



Dr.G.R.Damodaran College of Science

(Autonomous, affiliated to the Bharathiar University, recognized by the UGC) Re-
accredited at the 'A' Grade Level by the NAAC and ISO 9001:2008 Certified
CRISL rated 'A' (TN) for MBA and MIB Programmes

II BBA[2016-2019]

SEMESTER-III

CORE; ORGANISATIONAL BEHAVIOUR- 316A

Multiple Choice Questions.

1. OB is directly concerned with the understanding, prediction and control of _____ in organization.

- A. methods.
- B. human behavior.
- C. machines.
- D. policies.

ANSWER: B

2. The Four key elements of OB are people, structure, _____, and environment.

- A. science.
- B. education.
- C. technology.
- D. history.

ANSWER: C

3. The study which focuses on the individual behaviour is called _____.

- A. history.
- B. anthropology.
- C. political science.
- D. psychology.

ANSWER: D

4. _____ is called the father of scientific management.

- A. Elton Mayo.
- B. Fredrick w. Taylor.
- C. Fayol.
- D. White head.

ANSWER: B

5. Elton Mayo and followers sought to increase production through behavioral experiment popularly known as _____.

- A. Hawthorne experiment.
- B. Richard experiment.
- C. Fayol experiment.
- D. Stephen experiment.

ANSWER: A

6. _____ are learned predispositions towards aspects of our environment.

- A. Emotion.
- B. Attitudes..
- C. Value.
- D. Perception.

ANSWER: B

7. Heredity, environment, _____ are the determinants of personality.

- A. structure.
- B. situation.
- C. personality.
- D. perception.

ANSWER: B

8. Persons who are quiet and who enjoys solitude are said to be _____. Personality.

- A. extrovert.
- B. perceptive.
- C. judging.
- D. introvert.

ANSWER: D

9. _____ is the source of psychic energy.

- A. Ego.
- B. Super ego.
- C. ID.
- D. Super ID.

ANSWER: A

10. By nature, every person has certain beliefs about what or who he/she is . Which factor tells us this definition?

- A. self image.
- B. ideal self.
- C. looking glass self.
- D. real self.

ANSWER: A

11. Which factor says that one is what one actually is .

- A. ideal self.
- B. real self.
- C. looking glass self.
- D. self image.

ANSWER: B

12. Explaining human behaviour in terms of cause and effect is called _____.

- A. attribution.
- B. situation.

- C. ideal self.
- D. self image.

ANSWER: A

13. Who is mainly credited with self theory?

- A. Erickson.
- B. Carl Rogers.
- C. Freud.
- D. Argyris.

ANSWER: B

14. According to Freud's four stages of personality in which stage do sexual gratification shifts from anal to sexual organs?

- A. latency stage.
- B. the phallic stage.
- C. the anal stage.
- D. the genital stage.

ANSWER: B

15. According to Freud's four stage of personality the stage occurring in adult and adolescence is

_____.

- A. the anal stage.
- B. the phallic stage.
- C. the genital stage.
- D. the latency stage.

ANSWER: C

16. A process of perception starts with-----

- A. perception.
- B. personality.
- C. action.
- D. reaction.

ANSWER: C

17. Internal factors of perception are also known as _____ factors.

- A. endogenous.
- B. endogenous.
- C. homogenous.
- D. perceptual.

ANSWER: B

18. _____ must be focused on an individual who is influenced of determination.

- A. Attention.
- B. Retention.
- C. Reproduction.
- D. Motivation.

ANSWER: A

19. _____ are the general belief tinged with moral flavor containing an individual judgment ideas about what is good, right and desirable

- A. Rights.
- B. Values.
- C. Attitudes.
- D. Equality.

ANSWER: B

20. _____ values represent the desirable and end state of existence.

- A. Instrument.
- B. Fundamental.
- C. Theoretical.
- D. Terminal.

ANSWER: D

21. The theories of Maslow, Hezberg and McClelland are the_____.

- A. theories based on human needs.
- B. theories based on human nature.
- C. theories based on expectancy of human beings.
- D. theories based on power.

ANSWER: A

22. Which need according to Maslow's need hirearchy theory says about need for food, shelter, clothing, air, water etc.?

- A. social needs.
- B. safety needs.
- C. common needs.
- D. physiological needs.

ANSWER: D

23. Herzberg's motivation Hygiene theory is also known as _____.

- A. three factor theory.
- B. need theory
- C. two factor theory.
- D. the big 5 model theory.

ANSWER: C

24. _____ is a direct threat on the register to make people ready to accept the proposed change.

- A. Fighting.
- B. Coercion.
- C. Consensus.
- D. Agreement.

ANSWER: B

25. Which type of incentives help a person to satisfy his/ her recognition, ego and status needs?

- A. daily incentives.
- B. non - financial incentives.
- C. financial incentives.

D. no incentive.

ANSWER: B

26. Job enrichment is the direct outgrowth from Herzberg's _____ theory.

- A. need.
- B. self.
- C. motivation Hygiene.
- D. perception.

ANSWER: C

27. Which approach of job design motivates employees through opportunities for growth and advancement?

- A. job rotation.
- B. job simplification.
- C. job enrichment.
- D. job enlargement.

ANSWER: C

28. In which approach of job design person move from one job to another at the same place that has similar requirements?

- A. job simplification.
- B. job rotation.
- C. job enlargement.
- D. goal setting.

ANSWER: B

29. _____ is the summation of feeling of employee as group towards various aspects of their work, company, working conditions and so on.

- A. Motivation.
- B. Direction.
- C. Controlling.
- D. Morale.

ANSWER: D

30. Porter and Lawler's theory is an improvement from _____ theory.

- A. Erickson's theory.
- B. Vroom's expectancy theory.
- C. Maslow's need hierarchy theory.
- D. Fraud's theory.

ANSWER: B

31. According to Vroom's expectancy theory motivation = _____.

- A. valence X expectancy X instrumentality
- B. valence -expectancy.
- C. expectancy - instrumentality
- D. instrumentality +valence.

ANSWER: A

32. _____relates to efforts of performance in motivation.

- A. Valence.
- B. Expectancy.
- C. Instrumentality.
- D. Activity.

ANSWER: B

33. Which theory tells that an individual should know the organisational goals precisely and the amount of contribution through his efforts towards these goals?

- A. McGregor's theory x.
- B. Mogregor's theory y.
- C. Urwick's theory Z.
- D. Argyrie's theory.

ANSWER: C

34. Which theory says about need for achievement, power and affiliation?

- A. Urwick's 2 theory.
- B. Maslow's need hirearchy theory.
- C. Mc Clelland's need theory.
- D. Mac Reyors need theory

ANSWER: C

35. Both Maslow and Herzberg theory focused on _____factors.

- A. motivational.
- B. need achievement.
- C. perceptional.
- D. personality.

ANSWER: A

36. Fred Luthan said that_____ is a process that starts with a physiological or psychological deficiency or need that activates behaviour or drive that is aimed at a goal or incentive.

- A. perception.
- B. motivation.
- C. innovation.
- D. personality.

ANSWER: B

37. _____is the series of activities to be undertaken. It is directed to achieve

- A. Goals.
- B. Behaviour.
- C. Motives.
- D. Feeling.

ANSWER: B

38. Which life stage according to Erikson's is known as sunset age?

- A. adulthood age.
- B. old age.
- C. play age.

D. school age.

ANSWER: B

39. _____ refers to one's belief that what happens either within one's control or beyond his control.

- A. Risk taking.
- B. Machiavellianism.
- C. Locus of control.
- D. Self -monitoring.

ANSWER: C

40. Choose the different one out.

- A. type theory.
- B. self theory.
- C. trait theory.
- D. two - factor theory.

ANSWER: D

41. Which type of personality has the character in people like easy going, sociable, free from urgency of time, laid back and non competitive?

- A. type A personality.
- B. type B personality.
- C. judging personality.
- D. perceptive personality.

ANSWER: B

42. _____ is the enduring characteristics of person in which he/she differs from others.

- A. Type.
- B. Psycho analytical factors.
- C. Trait.
- D. Self.

ANSWER: C

43. _____ can be defined as the "process of selecting, receiving, organising, interpreting, checking and reacting to sensory stimuli or data".

- A. Perception.
- B. Motivation.
- C. Organisation.
- D. Personality.

ANSWER: A

44. In organisation, employees _____ is the most important and frequent attitude for improvement of the organization.

- A. job satisfaction.
- B. motivation.
- C. perception.
- D. customer satisfaction.

ANSWER: A

45. _____ is defined as a desired to establish and maintain friendly and warm relation with other people.

- A. Need for power.
- B. Need for achievement.
- C. Need for affiliation.
- D. Need for money.

ANSWER: C

46. Which theory clearly states that efforts or motivation does not lead directly to performance?

- A. Urwick's theory.
- B. Vroom's expectancy theory.
- C. Porter and lawler's theory.
- D. Maslow's need theory.

ANSWER: C

47. The term _____ was coined by kurtholdstien and means to become actualized in what one is potentially good at.

- A. self estimation.
- B. self needs.
- C. self actualisation.
- D. self theory.

ANSWER: C

48. Who told that today's motivators are tomorrow's hygiene?

- A. Maslow.
- B. Urwick.
- C. Herz berg.
- D. Holdstien.

ANSWER: C

49. Influence of motivation on cognitive process is called_____.

- A. self motivation.
- B. motivational needs.
- C. motivational activities.
- D. motivational selectivity.

ANSWER: D

50. Organizational change brings in _____ in concerns.

- A. organizational development.
- B. organizational behavior.
- C. organizational structure.
- D. none of the above.

ANSWER: A

51. Which key element of OB consists of two social systems?

- A. people.
- B. structure.

- C. technology.
- D. environment.

ANSWER: B

52. _____ provides the resources with which people work and also affect the tasks that they perform.
- A. Structure.
 - B. People.
 - C. Environment.
 - D. Technology.

ANSWER: D

53. Which factor in scope of OB consists of group dynamics, group conflicts, communication act?
- A. individuals.
 - B. group of individuals.
 - C. organisations.
 - D. structure.

ANSWER: B

54. _____ is the study of societies to learn about human being and their activities
- A. Psychology.
 - B. Sociology.
 - C. Anthropology.
 - D. Other social science.

ANSWER: C

55. Besides psychology, sociology and anthropology other three disciplines are economics ,history and _____ which are contributing discipline to OB.
- A. natural science.
 - B. political science.
 - C. behaviour science.
 - D. organisational science.

ANSWER: B

56. Which model of OB says managerial orientation as doctoral?
- A. the autocratic model.
 - B. the custodial model.
 - C. the supportive model.
 - D. the collegial model.

ANSWER: A

57. Which model of OB lie, on OB managements building and a feelings of partnership with employees?
- A. the custodial model.
 - B. the collegial model.
 - C. the supportive model.
 - D. the autocratic model.

ANSWER: B

58. Who is known as the father of scientific management?

- A. Luther's
- B. F.W.Taylor.
- C. Robbins.
- D. Newstrom.

ANSWER: B

59. Taylor was much criticised for his belief in rationalising everything and assuming human behaviour based on _____.

- A. durable hypothesis.
- B. rabble hypothesis.
- C. rubble hypothesis.
- D. null hypothesis.

ANSWER: B

60. Elton Mayo and followers sought to increase production by increasing behavioural experiment is known as _____.

- A. hayward experiments.
- B. hawthorne experiments.
- C. haw thread experiments.
- D. holl throne experiments.

ANSWER: B

61. Which experiment in Hawthorne experiment is done to find out social system of organisation?

- A. illumination experiments.
- B. relay assembly experiments.
- C. bank wiring room experiments.
- D. experiments in interviewing workers.

ANSWER: A

62. The word research is derived from French word _____.

- A. researcher.
- B. recherche
- C. reserve.
- D. reservoir.

ANSWER: B

63. The method employed for obtaining the knowledge of unknown is called _____.

- A. research.
- B. enquiry.
- C. experiment.
- D. studies.

ANSWER: A

64. _____ comes into existence because of the needs of the organism require appropriate transaction with objective world of reality.

- A. ID.
- B. Ego.
- C. Super ego.

D. Ego and super ego.

ANSWER: B

65. Which research is based on first hand data facts?

- A. conceptual.
- B. empirical.
- C. quantitative.
- D. descriptive.

ANSWER: B

66. Which characteristics of good research refers about choosing the appropriate sample of universe?

- A. purposiveness.
- B. methodological rigour.
- C. generalise ability.
- D. none of the above.

ANSWER: B

67. The word personality is derived from the _____ word Personare.

- A. Greece.
- B. French.
- C. Latin.
- D. German.

ANSWER: B

68. Complete the following Heredity-Environment- _____ which are the determinants of personality?

- A. situation.
- B. condition.
- C. organisation
- D. business.

ANSWER: A

69. Heredity refers to those factors that were determined at _____ in case of Personality.

- A. perception.
- B. conception.
- C. interruption.
- D. calibration.

ANSWER: B

70. _____ are not related to the feelings and beliefs of people.

- A. Attitudes.
- B. Perception.
- C. Behaviour.
- D. Personality.

ANSWER: A

71. Attitudes does respond to persons, _____ or events.

- A. behaviour.
- B. objects.

- C. personality.
- D. perception.

ANSWER: B

72. The process of deriving attitudes from family, peer groups, religious organisations and culture is called _____.

- A. social learning.
- B. direct experience.
- C. attitudes.
- D. individual learning.

ANSWER: B

73. Attention must be focused on _____ of learning attitude.

- A. model.
- B. behaviour.
- C. observation.
- D. association.

ANSWER: A

74. What was observed from the model should be _____ in the learning attitude.

- A. reproduced.
- B. motivated.
- C. attended.
- D. retained.

ANSWER: A

75. The learner must be motivated to learn from the _____ in learning attitude.

- A. model.
- B. work..
- C. inspiration.
- D. organisation.

ANSWER: A

76. _____ is the process through which employees identify with the organisation and want to maintain membership in the organization.

- A. Job satisfaction.
- B. Organisational commitment.
- C. Job involvement.
- D. Organisational Development.

ANSWER: B

77. Which attitude is related with the 5 dimensions of job like pay, work, promotion, supervision and co-workers?

- A. job involvement.
- B. organisational commitment.
- C. job satisfaction.
- D. none of the above.

ANSWER: C

78. The attitude affects _____ either positively or negatively.

- A. value.
- B. behaviour.
- C. culture.
- D. need.

ANSWER: B

79. Hierarchy based on ranking of an individual values in term of their intensity is _____ .

- A. value model.
- B. value system.
- C. value process.
- D. value hierarchy.

ANSWER: C

80. Values are earned or required from the same sources of experience with people's object and event.

- A. attitudes.
- B. awareness.
- C. health.
- D. behaviour.

ANSWER: A

81. Values and attitudes affect ----- process and behaviour of people.

- A. cognitive.
- B. attitude.
- C. behavioural.
- D. all.

ANSWER: B

82. Attitudes and _____ influence each other and more than that interchangingly.

- A. value.
- B. moral.
- C. change.
- D. decision.

ANSWER: A

83. _____ values represent the desirable end takes at existence.

- A. Terminal.
- B. Instrumental.
- C. Nominal.
- D. Valuable.

ANSWER: A

84. _____ values reflect the way in achieving goals.

- A. Terminal.
- B. Instrumental.
- C. Nominal.
- D. Valuable.

ANSWER: B

85. _____ values emphasis on the usefulness and practicability.

- A. Economic.
- B. Aesthetic.
- C. Social.
- D. Theoretical.

ANSWER: A

86. _____ values places the top most importance on form and harmony.

- A. Economic.
- B. Aesthetic.
- C. Social.
- D. Religious.

ANSWER: A

87. _____ values have concern with the unity of experience and understanding of the cosmos as a whole.

- A. Aesthetic.
- B. Economic.
- C. Theoretical.
- D. Religious.

ANSWER: B

88. Job satisfaction being an _____ response to a job can be seen as such it can be inferred.

- A. attitude.
- B. emotional.
- C. perception.
- D. feelings.

ANSWER: A

89. Job satisfaction is not determined by how satisfactorily outcomes the meet or exceeds ones _____.

- A. behaviour.
- B. expectations.
- C. income.
- D. reward.

ANSWER: B

90. Job satisfaction is based on 5 dimensions like any work, _____, supervision and co-workers.

- A. promotion.
- B. personality.
- C. attitude.
- D. value.

ANSWER: A

91. "The ethics is the way that the attitudes are acted out".

- A. true.
- B. false.

- C. partly.
- D. fully.

ANSWER: B

92. Power is an exchange relationship that occurs in transactions between an agent and a

_____.

- A. thing.
- B. target.
- C. affect.
- D. animal.

ANSWER: B

93. Work-Pay-Supervision, Working condition disturbs _____.

- A. job satisfaction.
- B. job valuation.
- C. job involvement.
- D. job enrichment.

ANSWER: A

94. Under which method of measuring job satisfaction and the information is gathered about how the employees were inclined to avoid or join certain things relating to job?

- A. summations core.
- B. interviews.
- C. action tendencies.
- D. critical incidents.

ANSWER: B

95. "Dissatisfied employees starts raising the ____ to improve their condition that gives satisfaction for them".

- A. power.
- B. voice.
- C. valuable.
- D. all.

ANSWER: B

96. _____ occurs on the basis of individuals.

- A. Loyalty.
- B. Peace.
- C. Safety.
- D. Protection.

ANSWER: A

97. Nokia is an example of adapting environmental _____.

- A. changes.
- B. threat.
- C. sickness.
- D. weakness.

ANSWER: A

98. _____ change involves a reflexive behavior whereas proactive change involves a purposive behavior.

- A. Reactive.
- B. Promotive.
- C. Perceptive.
- D. Emotion.

ANSWER: A

99. The three step process of Lewin consist of unfreezing, _____ and refreezing.

- A. fasting.
- B. dreaming.
- C. changing.
- D. freezing.

ANSWER: C

100. _____ arises due to misunderstandings in the organization.

- A. Conflicts.
- B. Peace.
- C. Powerful.
- D. Justice.

ANSWER: A

101. When jobs are highly specialized, employees become _____ at certain tasks.

- A. expert.
- B. talented.
- C. experience.
- D. weak.

ANSWER: A

102. _____ occurs when two or more groups depend on each other to accomplish their existence.

- A. Specialisation.
- B. Interdependence.
- C. Goal difference
- D. Perception.

ANSWER: B

103. _____ refers to the presence of unclear lines of responsibility within an organisation.

- A. Skills and abilities.
- B. Jurisdictional ambiguities.
- C. Personalities.
- D. Values and ethics.

ANSWER: B

104. Conflicts between two or more people is termed as _____.

- A. inter personal conflicts.
- B. inter group conflicts.
- C. intra personal conflicts.

D. inter organisational conflicts.

ANSWER: A

105. Conflicts that occur within the organisation are known as _____ conflict.

- A. inter organisational.
- B. intra organisational.
- C. organisation.
- D. outside.

ANSWER: A

106. The popular descriptive frame work for undergoing the dynamics of inter personal behaviour and inter personal conflict by Joseph Lutt and Hanny Ingham is known as _____

- A. Josari window.
- B. Johan's window.
- C. Josis window.
- D. Johari window.

ANSWER: D

107. _____ is the situation in which person knows about oneself but doesn't known about the other one.

- A. Open self.
- B. Hidden self.
- C. Blind self.
- D. Glass self.

ANSWER: B

108. The situation where the person but does not know about himself or herself is known as _____.

- A. blind self.
- B. hidden self.
- C. undiscovered self.
- D. open self.

ANSWER: B

109. Conflicts that support the goals of the group and improve its performance are known as _____ conflicts.

- A. functional.
- B. organisational.
- C. intra personal.
- D. inter personal.

ANSWER: A

110. The destructive forms of conflict that hinder group performance are called _____ conflicts.

- A. destructive.
- B. dys functional.
- C. functional.
- D. dys destructive.

ANSWER: B

111. In the _____ factors or antecedents exists in the situation which cannot become potential forces to induce conflict.

- A. pre stage.
- B. latent stage.
- C. post stage.
- D. free stage.

ANSWER: B

112. _____ may not be perceived latent conditions are not in existence in the system.

- A. Peace.
- B. Conflicts.
- C. Harmony.
- D. Complaint.

ANSWER: B

113. Emotional involvement in a conflict creating anxiety, tenseness, frustration and hostility is known as _____.

- A. latent conflict.
- B. emotional conflict.
- C. felt conflict.
- D. main test conflict.

ANSWER: C

114. In which stage will conflict starts being known?

- A. felt conflict.
- B. conflict after math.
- C. manifest conflict.
- D. perceived conflict.

ANSWER: C

115. _____ is a style low on both ascertainers and co-operatives.

- A. Avoiding
- B. Accommodating
- C. Competing
- D. Collaborating

ANSWER: A

116. _____ mixing style is intermediate on both assertiveness and co-operatives.

- A. Conflict.
- B. False.
- C. Gain.
- D. Power.

ANSWER: A

117. _____ style is characterised by high assertion and low co-operation.

- A. True.
- B. Collaborating.

- C. Conflict.
- D. None.

ANSWER: B

118. Competing style is marked by both high assertiveness and_____.

- A. conduct.
- B. cooperativeness.
- C. fight.
- D. kindness.

ANSWER: B

119. _____ style says one party is willing to self sacrifice in the interest of other party.

- A. Accommodating.
- B. False.
- C. All.
- D. Men.

ANSWER: A

120. _____ groups are associations of people who like each other and who like to be together

- A. Friendship.
- B. Interest.
- C. Undiscovered self.
- D. Open self.

ANSWER: A

121. _____and follower relations that is the degree of follows trust, confidence and respect for the leader.

- A. Leader.
- B. Consumer.
- C. Customer.
- D. Follower.

ANSWER: A

122. The task structure in the nature of task performed by the _____.

- A. share holders.
- B. organisation.
- C. power.
- D. shop .

ANSWER: B

123. The status power is the degree of power associated with the position or status held by the leader in the_____.

- A. organization.
- B. gathering.
- C. power.
- D. all.

ANSWER: A

124. According to _____ theory, leadership can be described in terms of what leaders do rather than what they are.

- A. contingency model.
- B. path goal.
- C. behavioral.
- D. trait.

ANSWER: C

125. _____ says that leadership effectiveness depends upon the situation in which leadership is exercised.

- A. Contingency model theory.
- B. Situational leadership theory.
- C. Path goal theory.
- D. Trait theory.

ANSWER: B

126. _____ is based on two underlying dimensions: concern for production and concern for people.

- A. The grid.
- B. The management.
- C. The organization.
- D. The impoverished management.

ANSWER: A

127. _____ and management are synonymous.

- A. Partnership.
- B. Leadership.
- C. Entrepreneur.
- D. Shareholder.

ANSWER: B

128. The leader creates _____ and makes the followers to follow it.

- A. money.
- B. vision.
- C. food.
- D. car.

ANSWER: B

129. In organization the manager makes the subordinates to take up _____ and complete the work.

- A. food.
- B. responsibility.
- C. rescue.
- D. caring.

ANSWER: B

130. Leader possesses sanctioned influencing _____ to tackle things in the organization.

- A. ability.
- B. manager.
- C. secret.

D. promise.
ANSWER: A

131. The organisations helps in motivating and training people to become _____ ones.

- A. skilled.
- B. dull.
- C. forceful.
- D. calm.

ANSWER: A

132. An umpteen change in external environment may cause change in the _____.

- A. home place.
- B. organisation.
- C. exhibition.
- D. circus.

ANSWER: B

133. _____ means one change which triggers off series of related changes.

- A. Domino effect.
- B. For meeting crises.
- C. Demean effect.
- D. Dominant effect.

ANSWER: A

134. Changes occurs when some factors make to realize organization think over and finally decide that implementation of particular change is necessary.

- A. pro active.
- B. pre active.
- C. non active.
- D. active.

ANSWER: B

135. Proactive change involves _____ behavior.

- A. purposive.
- B. reactive.
- C. tensed.
- D. smooth.

ANSWER: A

136. Reactive change involves an effective _____ in a particular part of the system.

- A. behaviour.
- B. change.
- C. motion.
- D. need.

ANSWER: A

137. Reactive changes doesn't co- ordinate the various parts of _____ as a whole.

- A. line.

- B. system.
 - C. base.
 - D. benefits.
- ANSWER: B

138. The critical incidents method of measuring job satisfaction is based on _____.

- A. two factors theory.
- B. need hierarchy theory.
- C. Vroom expectancy theory.
- D. Trait.

ANSWER: B

139. A proactive changes respond to immediate _____.

- A. symptoms.
- B. line.
- C. change.
- D. modify.

ANSWER: A

140. Attitude measurement of employees in organization is most commonly carried out with _____ method.

- A. self report.
- B. self requirement.
- C. self one.
- D. self attitude.

ANSWER: A

141. Values are related to feeling and _____ of people.

- A. time.
- B. belief.
- C. custom.
- D. thought.

ANSWER: B

142. Attitudes tend to _____.

- A. change.
- B. mark.
- C. feel.
- D. fineness.

ANSWER: A

143. Which theory says that each individual should know the organization goals precisely and the amount of contribution through his effort towards these goals?

- A. Urwick theory.
- B. Arggriss theory.
- C. Mc Ivegors participation theory.
- D. Vroom expectancy theory.

ANSWER: A

144. Motivation = valence x _____ x instrumentality.

- A. motivation.
- B. experimenting.
- C. excessive.
- D. excellence.

ANSWER: A

145. Valence means what relates to efforts and _____.

- A. job.
- B. rewards.
- C. wage.
- D. skill.

ANSWER: B

146. _____ means the value of strength in one place on a particular outcome or reward.

- A. Expectancy.
- B. Valance.
- C. Valance.
- D. Valance.

ANSWER: D

147. _____ is the belief that performance related to rewards.

- A. Instrumentality.
- B. Expectancy.
- C. Permanency.
- D. Valence.

ANSWER: A

148. _____ rewards are such assents of accomplishment and self actualization.

- A. Extrinsic.
- B. Intrinsic.
- C. Explicit.
- D. Implicit.

ANSWER: B

149. _____ represents the totality of impact of several internal factors and forces in the atmosphere of a group.

- A. Motivation.
- B. Morale.
- C. Monitoring.
- D. Mind-storming.

ANSWER: C

150. Acceptance =>specificity =>challenging =>monitoring =>feed back =>_____.

- A. job enrichment.
- B. goal setting.
- C. job enlargement.

D. goal satisfaction.

ANSWER: B

151. _____ is a process that begin when one party has negatively affected or is about to affect, something that the first part cares about.

- A. Competition.
- B. Conflict.
- C. Contribution.
- D. Appraisal.

ANSWER: B

152. _____ occurs when two or more groups depend on each other to accomplish their task.

- A. Internal dependence.
- B. Mutual dependence.
- C. Group dependence.
- D. Juridical ambiguity.

ANSWER: A

153. Organizational effectiveness is also called as organizational _____ or growth.

- A. success.
- B. failure.
- C. line.
- D. asset.

ANSWER: A

154. Organizational effectiveness is defined as the degree to which organization realizes its _____.

- A. goal.
- B. success.
- C. effort.
- D. performance.

ANSWER: A

155. _____ at measuring OE in terms of measurement by an organization.

- A. Goal comparison.
- B. Goal approach.
- C. Goal achievement.
- D. Goal direction.

ANSWER: B

156. Criteria for _____ is casual factors =>interviewing criteria =>end result criteria.

- A. organisational behaviour.
- B. organisational development.
- C. organisational effectiveness.
- D. organisational change.

ANSWER: C

157. Social performance indicates the extent to which an organisation is achieving its _____.

- A. social objectives.

- B. finance objectives.
- C. customer.
- D. environment.

ANSWER: A

158. Organisational change is the alteration of _____ in organization.

- A. environment.
- B. work.
- C. place.
- D. wages.

ANSWER: B

159. _____ is required to maintain equilibrium between various forces to achieve organisational goals.

- A. People.
- B. Organizational climate.
- C. Organizational change.
- D. Status.

ANSWER: A

160. _____ change is brought out of the anticipation of likely behavior of the forces having impact on the organization.

- A. Time.
- B. Fine.
- C. Proactive.
- D. Reactive.

ANSWER: C

161. Factors in planned change are structure, technology, task and _____.

- A. people.
- B. machine.
- C. method.
- D. profit.

ANSWER: A

162. In Lewin's change model, the stage follows as Unfreezing, Freezing, _____ .

- A. freezing.
- B. refreezing.
- C. non freezing.
- D. unfreezing.

ANSWER: B

163. _____ means what has been learnt is integrated into actual practice.

- A. Freezing.
- B. Refreezing.
- C. Non freezing.
- D. Unfreezing.

ANSWER: B

164. _____ is the process in which a person casts aside his old behavior.

- A. Freezing.
- B. Unfreezing.
- C. Refreezing.
- D. Non freezing.

ANSWER: B

165. A psychological factors are based on _____ emotions, sentiments and attitude towards change.

- A. perceived.
- B. people.
- C. received.
- D. retrived.

ANSWER: A

166. _____ is a process through which are not affected by the change and not brought to understand change.

- A. Motivation.
- B. Involvement.
- C. Disapproval.
- D. Prohibition.

ANSWER: B

167. _____ aims at developing the individuals for the accomplishment of better performance and development.

- A. OB.
- B. OD.
- C. OC.
- D. OE.

ANSWER: B

168. One of the steps which is not available in the process of OD.

- A. problem identification and diagnosis.
- B. planning strategy for change.
- C. objective framing.
- D. interviewing and evaluation.

ANSWER: B

169. Intervention constitutes the _____ thrust of organizational development.

- A. function.
- B. development.
- C. action.
- D. forceful.

ANSWER: C

170. Sensitivity training is otherwise called _____ group approach.

- A. T.

- B. B.
- C. P.
- D. W.

ANSWER: A

171. Sensitivity training focuses on small group consisting of _____.

- A. 4 members.
- B. 1-4 members.
- C. 10-12 members.
- D. 12-14 members.

ANSWER: A

172. Survey feedback is one of the methods of _____ development.

- A. organisational.
- B. functional.
- C. home.
- D. village.

ANSWER: A

173. _____ is a technique for interviewing in an ongoing system.

- A. Process consultation.
- B. Survey feedback.
- C. Team building.
- D. Sensitivity training.

ANSWER: A

174. Team building develops effective _____ relationships.

- A. interpersonal.
- B. family.
- C. social.
- D. environmental.

ANSWER: A

175. MBO stands for _____.

- A. management by offers.
- B. management by objectives.
- C. management by obedience.
- D. management by office.

ANSWER: B

176. In recycling aspect of MBO, Objective setting is _____ performance review.

- A. managing.
- B. action planning.
- C. coordinating.
- D. controlling.

ANSWER: B

177. Issues involved in conflict are facts, goals and _____.

- A. values.
- B. climate.
- C. work place.
- D. conveyance.

ANSWER: B

178. Dysfunctional consequences of a conflict may lead to _____ among employees.

- A. discontent.
- B. happiness.
- C. fear.
- D. surprise.

ANSWER: A

179. The three alternatives of goal conflict are approach-approach conflict, _____, avoidance-avoidance conflict.

- A. psychology-avoidance conflict.
- B. approach-avoidance conflict.
- C. avoidance-unavoidance conflict.
- D. approach -inavoidance conflict.

ANSWER: B

180. All the roles of an individual brings into the organisation are relevant to his _____.

- A. taste.
- B. need.
- C. behavior.
- D. habit.

ANSWER: B

181. When role expectations are inadequately defined or substantially unknown _____ exists.

- A. role conflict.
- B. role stress.
- C. role behavior.
- D. role ambiguity.

ANSWER: D

182. When _____ are inadequately defined or substantially unknown role ambiguity.

- A. role conflict.
- B. role stress.
- C. role behavior.
- D. role expectations.

ANSWER: A

183. _____ relationship is mostly in the form of superior- subordinate relationship results into vertical conflicts.

- A. Horizontal.
- B. Vertical.
- C. Grapevine.
- D. High level.

ANSWER: B

184. _____ conflict at inter personal level is among the persons at the same hierarchical level in the same or different function.

- A. Horizontal.
- B. Vertical.
- C. Low level.
- D. High level.

ANSWER: A

185. Which is not the one belonging to the types of conflict?

- A. Interpersonal conflict.
- B. Intrapersonal conflict.
- C. Intropersonal conflict.
- D. Intergroup conflict.

ANSWER: C

186. Grievance is a state of _____ over issues related to employment.

- A. over satisfaction.
- B. dissatisfaction.
- C. fear.
- D. likeliness.

ANSWER: C

187. _____ model is of situational leadership styles.

- A. Heresy-Blanchard.
- B. Fielder.
- C. Lewin.
- D. Fayol.

ANSWER: A

188. Hersey-Blanchard theory is also known as _____.

- A. life cycle theory.
- B. maturity theory.
- C. growth theory.
- D. decline theory.

ANSWER: A

189. A _____ leader determines what subordinates head to do to achieve objectives, classifies those requirements and helps subordinates become confident that they can reach their objectives.

- A. transformational.
- B. qualified.
- C. transactional.
- D. disqualified.

ANSWER: C

190. Innate _____ are those which are possessed by various individuals since their birth.

- A. quality.

- B. quantity.
 - C. trend.
 - D. feature.
- ANSWER: A

191. _____ qualities of leadership are those which can be acquired and increased through various processes.

- A. Acquirable.
 - B. Friendship.
 - C. Directing.
 - D. Cooperative.
- ANSWER: A

192. A leadership should have high level of emotional _____.

- A. stability.
 - B. unstability.
 - C. strictness.
 - D. liberalness.
- ANSWER: A

193. A successful leader does know how to communicate _____.

- A. slowly.
 - B. effectively.
 - C. fastly.
 - D. socially.
- ANSWER: B

194. _____ relates to observing the things or situations from others point of view.

- A. Sympathy.
 - B. Social skill.
 - C. Empathy.
 - D. Technical skill.
- ANSWER: C

195. Autocratic leadership is also known as _____ style.

- A. monotheist.
 - B. complex.
 - C. simple.
 - D. participative.
- ANSWER: A

196. A participative leadership is also called _____.

- A. monothetic.
 - B. ideographic.
 - C. stable leader.
 - D. sensitive leader.
- ANSWER: C

197. A _____ manager decentralizes his decision making process.

- A. participative.
- B. free Reign.
- C. autocratic.
- D. sensitive.

ANSWER: A

198. Strict _____ influences behavior through negative motivation.

- A. democratic.
- B. autocratic.
- C. laissez free.
- D. monarch.

ANSWER: B

199. Benevolent autocrat _____ decision making power in him.

- A. centralizes.
- B. decentralizes.
- C. demonstrates.
- D. defines.

ANSWER: A

200. _____ leadership style gives complete freedom to subordinates.

- A. Free-reign.
- B. Participative.
- C. Benevolent.
- D. Strict.

ANSWER: A

201. Free-reign style is otherwise called as Laissez-faire style.

- A. laissez-faire.
- B. participative.
- C. benovolent.
- D. monarchy.

ANSWER: A

202. Managerial grid was developed by _____ and Morton.

- A. Blake.
- B. Fayol.
- C. Taylor.
- D. Marshall.

ANSWER: A

203. _____ is a useful device to a manager for identifying and classifying managerial styles.

- A. Managerial.
- B. Leadership skills.
- C. Controlling skills.
- D. Analytical skills.

ANSWER: A

204. _____ is the process of influencing the behavior of others to work willingly for achieving predetermined goals.

- A. Communication.
- B. Leadership.
- C. Management.
- D. Coordination.

ANSWER: B

205. OB is directly concerned with the understanding, prediction and control of _____ in organisation.

- A. machine.
- B. human behavior.
- C. production.
- D. structure.

ANSWER: B

206. _____ is the study of societies to learn about human beings and their activities.

- A. Sociology.
- B. Psychology.
- C. Anthropology.
- D. History.

ANSWER: C

207. Elton Mayo and followers sought to increase production by humanizing it through behavioral experiments popularly known as _____.

- A. Hawthorne experiment.
- B. Porter & Lawler's experiment.
- C. Quality circle experiment.
- D. Role stress experiment.

ANSWER: A

208. Learning by observation is called _____.

- A. reinforcement learning.
- B. real-self learning.
- C. psycho-analytical learning.
- D. vicarious learning.

ANSWER: C

209. Learning curve is a diagrammatic presentation of the amount learned in relation to _____.

- A. content.
- B. behavior.
- C. process.
- D. time.

ANSWER: B

210. The motivation derived from the Latin root word _____.

- A. moreve.

- B. movere.
- C. motive.
- D. mote.

ANSWER: A

211. Motivation theory based on human need is _____.

- A. McGregor theory.
- B. Vroom thorny.
- C. Urwick theory.
- D. Maslow's theory.

ANSWER: D

212. Vroom's motivation is expressed in the form of an equation. Motivation = Valence * instrumentality.

- A. reward.
- B. performance.
- C. relationship.
- D. expectancy.

ANSWER: C

213. Adding the contents to a job leading to increased responsibility, scope and challenge in its performance is called _____.

- A. job enlargement.
- B. job satisfaction.
- C. job enrichment.
- D. job description.

ANSWER: C

214. _____ reduces freedom and monotony through changing employees activities.

- A. Job simplification.
- B. Job enrichment.
- C. Job rotation.
- D. Job description.

ANSWER: C

215. Education and communication is the mean of making the people to _____.

- A. appreciate.
- B. accept.
- C. avail.
- D. adopt.

ANSWER: B

216. Inertia of organizational structure is one of the factors of organizational _____.

- A. resistance.
- B. remake.
- C. reproduce.
- D. change.

ANSWER: A

217. Lewins model is a _____ model.

- A. organisational.
- B. behavioural.
- C. developmental.
- D. functional.

ANSWER: C

218. When the opposing forces are appropriately equal to opposite direction _____ equilibrium current behavior occurs.

- A. quassi status.
- B. friendly.
- C. normal.
- D. fine.

ANSWER: C

219. _____ model is a change model.

- A. Lewins.
- B. Fredrick.
- C. John.
- D. Paul.

ANSWER: A

220. Kurt lewin developed a technique called _____ field technique.

- A. fine.
- B. force.
- C. fire.
- D. farm.

ANSWER: B

221. Reactive changes occurs when force does compel organisation to implement _____.

- A. policy.
- B. rule.
- C. change.
- D. regulation.

ANSWER: C

222. _____ change covers a limited part of the system.

- A. Proactive.
- B. Reactive.
- C. Planned.
- D. None of the above.

ANSWER: A

223. _____ change involves purposive behavior.

- A. Proactive.
- B. Reactive.
- C. Planned.
- D. None of the above.

ANSWER: A

224. _____ is the final step in the change process.

- A. Refreezing.
- B. Committing.
- C. Freezing.
- D. Coining.

ANSWER: A

225. Greiner has _____ stages which organization achieves successful implementation of change.

- A. 1.
- B. 4.
- C. 8.
- D. 10.

ANSWER: C

226. _____ model is one of the OD model.

- A. Greiner.
- B. Koontz.
- C. Aswathappa.
- D. None of the above.

ANSWER: A

227. In Lewins model of OD there are _____ interacting sub systems.

- A. 4.
- B. 3.
- C. 2.
- D. 1.

ANSWER: A

228. Action research model of OD is advocated by _____.

- A. Kanka.
- B. Kurt lewin.
- C. Robbins.
- D. Mamoria.

ANSWER: B

229. Skill training refers to increasing _____ knowledge.

- A. job.
- B. family.
- C. college.
- D. environment.

ANSWER: A

230. _____ refers to matching an individual career aspiration with the opportunities available in the organisation.

- A. Career planning.
- B. Career development.

- C. Career path.
- D. Career goal.

ANSWER: A

231. Team building is an OD intervention based on the concept of _____.

- A. synergy.
- B. energy.
- C. game.
- D. fitness.

ANSWER: A

232. MBO process has got an evaluation stage which helps in _____.

- A. analysing.
- B. determining.
- C. functioning.
- D. ending.

ANSWER: A

233. In process consultation a _____ consultant is not used for assistance.

- A. internal.
- B. outside.
- C. government.
- D. private.

ANSWER: B

234. Team building should emphasize team _____.

- A. goals.
- B. structure.
- C. anger.
- D. friendship.

ANSWER: A

235. Johari window explains about knowing about oneself and _____.

- A. others.
- B. family.
- C. friends.
- D. environment.

ANSWER: A

236. People all the time rest in certain psychological positions called _____ states.

- A. ego.
- B. IQ.
- C. behavior.
- D. none of the above.

ANSWER: A

237. People with _____ ego refers to rules and standards.

- A. parent.

- B. child.
 - C. adult.
 - D. teenager.
- ANSWER: A

238. Child ego state reflects the people emotions to develop the response to their _____ experience.

- A. childhood.
- B. parental.
- C. leaders.
- D. oldage.

ANSWER: A

239. Eric Berne developed _____ analysis.

- A. transactional.
- B. transformal.
- C. research.
- D. product.

ANSWER: A

240. Factors influencing choice of an OD intervention in _____.

- A. acceptability.
- B. achievement.
- C. adaptability.
- D. assessment.

ANSWER: A

241. _____ means the potential of a given intervention to yield desired results.

- A. Feasibility.
- B. Acceptability.
- C. Applicability.
- D. None of the above.

ANSWER: A

242. Feasibility means the suitability of an intervention to suit to the _____ system.

- A. client.
- B. manager.
- C. labour.
- D. machine.

ANSWER: A

243. An individual reacts with another from any one of the three ego states that is _____ position.

- A. physiological.
- B. psychological.
- C. behavioural.
- D. non-behavioural.

ANSWER: A

244. _____ refers to the situation when neither the person nor others know about him.

- A. Undiscovered self.
- B. Blind self.
- C. Hidden self.
- D. Self.

ANSWER: A

245. Competing value approach is used to conceptualize the organizational _____.

- A. effectiveness.
- B. development.
- C. change.
- D. efficiency.

ANSWER: A

246. Parent ego states are classified into two types as instructive and _____.

- A. emotional.
- B. critical.
- C. perceptive.
- D. judgment.

ANSWER: B

247. _____ is termed as quality of work life.

- A. QWL.
- B. QOWL.
- C. QLW.
- D. QOW.

ANSWER: A

248. Job _____ alters jobs to improve the fit between the skill and demand of the job.

- A. re-design.
- B. analysis.
- C. function.
- D. making.

ANSWER: A

249. Role negotiation is a technique whereby individuals meet and classify their psychological _____.

- A. contact.
- B. contract.
- C. . comfort.
- D. concern.

ANSWER: B

250. The change agent is an outside _____.

- A. consultant.
- B. consoler.
- C. agent.
- D. counselor.

ANSWER: A

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