship maintenance.

ANSWER: B

129. The concepts dealing with the nature of individual are \_\_\_\_\_.

- A. Human dignity.
- B. job enrichment
- C. Empowerment.
- D. job satisfaction

ANSWER: A

130. Which of the following are not Organizational Behaviour model

- A. Autocratic.
- B. Custodial.
- C. Supportive .
- D. Dialectic

ANSWER: D

131. In olden days employees were referred to as \_\_\_\_\_.

- A. partners.
- B. assets
- C. hands.
- D. owners.

ANSWER: C

132. Managers role changed from that of a leader to that of partner in a \_\_\_\_\_ type of organization.

- A. Custodial.
- B. Collegial.
- C. Supportive.
- D. Democratic.

ANSWER: B

133. Different kinds of work like heavy and muscular work, or light work, or clerical work yield curves that are \_\_\_\_\_.

- A. Upward.
- B. Down ward.
- C. Same productivity.
- D. Different from each other.

ANSWER: C

134. Internal integration involves addressing the issue of \_\_\_\_\_.

- A. Determining rules related to power and status.
- B. Integration of job and responsibilities.
- C. Enlarging the activities and technologies
- D. Grouping of activities .

ANSWER: A

135. The \_\_\_\_\_ job loading is also known as job enlargement \_\_\_\_\_.

- A. vertical.
- B. horizontal.
- C. structural.
- D. matrix.

ANSWER: B

136. Features of Maslows need hierarchy theory are \_\_\_\_\_.

- A. Classifies basic human needs in a hierarchy .
- B. Carrot and stick motivation method.
- C. Monetary and non-monetary motivating factor
- D. Non economic motivation method.

ANSWER: A

137. Cultural diversity brings with it concerns like \_\_\_\_\_.

- A. Intra organizational conflicts.
- B. Organizational conflict.
- C. Role conflict.
- D. Organizational effectiveness.

ANSWER: A

138. In managing cultural diversity, organization must have a relatively \_\_\_\_\_.

- A. bureaucratic structure
- B. Non bureaucratic structure
- C. organizational norms.
- D. group think.

ANSWER: B

139. Who has given the following definition of Organizational Behaviour, understanding, predicting and controlling human behaviour at work

- A. Elton Mayo.
- B. Fred Luthans.
- C. Abraham Maslow.
- D. McGregor.

ANSWER: B

140. T.P.M stands for total \_\_\_\_\_ management.

- A. Personnel.
- B. Productivity.
- C. Product.
- D. Place.

ANSWER: B

141. Repetitive tasks may give \_\_\_\_\_.

- A. Boredom.
- B. Specialty.
- C. team spirit.
- D. Involvement.

ANSWER: A

142. The esteem needs manifest itself in which of the following forms \_\_\_\_\_.

- A. Need for status
- B. Need for power.
- C. Need for recognition.
- D. Need for food and shelter.

ANSWER: D

143. The chief objective of the Bank wiring room study was

- A. To conduct an observational analysis of the work groups
- B. To increase team spirit.
- C. To understand the illumination effect on productivity.
- D. To understand the learning response.

ANSWER: A

144. In Custodial organization model, managerial orientation is

- A. Cooperation.
- B. Money.
- C. Power.
- D. Resource.

ANSWER: B

145. The leader who fails to guide, motivate and develop his subordinates is said to be practicing \_\_\_\_\_ leadership style.

- A. Autocratic.
- B. Democratic.
- C. Free Rein
- D. Participative.

ANSWER: A

146. \_\_\_\_\_ communication is useful for flatter organizational structure.

- A. Lateral.
- B. Upward.
- C. Down ward
- D. Horizontal.

ANSWER: A

147. The storming stage relating to development of a team is not characterised by which of the following aspect

- A. Emergence of conflicts.

- B. Seeking task related guidance from the leader
- C. Deciding the responsibilities of each team member.
- D. Seek self introduction.

ANSWER: D

148. Which of the following are not of fatigue \_\_\_\_\_.

- A. mental .
- B. physical .
- C. psychological .
- D. behaviour.

ANSWER: D

149. Ego controls \_\_\_\_\_.

- A. Regulate work environment
- B. The gateway of actions
- C. Create conflict.
- D. Increase work efficiency

ANSWER: B

150. Organization with a strong culture has \_\_\_\_\_.

- A. strong infrastructure.
- B. Practices that include employee participation.
- C. good technology development.
- D. Rules and regulation.

ANSWER: B

151. Communication provides a means to release \_\_\_\_\_ and for fulfillment of social needs.

- A. personality.
- B. emotional expression.
- C. frustration.
- D. wants.

ANSWER: B

152. According to Freud the human mind is not composed of

- A. Preconscious mind.
- B. Conscious mind.
- C. Unconscious mind.
- D. locus of control.

ANSWER: D

153. According to Herzberg, there are two sets of factors at the work life, viz. the motivators and the \_\_\_\_\_ factors

- A. leadership.
- B. Hygiene.
- C. Work environmental.
- D. Knowledge.

ANSWER: B

154. The Hawthorne studies are of utmost significance as they form an honest and concerted attempt to understand \_\_\_\_\_.

- A. Scalar chain.
- B. Job analysis.
- C. The workers social situations.
- D. financial incentives

ANSWER: C

155. Those factors which are capable to inhibit performance by their absence but any addition in them does not increase efficiency, are known as \_\_\_\_\_ factors.

- A. promotion.
- B. hygiene.
- C. work environmental
- D. Training.

ANSWER: A

156. \_\_\_\_\_ are the rules of pattern and behaviors that are expected from all team members.

- A. Cohesiveness
- B. Norms.
- C. Discipline .
- D. Sprit.

ANSWER: B

157. Select the need which is discussed by the need hierarch theory.

- A. Role analysis need.
- B. Physiological needs.
- C. Job enrichment need.
- D. Technological need

ANSWER: B

158. When an organism is confronted with a threat, according to the general adaptation theory states, which of the physiological response will not occur in following

- A. Alarm reaction
- B. Resistance reaction.
- C. State of exhaustion.
- D. Ego.

ANSWER: D

159. A communication media is said to rich when which of the given parameter is satisfied

- A. Cover target people.
- B. It facilitates rapid feedback.
- C. It motivate employees.
- D. down ward and up ward.

ANSWER: B

160. Select the irrelevant parts of the communication process.

- A. Encoding.
- B. Receiver.

- C. Decoding.
- D. Goal setting.

ANSWER: D

161. Which of the given factors are also known as dissatisfies

- A. Leadership
- B. Promotional.
- C. Hygiene factors
- D. work environment.

ANSWER: C

162. The actual beginning of the Hawthorne studies happened with

- A. Bank wiring observation room
- B. Relay room experiments.
- C. Mass interviewing programme.
- D. Illumination experiments.

ANSWER: B

163. A person of lower than normal intelligence is less bored by \_\_\_\_\_ work.

- A. Tough work.
- B. Repetitive.
- C. Complicated.
- D. Hazard.

ANSWER: B

164. Illumination Experiment is a part of

- A. Scientific management
- B. Hawthorne experiments.
- C. Bank wiring experiment
- D. Relay assembly test room experiment.

ANSWER: B

165. To change organizational culture successfully we need to

- A. create team spirit.
- B. create organizational norm.
- C. mobilize the resources.
- D. include employees in the change process.

ANSWER: D

166. Whatever an individual does, there is always some amount of \_\_\_\_\_ on him.

- A. satisfaction.
- B. stress.
- C. profit.
- D. benefit.

ANSWER: B

167. Organizational socialization includes \_\_\_\_\_.

- A. employee empowerment.

- B. task relationship
- C. developing social and working relationship.
- D. adopting change.

ANSWER: C

168. The important element of successful organization has effective internal \_\_\_\_\_

- A. politics.
- B. communication.
- C. financial resource.
- D. technology.

ANSWER: B

169. Organization culture and \_\_\_\_\_ are directly related

- A. goal.
- B. role.
- C. country culture.
- D. performance.

ANSWER: D

170. Managers began to develop a new awakened view of the human aspects of their jobs after \_\_\_\_\_.

- A. promotion.
- B. problem.
- C. conflict.
- D. the great depression.

ANSWER: D

171. In the case of intra organizational negotiations, \_\_\_\_\_ often negotiate as representatives.

- A. group.
- B. individual.
- C. society.
- D. organization

ANSWER: A

172. \_\_\_\_\_ elements and their relationships create a pattern that is identical in all organizations.

- A. norms.
- B. group.
- C. cultural.
- D. think.

ANSWER: C

173. Social displacement and \_\_\_\_\_ are the important social reasons to be considered by a manager while dealing with resistance to change.

- A. group development.
- B. peer pressure.
- C. its norms.
- D. organizational culture.

ANSWER: C

174. The discipline of Organizational \_\_\_\_\_ tries to synchronize internal organizational environment with external social environment.

- A. cohesiveness.
- B. Cultural.
- C. Norms.
- D. Behaviour.

ANSWER: D

175. Defense mechanism is \_\_\_\_\_.

- A. conflict.
- B. rationalization.
- C. politics.
- D. frustration.

ANSWER: B

176. Half page advertisement is given in the newspaper by XYZ Ltd. This is done to attract attention of customers. Which external attention seeking factor is being emphasized in this case.

- A. personality of the viewer.
- B. Size.
- C. Name of the company.
- D. Name of news paper.

ANSWER: B

177. Which is not an element of personality determinants.

- A. Heredity.
- B. Economy.
- C. Biological.
- D. Situation.

ANSWER: B

178. Which types of motivators are involved in granting additional authority to an employee in his activity.

- A. responsibility and recognition
- B. Rewards.
- C. Appreciation.
- D. Salary.

ANSWER: A

179. The people who create unnecessary stress for themselves \_\_\_\_\_.

- A. A.
- B. B.
- C. X
- D. Y.

ANSWER: A

180. Select the organizational stressors which are intrinsic to the job

- A. organizational policies.

- B. time pressures and deadlines.
- C. business ethics.
- D. organizational culture.

ANSWER: B

181. Whenever the manager of the assembly shop left for a meeting, his subordinates reacted in one of the two ways, either aggressively or apathetically. This group exhibited outbursts of aggression whenever their manager left the shop. Which style of leadership is being followed by the concerned assembly shop manager.

- A. Democratic.
- B. Participative.
- C. Free rein.
- D. Authoritarian.

ANSWER: D

182. Which of the following is the best way to deal with frustration.

- A. Defense mechanism.
- B. Conflict with peers.
- C. Conflict with management.
- D. Absenteeism.

ANSWER: A

183. Which is not applicable in a strong organizational culture

- A. Goals are aligned
- B. Employees are highly motivated.
- C. Strict rule are followed.
- D. Performance is outstanding.

ANSWER: C

184. The primary concern of ego is to determine whether the action proposed by \_\_\_\_\_ is right or wrong.

- A. Superior.
- B. super ego .
- C. environment.
- D. Id.

ANSWER: B

185. Good match between \_\_\_\_\_ is essential because of some people have passion for bureaucracy, some people prefer autonomy flexibility in operation.

- A. role and personality.
- B. individual personality and organization.
- C. goal and role.
- D. organizational culture and personality.

ANSWER: B

186. Perception of others will be more accurate if the perceiver should follow.

- A. Generalizing from a single trait to many traits.
- B. Placing too much reliance on physical appearance.

- C. Assuming that a single behavior.
- D. Communicating more openly.

ANSWER: D

187. Cohesiveness is influenced by the degree of compatibility between .

- A. team goals and individual members goals.
- B. norm and individual goal.
- C. leadership and team member.
- D. individual status and group status.

ANSWER: A

188. The stress which refers to a state of happiness is known as \_\_\_\_\_.

- A. eustress.
- B. Distress.
- C. Burnout.
- D. rust out.

ANSWER: A

189. Which is not the morale indicators

- A. Rate of finished goods rejections.
- B. Rate of raw material wastage.
- C. Resignation by skilled employees.
- D. Norms of the organization.

ANSWER: D

190. Noise is regarded as a distracter, because it interferes with/affects

- A. Concentration.
- B. Job performance.
- C. Work efficiency.
- D. Work consistency.

ANSWER: C

191. The discipline of Organizational Behaviour is based on \_\_\_\_\_ of human behaviour at the work settings.

- A. empirical research.
- B. applied research.
- C. social research.
- D. psychological research.

ANSWER: A

192. The scuffle in the organization for achieving the organizational status and the power is the essence of the \_\_\_\_\_ needs

- A. Self actuation.
- B. Esteem.
- C. Safety.
- D. Biological

ANSWER: B

193. In Bank wiring room studies were carried out by \_\_\_\_\_.

- A. An observer and an interviewer
- B. Company and employees
- C. Workers and consultant.
- D. Peer group.

ANSWER: A

194. The \_\_\_\_\_ skills relate to a persons knowledge and ability in any organizational functional area

- A. Communication
- B. Leadership.
- C. Influencing.
- D. Technical.

ANSWER: D

195. \_\_\_\_\_ represents a relationship between need, drive and goal.

- A. Motivation.
- B. Culture.
- C. Role.
- D. Conflict.

ANSWER: A

196. The senior executive of XYZ Ltd., Mr. Joyonto Roy, had given complete freedom to his subordinates. He essentially provided no leadership. What category suitably defines the leadership style being practiced by Mr. Roy

- A. Democratic.
- B. Systematic.
- C. Laissez Faire.
- D. Autocratic.

ANSWER: C

197. Which of the following is not applicable to achieve organizational objectives.

- A. Group work.
- B. Conflict between employer and employee.
- C. Division of labour .
- D. Hierarchy of authority.

ANSWER: B

198. The formation of specific goals, feedback on progress towards the goals and reinforcement of desired behavior all stimulate \_\_\_\_\_.

- A. Motivation.
- B. Conflict.
- C. Stress.
- D. Satisfaction.

ANSWER: A

199. A non-specific response of the body to a situation is known as \_\_\_\_\_.

- A. Stress.

- B. Fatigue
- C. Disease
- D. heart attack.

ANSWER: A

200. Question At \_\_\_\_\_ stage of team building, cooperation and a sense of shared responsibility is developed amongst the team members.

- A. storming.
- B. Performing
- C. Forming
- D. Norming

ANSWER: D

201. A group is established by it members.

- A. social group.
- B. reference group.
- C. performing group.
- D. Informal group

ANSWER: D

202. The stage at which emerging of leader and standards and roles are formed.

- A. Norming stage .
- B. forming stage.
- C. Storming stage.
- D. performing stage.

ANSWER: C

203. Which theory states that individuals affiliate with one another because of geographical proximity \_\_\_\_\_.

- A. Propinquity theory
- B. Homan Interaction theory.
- C. Balance theory.
- D. Exchange theory.

ANSWER: A

204. The way of action which are accepted as legitimate by group members is called \_\_\_\_\_.

- A. values .
- B. Norms.
- C. Conformity
- D. Decision

ANSWER: B

205. The degree of attachment of the members to their group is known as \_\_\_\_\_.

- A. Group cohesiveness.
- B. group conformity.
- C. group attachment.
- D. group loyalty.

ANSWER: A

206. A group of persons in an organization for making or recommending certain decisions is termed as \_\_\_\_\_.

- A. Committee.
- B. formal group.
- C. task group.
- D. performing group.

ANSWER: A

207. The process of giving employees the authority, skills and freedom to perform their task is known as \_\_\_\_\_.

- A. delegation of authority .
- B. Empowerment
- C. Socialization.
- D. decentralization of power.

ANSWER: B

208. Organizational commitment is \_\_\_\_\_.

- A. employee involvement in the organization
- B. employee involvement in the job.
- C. Employee performance in the organization.
- D. employee continuity in the job.

ANSWER: A

209. The anxiety a person experiences when two sets of knowledge are contradictory or incongruent lead to \_\_\_\_\_.

- A. cognitive dissonance .
- B. negative attitude
- C. stress
- D. perception disorder.

ANSWER: A

210. Which of the following denotes the predisposition to respond in a positive or negative way to someone to something in one environment \_\_\_\_\_

- A. Stress.
- B. Attitude.
- C. Belief.
- D. Personality.

ANSWER: B

211. Control over expertise or more precisely, over information is called \_\_\_\_\_.

- A. Authority.
- B. legitimate power.
- C. expert power.
- D. referent power.

ANSWER: C

212. An individual ability to influence others behaviors as result of being respected, admired or

liked\_\_\_\_\_.

- A. position power.
- B. referent power.
- C. expert power.
- D. legitimate power.

ANSWER: B

213. Power that has been legitimized within a specific special context\_\_\_\_\_.

- A. Power .
- B. Authority.
- C. Delegation
- D. Decentralization

ANSWER: A

214. A person motivation to gain power and control the behaviour of others\_\_\_\_\_.

- A. authority .
- B. locus of control.
- C. Machiavellianism
- D. Power

ANSWER: C

215. Which theory hold the authority inherent in a managerial position is achieved by delegation from the higher position\_\_\_\_\_.

- A. classical theory.
- B. acceptance theory.
- C. competence authority.
- D. operant theory

ANSWER: A

216. Authority exists when subordinates are willing to be directed\_\_\_\_\_.

- A. classical theory.
- B. acceptance theory .
- C. competence authority .
- D. neo classical theory.

ANSWER: B

217. Authority being conferred based on technical knowledge or skill\_\_\_\_\_.

- A. technical power .
- B. Competence authority
- C. Machiavellianism.
- D. power distribution.

ANSWER: B

218. Mode of thinking that people engage in when they are deeply involved cohesive ingroup, when the Members strivings for unanimity override their motivation to realistically appraise alternative courses of action.\_\_\_\_\_.

- A. group think.
- B. group process

- C. group shift
- D. group loafing.

ANSWER: A

219. Group established by the organisation to do its work and usually identifiable on an organisation chart \_\_\_\_\_.

- A. task group.
- B. primary group.
- C. Formal group.
- D. informal group.

ANSWER: C

220. A technique for stimulating imaginative and novel ideas \_\_\_\_\_.

- A. Nominal group techniques
- B. Delphi technique
- C. Brain storming.
- D. Dialectic decision method.

ANSWER: C

221. Factors in the work place that can cause stress; task demands, physical demands, role demands, and interpersonal demand \_\_\_\_\_.

- A. Organisational stressors.
- B. individual stressor.
- C. group stressor
- D. role stressor.

ANSWER: A

222. The overall feeling of exhaustion a person feels when simultaneously experiencing too much pressure is called \_\_\_\_\_.

- A. job dissatisfaction.
- B. Burnout.
- C. Absenteeism.
- D. role conflict.

ANSWER: B

223. The physical or psychological demands from the environments that cause stress is known as \_\_\_\_\_.

- A. Burnout.
- B. emotional intelligent
- C. negative attitude.
- D. Stressors.

ANSWER: D

224. The stage at which there is a vague feeling of loss, fatigue and confusion is happened \_\_\_\_\_.

- A. Fuel shortage stage
- B. Haney moon stage
- C. crises stage

D. Hit the wall stage.

ANSWER: A

225. When the role of a person occupies goes against his self concept, then this would happen\_\_\_\_\_.

- A. roles space.
- B. role overload
- C. role set
- D. Self role distance

ANSWER: D

226. When the role occupant feels that there are too many expectations from the significant role in his role set, then it is felt like this\_\_\_\_\_.

- A. role conflict
- B. role under load.
- C. Role overload
- D. role mapping.

ANSWER: C

227. situation that occurs when it is unclear or uncertain what behaviour is expected of a role occupants\_\_\_\_\_.

- A. role conflict.
- B. Role ambiguity.
- C. role analysis
- D. role overload.

ANSWER: B

228. The clusters of task and behaviours that others expect a person to perform while doing a job is known as\_\_\_\_\_.

- A. Role.
- B. Position.
- C. Norms.
- D. organizational culture.

ANSWER: A

229. When expectation about a person role in the group contradict one another, it becomes\_\_\_\_\_.

- A. down ward conflict
- B. up ward conflict
- C. Role conflict
- D. role ambiguity.

ANSWER: C

230. The system of various roles that a person takes and performs is called as\_\_\_\_\_.

- A. role space.
- B. role mapping
- C. role set.
- D. role analysis.

ANSWER: A

231. The person holding an performing the focal role is known as \_\_\_\_\_.

- A. Focal roller
- B. Role occupant .
- C. Role setter.
- D. Leader.

ANSWER: B

232. Behaviour expected from the focal role occupant by other members of the role set \_\_\_\_\_.

- A. Norms.
- B. Values.
- C. Conformity.
- D. Position.

ANSWER: A

233. The study of human behaviour in organisational setting, the interface between human behaviour and the organisational context.

- A. Scientific management.
- B. Organisational behaviour .
- C. hawthorn studies
- D. behavioural studies.

ANSWER: B

234. Which type of role analysis is done to define and clarify the boundaries of the focal role.

- A. RAT
- B. CRA .
- C. TAT.
- D. BAR

ANSWER: B

235. Under which role, three general categories of managerial including the monitor, the disseminator, and spokes person roles comes

- A. decision making role.
- B. information role
- C. interpersonal role
- D. controlling role

ANSWER: B

236. Failure to report work is called

- A. Lack of commitment
- B. Absenteeism.
- C. Burnout
- D. immoral activity.

ANSWER: B

237. The process by which older members of a society transmit to younger members the social skilled is termed as.

- A. Literature.
- B. Norms.
- C. Values.
- D. Socialization.

ANSWER: D

238. The person who is relaxed nature and easy going, become \_\_\_\_\_.

- A. Aggressive.
- B. Type A personality.
- C. Type B personality.
- D. X theory.

ANSWER: C

239. The set of distinctive traits and characteristic that can be used to compare and contrast individuals \_\_\_\_\_.

- A. Personality
- B. Locus of control .
- C. Role.
- D. Values.

ANSWER: A

240. Bureaucracy type of organisation was proposed by \_\_\_\_\_.

- A. Blake and Mouton.
- B. Max Weber
- C. Henry Fayol
- D. F.W. Taylor.

ANSWER: B

241. Dispute between employees at different levels in an organization is known as \_\_\_\_\_.

- A. Horizontal conflict
- B. over all conflict
- C. Vertical conflict .
- D. organizational conflict

ANSWER: C

242. A group created by management to accomplish certain organizational goal is called as \_\_\_\_\_.

- A. performance group .
- B. task group
- C. prime group.
- D. in group.

ANSWER: B

243. A planned, systematic process of organizational change based on behavioural science research and theory \_\_\_\_\_.

- A. Organizational development .
- B. organizational change.
- C. organizational re-engineering

D. organizational empowerment.

ANSWER: A

244. Set of value that help people in an organisation understand which actions are considered acceptable and which are considered unacceptable is known as \_\_\_\_\_.

- A. organizational norms .
- B. Organisational culture .
- C. organizational ethics.
- D. organization moral.

ANSWER: B

245. A person who is responsilbe for managing the change effort in the organisation is called \_\_\_\_\_.

- A. Manager.
- B. entrepreneur .
- C. Change agent.
- D. leader

ANSWER: C

246. Which of the following represent basic conviction that specific mode of conduct or end-state of existence is personally or socially preferable to an opposite or converse mode of conduct or end-state of existence. \_\_\_\_\_.

- A. Belief .
- B. Norm
- C. Tradition .
- D. Values .

ANSWER: D

247. Collective conception of what is considered good, desirable and proper - or bad, undesirable and improper - in a culture. \_\_\_\_\_.

- A. Ethics.
- B. Norms.
- C. Beliefs.
- D. Values.

ANSWER: A

248. All are the elements of organizational culture except one \_\_\_\_\_.

- A. artefacts which include language and behaviuor pattern
- B. basic assumptions including beliefs , values and attitudes.
- C. conformance. Capability and best practices.
- D. norms of behaviour, heroes, symbols and symbolic action.

ANSWER: C

249. A set of guiding principles of behaviour concerned with right and wrong which help interactions with others \_\_\_\_\_.

- A. Beliefs.
- B. Values.
- C. Ethics.

D. Tradition.

ANSWER: B

250. What is the name of the organization development, under which a comprehensive and systematic program aiming at individual, groups and the organization as a whole. \_\_\_\_\_.

A. GRID.

B. TQM.

C. Re-engineering.

D. Kaysan method.

ANSWER: A

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