

ORGANISATIONAL BEHAVIOUR

CHAPTER 1

1) _____ is the outcome of certain external and internal forces

- a) Human growth
- b) Human behavior**
- c) Biological progress
- d) None of these

2) In the S O B model for human actions, S stands for

- a) Stimulus
- b) Situations**
- c) Style
- d) Status

3) According to B J Kolasa, _____ are processed at our _____ and converted to appropriate responses

- a) Food products, stomach
- b) Acids, intestines
- c) Stimuli, brain**
- d) None of the above

4) Basis of human behavior is motivation.

- a) **True**
- b) False

5) The _____ defines heredity as ‘the process by which characteristics are given from a parent to a child through the genes.’

- a) Oxford Dictionary
- b) Harvard texts
- c) **Cambridge International Dictionary**
- d) Webster’s Dictionary

CHAPTER 2

6) _____ is defined as an interdisciplinary behavioral science, studying phenomenon related to dynamics of an organization and their various human science.

- a) Human psychology
- b) **Organisation behavior**
- c) Human relations
- d) Organisation dynamics

7) An organization as a unit consists of social, technical and economic sub-units which co-ordinate human and material resources to achieve its goals.

a) **Yes**

b) No

8) _____ is another term used to denote Organisation behavior.

a) Behavior science

b) Circumstantial response

c) **Human relations**

d) Social responsibility

9) "Human relations is a systematic, developing body of knowledge devoted to explaining the behavior of individuals in an organization."--- ????

a) Paul Heckman

b) **S G Huneryager and I.L Heckmann**

c) Keith Davis

d) Gunther Horbes

10) Fred Luthans describes _____ as understanding, predicting and managing human behavior in an organization.

a) Human relations

b) **OB**

c) Organisation development

d) All the above

CHAPTER 3

11) Personality reflects in one's -----.

- a) appearance
- b) temperament**
- c) behaviour
- d) leadership

12) Every human being is in some respects:

- a) Unique – is unlike all others
- b) Like some other people
- c) Like all other people.
- d) All of the above.**

13) In Psychometric theory of Cattell, ----- primary and ----- most representative traits have been identified.

- a) 16 & 121
- b) 21 & 151
- c) 16 & 171**
- d) 18 & 191

14) One's inclination to respect others is known as:

- a) Extraversion
- b) Conscientiousness
- c) Agreeableness**

None of the above

15) Person who is 'emotionally stable' is always calm, happy and secure.

- a) True**
- b) False

16) Personality is determined by :

- a) heredity
- b) Environment
- c) Situation
- d) All above.**

CHAPTER 4

17) Behavioral theories can be classified as:

- a) Human and animal
- b) Classical and Operant**
- c) Decent and rowdy
- d) Polished and sophisticated

18) Skills of workers, protocols for answering phones, replying to mails etc are all matters of _____.

- a) Management training
- b) Secretarial practice
- c) Organisational learning
- d) All the above

19) In an organization, good performances can be encouraged by giving rewards. Rewards must be proportionate to _____.

- a) Behavior patterns
- b) Quick learning**
- c) Employee's inputs
- d) Manager's choice

20) Operant conditioning or theory of reinforcement is associated with the work of:

- a) Edward Tolman
- b) B F Skinner**
- c) Ivan Pavlov
- d) None of the above

21) _____ was a pioneering theorist in the field of cognitive psychology.

- a) **Edward Tolman**
- b) B F Skinner
- c) Ivan Pavlov
- d) Douglas McGregor

22) The 3 situations in learning include:

- a) Basic, primary and applied
- b) **Basic, secondary and advanced**
- c) Primary, advanced and applied
- d) None

CHAPTER 5

22) Motivation is a physiological condition

- a) True
- b) **False**

23) In addition to perception and personality, _____ helps in understanding human behavior.

- a) **Motivation**
- b) Learning
- c) Temperament
- d) All the above

24) _____ defines success as the progressive realization of worthwhile, predetermined goals.

- a) Lee Iacoca
- b) Paul J Meyer**
- c) JRD Tata
- d) Zig Ziglar

25) When a person has a headache, it is the need for pain relief that motivates him/her to search of a pain killer.

- a) Yes**
- b) No

26) The word arousal indicates:

- a) Sexuality
- b) The drive or energy behind our actions**
- c) Provoking or inspiring
- d) All the above

CHAPTER 6

27) Eustress is caused by :

- a) excelling in examination
- b) on being offered a job promotion

- c) financial troubles or heavy workload
- d) either a or b above.**

28) Visualizing worst possible outcome of any situation, an individual

- e) increases his stress level
- f) reduces his stress level**
- g) has no effect on his stress level
- h) gets into panic situation.

29) With modern therapy and self observation, it is possible to

- a) eliminate stress
- b) reduce stress
- c) avoid stress
- d) manage stress**

CHAPTER 7

30) The most precious resource we possess is Time.

- a) Yes**
- b) No

31) How judiciously we use our _____ decides our effectiveness.

- a) Wealth
- b) Time**
- c) Energy
- d) All

32) Postponing taking action is also known as:

- a) Tardiness
- b) Procrastination**
- c) Corruption
- d) Malpractise

33) Time is not available. It has to be _____

- a) Borrowed
- b) Scheduled**
- c) Snatched
- d) Bought

CHAPTER 8

34) An individual's behavior is caused by _____

- a) Family help

- b) **Attitudes**
- c) Society's response
- d) All

35) An attitude can be described as _____

- a) Human response
- b) The mindset of a person
- c) **The way a person thinks**
- d) All

36) _____, the management guru, observed that, if procrastination is taken care of in an organization, the productivity would go up by about 50%.

- a) Paul McGregor
- b) Shiv Khera
- c) Arindam Chaturvedi
- d) **Peter Drucker**

37) Perfectionism is a very healthy attitude.

- a) True
- b) **False**

38) _____ is one of the great motivators of the 21st century

- a) Eckhardt Tolle
- b) Paul J Meyer**
- c) Stacy J Adams
- d) Deepak Chopra

CHAPTER 9

39) What corrects problems of conflict?

- a) MDs attitude
- b) People's attitude
- c) Built in rules of organization**
- d) Courts f law.

40) Conflicts can be helpful and constructive if -----

- a) avoided
- b) buried deep
- c) handled properly**
- d) crushed with heavy hand

41) Basic types of conflicts are :

- a) Intrapersonal
- b) Interpersonal

c) International

d) a & b above.

42) Ignoring a conflict is more desirable than smoothening it.

a) True

b) False

43) Undefined and unclear job expectation can give rise to conflict that is

a) Creative and innovative

b) Dysfunctional

c) Developmental

d) None

44) One single factor that mainly contributes to reducing conflict is:

a) Money

b) Employee status

c) Trust

d) Authority

45) _____ identified certain behaviors that he called aggressive behaviors.

a) Donald McGregor

b) McClelland

- c) Abraham Maslow

Jack Gibbs

46) A _____ is a carefully structured set of directions that gives management some flexibility so that it can manipulate and gear others towards a predetermined object.

- a) Plan of action
- b) Strategy**
- c) Policy
- d) Principle

47) _____ in his book on OB, uses the terms, 'negotiation' and 'bargain' interchangeably.

- a) Stephen Covey
- b) Stephen Robbins**
- c) Shiv Khera

Paulo Coelho

48) In comparison to pooled and sequential interdependence, mutual dependence or reciprocal interdependence between groups leads to high level of co-ordination and interaction.

- a) Yes**
- b) No

49) When the marketing department and the production department in a company depend on each other for the production and sales (respectively) of products, they show:

- a) Sequential interdependence
- b) Reciprocal interdependence**
- c) Pooled interdependence
- d) None