

SO5 CRT07 INDUSTRY AND SOCIETY

MULTIPLE CHOICE QUESTIONS

1. Is called as the father of scientific management
a. Elton Mayo b. Hendry Fayol c. F.W Taylor d. Robert Owen

2. Job Satisfaction have related to Absenteeism and TurnOver
a. Positively b. Negatively c. directly d. Eastically

3. advocated that humans are essentially motivated by levels of needs
a. A. Maslow b. Folet c. Elton mayo d. Ivon Paviov

4. The primary sector of the economy
a. draws raw materials from the natural environment.
b. transforms raw materials into manufactured goods
c. involves services rather than goods.
d. none of the above

5. In general, the objective of industrial manufacturing is to streamline what?
a. Pay increases b. Mass Production
c. Work Place d. None of the answers are correct

6. Identify the market situation where there is only one seller and many number of buyers.
a. conglomerate. b. monopoly. c. corporate centralization. d. an oligopoly.

7. With the introduction of the steam engine and other large-scale operations, Western countries experienced an era known as what?
a. Second Industrial Revolution b. Industrial Revolution
c. Industrial Mining d. None of the answers are correct

8. A manager with good can make the work place more pleasant
a. Communication b. knowledge c. experience d. Interpersonal Skills

9. deals with how the social perceiver uses information to arrive a casual explanation for events
a. Attribution theory. b. Social perception theory
c. Selective Perception d. Social Theory

20. Which of the following is NOT one of the ways in which computers are changing the character of work?
- a. Computers are making work more mundane.
 - b. Computers enhance employers' control of workers.
 - c. Computers are de-skilling labour.
 - d. Computers limit workplace interaction.
21. Power that people perceive as legitimate is called:
- a. authority. b. coercive power. c. formal power. d. none of the above.
22. Patriarchy, the domination of women by men, is an example of which type of authority?
- a. traditional b. charismatic c. rational-legal d. routinization of charisma
23. What is the term used to describe a person who feels isolated from his or her own culture or is prevented from participating in society?
- a. Assimilation b. Acculturation c. Alienation d. Socialization
24. A factor in the emergence of totalitarian governments is:
- a. political apathy.
 - b. technological means for rigidly regulating a populace.
 - c. a strong military. d. All the above
25. One factor of the welfare state is:
- a. gradual increase in the size and scope of government.
 - b. the loss of personal freedom.
 - c. decrease in the penetration of government in everyday activity.
 - d. none of the above.
26. In which year did the Industrial Disputes Act come into operation?
- a. 1947 b. 1949 c. 1953 d. 1963
27. In which settlement machinery can the central government refer the disputes under rule 81 - A?
- a. Conciliation b. Arbitration c. Adjudicator d. Supreme Court
28. Before the industrial disputes act was implemented in the year 1947, which act took care of the industrial disputes?

- a. Trade Disputes Act, 1929 b. Royal Commission on Labour, 1934
c. Labour Management Relations Act, 1947 d. None of the above

29. Choose the correct option that correctly states out the defect in the Trade Disputes Act, 1929.

- a. Restraints imposed on the rights of strike
b. To render the proceedings unstatutable under the Act for the settlement of an industrial dispute
c. Solution to industrial unrest d. All of the above

30. The bill passing rule 81A has made two new institutions for the prevention and settlement of industrial disputes, i.e. Work Committees and _____

- a. Industrial Tribunal b. Commission on Labour c. Arbitration d. Adjudication

31. The industrial peace is secured through voluntary _____ and compulsory _____

- a. Compromise and Arbitration b. Adjudication and Arbitration
c. Work Committee and Industrial Tribunal d. Negotiation and Adjudication

32. Choose the correct objective of the Industrial Disputes Act.

- a. To prevent illegal strikes
b. To promote measures for securing and preserving good relations between the employers and the employees
c. To provide relief to workmen in matters of lay - offs, retrenchment, wrongful dismissals
d. All of the above

33. Motivation includes

- a. Job enrichment b. Job rotation c. Job enlargement d. all the above

34. The act was first amended in the year _____

- a. 1929 b. 1946 c. 1947 d. 1949

35. Power has been given to _____ to require Works Committee to be constituted in every industrial establishment employing 100 workmen or more.

- a. Appropriate Government b. State Government
c. High Court d. Board of Conciliation

36. Which permanent settlement machinery has been mentioned in the act accountable for the speedy and amicable settlement of industrial disputes?

- a. Adjudication b. Conciliation c. Arbitration d. Appropriate government

37. For the marxists all strikes are

- a. Political b. Social c. Legislative d. None of the above

38. A report of the select committee on the Industrial Disputes Bill, 1946 was published in the Gazette of India, Part _____

- a. V b. IV c. III d. I

39. On which date did the industrial disputes act, 1947 receive assent and came in the Statute Book?

- a. 1st April, 1947 b. 23rd April, 1936 c. 28th April, 1937 d. 11th March, 1947

40. _____ means an interim or a final determination of any industrial dispute or of any question relating thereto by any labour court.

- a. Banking Company b. Closure c. Award d. Conciliation Proceeding

41. In Marxist approach concerns with wage related disputes are

- a. Primary b. Secondary c. Tertiary d. Not considered

42. Scientist of OB recognize that organisations are not static but dynamic and.....

- a. Processing b. systematic c. ever changing d. researching

43. and fringe benefits are no longer employees first priority

- a. Wages b. bonus c. Rewards d. promotions

44. The book "The Psychology of management" was published by.....

- a. William Gilbreth b. Hendry Fayol c. F. W. Taylor d. Robert Owen

45. Clause (d) of section 2 of _____ act defines Khadi.

- a. Industrial Disputes Act, 1947 b. Payment of wages act, 1936
c. Khadi and Village Industries commission Act, 1956 d. Industrial Relations Act, 1967

46. How many members does a conciliation board consist of as per the appropriate government?

- a. Chairman and 2 or 4 other members b. Chairman and 1 more member
c. Chairman and 5 or 6 other members d. Chairman and 10 other member

47. A person shall not be appointed as the presiding officer of a labour court unless he has been the presiding officer under any provincial or state act for not less than _____ years.

- a. 2 b. 10 c. 5 d. 15

3. Social welfare period ----- c. 1918 - 1924
4. Early trade union period ----- d. 1875 - 1918
5. Left wing trade unionism period --- e. 1924 - 1934
6. Trade unions' unity period ----- f. 1935 - 1938

- a. 1-a, 2-b, 3-d, 4-c, 5-e, 6-f
b. 1-b, 2-a, 3-c, 4-e, 5-d, 6-f
c. 1-c, 2-a, 3-b, 4-d, 5-e, 6-f
d. 1-b, 2-c, 3-f, 4-e, 5-a, 6-d

58. Which year saw the history of modern industrialism in India?

- a. 1918 b. 1875 c. 1850 d. 1904

59. Who formed Bombay Millhands Association and in which year?

- a. Sorabjee shapurjee Bengali in 1980 b. N.M Lokhandey in 1890
c. Social Service League in 1910 d. None of the above

60. The number of persons required for registering a trade union is.....

- a. 6 b. 5 C. 7 d. 8

61. The process by which a third party persuades disputants to come towards an amicable settlement

- a. arbitration , b. collective bargaining c. Conciliation d. legislation.

62. Works Committee has to be employed in a committee having more thanemployees

- a. 50 b. 75. c. 10 d. 100

63. Industrial employment Act of 1946 is applicable to companies employing more than..... employess

- a. 100 b. 125 c. 150 d. 75

64. The rate of subsistence allowance paid for a suspended employee for the first 90 days is

- a. 50% b. 25% c. 75% d. 33%

65 Under Contract labour act, the owner is called as theof the factory

- a. Managing Director b. Manager c. Principal Employer d. Chairman

66. Contract labour Act was enacted in the year

- a. 1978 b. 1946 c. 1948 d. 1970

67. The Trade Union Act was enacted in the year

- a. 1926 b. 1928 c. 1946 d. 1976

68. The final order passed by the Industrial tribunal pertaining to a dispute is called.....
- a. Award b. Interim. c. Judgement d. Honorarium
69. The total number of protected workman in an organization are
- a. Min 10 Max 50 b. Min 5 Max. 100 c. min. 50 max 100
70. The temporary closing of a place of employment or suspension of work or refusal of the employer
- a. Lay Off b. Lock out c. retrenchment. d. Lock down
71. which of the following is not a step in the perceptual process
- a. Object b. selection c. perception d. response
72. Stereotyping generally affects the
- a. organization Structure b. Behavior
- c. Interpersonalrelations d. communications
73. Organizational structures
- a. affect group behaviour more than individual behavior
- b. change rapidly to meet the environmental and market change
- c. contribute positively to organizational performance
- d. can be defined simply as activities that occur regularly
74. Groups created by the managerial decision to accomplish goals of the organization are called
- a. Formal Groups b. Informal groups c. Task groups d. Interest groups
75. Continued membership in a group will surely require
- a. supporting the group leader b. conforming to group norms
- c. encouraging cohesiveness in the group d. developing a status system
76. is not a capability of an employee having positive attitude
- a. focus b. creativity c. pessimism d. confidence
77. Which one is not a benefit to employee which results through positive attitude of an employee
- a. promotion b. less stress c. job security d. enjoying life
78. Belief opinion, knowledge, emotions, feelings, intension are the components of
- a. OB b. jobs satisfaction c. attitude d. personality

79. Components of attitude can be classified in totypes
 a. 7 b. 3 c. 3 d. 6
80. The attitude base on beliefs, opinion, knowledge, or information about the particular event which the employee possess is under.....component of attitude
 a. behavioral b. cognitive c. effective d. positive
81. The attitude base on the concept that every individual will have an intention to react in a certain way towards something is undercomponent of attitude
 a. behavioral b. cognitive c. effective d. positive
82. Which of the following is not a contributing discipline of OB
 a. Anthropology b. Psychology c. Physiology d. Sociology
83.is a study of individual behavior
 a. Anthropology b. Psychology c. Political Science d. Sociology
84. Common uniform, Canteen, Office, does not mean common treatment is limitation of
 a. Organizational culture b. Organizational Structure
 c. Organizational behavior d. Organizational value
85. Due to emphasis on productivity and efficiently employee are not allowed work with harmony with one another is a limitation of
 a. Organisational culture b. Organizational Structure
 c. Organizational behavior d. Organisational value
86. If modern day managers do not positively address and manage workforce diversity of the following may become negative outcomes for an organization except
 a. more difficult communication b. Increased creativity and innovation
 c. More interpersonal conflicts d. Potential for higher employee turn over
87. OB helps to understand behavior of human in.....
 a. work place an society b. workplace only c. Society only. D. Department only
88. OB does not contribute to improve
 a. motivation b. efficiency c. interpersonal relation d. Communication
89. Employees reflect back on their actions and perceptually determine how they believe then can successfully accomplish the task in the future given contexts
 a. Self reflective b. Forethought c. Observational d. Self regulatory
90. People process visual experiences into cognitive models they help in future action is

- a. Symbolizing b. Forethought c. observational c. Self answer regulatory
91. Employees when plan their actions is called
- a. Symbolizing b. Forethought c. observational c. Self answer regulatory
92. Employees learn by observing the performance of the referent group and the consequence of their action is referred as
- a. Symbolizing b. Forethought c. observational c. Self answer regulatory
93. Employees self regulate their actions by setting internal standards
- a. Self reflecting b. forethought c. observational d. self regulatory
94.developed social learning theory into more comprehensive social cognitive theory
- a. Bandura b. Luthans c. Sinner d. Pavlo
95. Bandura identifybasic human capabilities as a part of SCT
- a. 4 b. 3 c. 5 d. 6
96. Behavioral frame works based onbehavior andenvironmental variables.
- a. Observable-Non Observable b. Observable- Observable
- c. Non Observable- Observable d.Non Observable-Non Observable
97. Human can projectbehaviour forstimulus and exebit irrespnose depending on environmental consequences
- a. Different-Different b. Same-Same c. Same-Different d. Different-Same
98. As perbehavior is not the outcome of stimulus alone, but is an outcome which also depends on contigent enviornmental consequences of a behavior
- a. behaviouristic frame work b, cognitive frame work
- c. sinner frame work d. behavior theory
99. The Social cognitive theory states that the person and the external situation areWith each other along with the behavior itself to determine the behavior
- a. Related b. linked c. interdepends d. combined
100.states that along with cognitive and external situation the experiences faced through relevant past events determine what a person become and this will create an impact in subsequent behavior
- a. behaviouristic frame work b. cognitive frame work
- c. Social cognitive frame work d. Social frame work

101. According to Edward Tolmanconsist of the expectancy that a particular event will lead to a particular consequences
- a. eventual b. behavior c. learning d. attitude
102. Every individual set his goal and he is also know thewhich will take him to achieve the goal
- a. process b. behavior c. event d. way
103.insist that it is advisable and fruitfull to the study the behavior of the human beings which is visible than studying the mind which is elusive in nature
- a. Ivan Pavlov and Jon B Watson b. Carl jung c. Sigmund Freud d. Maslow
104.is the force of action or motivation
- a. behavior b. stimulus c. perception d. attitude
105.is the behavior for a stimulus
- a. stimulus b. response c. presumptiond. attitude
106. Definition of the communication implies that
- a. communication is mostly verbal b. It is mostly return
- c. communication is in a vertical direction
- d. understanding must occur to have communication
107. The least used communication channel in an organization usually
- a. upward B. downward c. diagonal d. horizontal
108.means the mental action or process of acquiring knowledge and understanding through thought experience and the senses
- a. learning b. developing c. cogniation d. training
109.frame work is based on the concept of expectancy demand and intention of the human being
- a. behaviouristic b. expectancy c. cognitive d. social learning
110. a lack of clarity concerning what will happen is refereed to us
- a. temporal b. predisposition c. uncertainty d. negation
111. Employees with relatively week higher order needs are Concerned with variety and autonomy
- a. less a.more. c. very d. extremely
112. Which of the following is strategy of job design that increases job depth by meeting employees need for psychological growth?

- a. job rotation b. job enrichment c. job enlargement d. job engagement
113. What is the keyword understanding organization structure
 a. control b. change c. process d. delegation
114. In order from lowest to highest, what are Maslow's five classes of needs
 a. social –esteem –physiological-safety-self-actualization
 b. physiological-safety-social-self actualization-esteem
 c. physiological-safety-social- esteem -self actualization-
 d. self-actualization–esteem –safety – social- physiological
115.focus on how to set goals for people to reach
 a. Equity theory b. expectancy theory c. goal attainment theory d. goal setting theory
116. Concerning organizational cultures
 a. strong culture is more product environment
 b. Weak culture is more product environment
 c. The specific culture that contribute to positive effectiveness is well known
 d. The stronger the culture, the more influential it is on employee behavior
117. Shared organizational values are
 a. unconscious, affective desires or wants that guide societies behavior
 b. influenced by international values
 c. Different for the various components of a diverse workforce
 d. a myth
118. Now a days a lot of stress is being put on theof the employee in the organization
 a. character b. improvement c. behaviour d. rewards
119. OB focuses at three levels
 a. individual , organization, society b. society ,organization, nation
 c. employee, employer, management d. individual, groups, organization
120. Scope of OB does not include
 a. leadership b. prescription c. job design d. technology
121. High rate ofincrease cost and tend to place less experienced employee in job
 a. training b. absenteeism c. employee turn over d. strike

122. Forces effecting organizational behavior are
- a. people b. environment c. technology d. All the above
123. Hawthorne studies is related to which stage of the organizational behavior evolution
- a. Industrial revolution b. Organizational Behaviour
 - c. Human Relations Movement d. Scientific management
124. In present context challenges for OB are
- a. employee expectation b. workforce diversity c. Globalization d. All of the above
125. Communication begins with
- a. encoding b. decoding c. idea origination d. channel selection
126. the problem solving process begins with
- a. clarifiction of the situation b. establishment of alternatives
 - c. identification of the difficulty d. isolation of the cause
127. The study of the culture and practices in different societies is called
- a. Peronality b. anthropology c. Perception d. attitude
- 128 Meso Organizational behavior is associated with
- a. Individual behavior b. Organizational behavior
 - c. Group behavior d. none of the above
129. "Leadership motivates the people to work and not the power of money", this concept is related to
- a. Autocratic model b. Custodial model c. Supportiv model d. Collegial model
130. Organizational behavior is a field of study backed by a body of associated with growing concern for people at workplace
- a. theory b. research c. Application d. All of the above
131. Organizational behavior is a
- a. Science b. Cognitive approach
 - c. Social cognitive framework d. None of the above
132. The field of Organizational behavior is concerned with
- a. The behavior of Individual and groups
 - b. How resources are effectively managed
 - c. Control processes and interaction between organizations ,external context

d. Both a and c

133. The field of organizational behaviour examines such questions as the nature of leadership, effective team development, and

- a. Interpersonal conflict resolution; motivation of individuals
- b. Organizational control; conflict management
- c. Motivation of Individuals; Planning
- d. Planning; development

134. Which of the following frameworks is used in the development of overall model of OB?

- a. The cognitive framework
- b. The behaviouristic framework
- c. The social learning Framework
- d. All the above

135. Which of the following frameworks is based on the expectancy, demand and incentive concepts

- a. The cognitive framework
- b. The behaviouristic framework
- c. The social learning Framework
- d. The supportive framework

136. Which of the following forms the basis for the autocratic model of OB

- a. Obedience
- b. Authority
- c. Power
- d. dependence on Boss

137. "Might is right" is the motto of

- a. Autocratic model
- b. Custodial model
- c. Supportive model
- d. collegial Model

138. Which of the following is not correct for organizational behaviour

- a. Organizational behaviour is an integral part of management
- b. Organizational behaviour is a disciplinary approach
- c. Organizational behaviour helps in analysis of behaviour
- d. Organizational behaviour is goal oriented

139. The is based on the environment though like thinking, expectations and perceptions do exist, and they are not needed to manage or predict behaviour

- a. Behaviouristic approach, cognitive processes,
- b. Cognitive processes, behaviouristic approach
- c. Social cognitive, behaviouristic approach
- d. Cognitive processes, Social cognitive

140. The study of organization behaviour has certain basic assumptions. They are

- a. An industrial enterprise is an organization of people
- b. These people must be motivated to work effectively
- c. The goals of the employee and the employer may not necessarily coincide
- d. all the above

141. which of the following represents correct sequencing of historical developments of OB?

- a. Industrial revolution---scientific management—human relations movement-OB
- b. Industrial revolution---—human relations movement- scientific management- OB
- c. scientific management-Human relations Movement-Industrial revolution –OB
- d. None Of these

142 Which of the following is (are) not acceptable to Marxists

- a. Enterprise bargaining b. employee participation
- c. cooperative workculture d. All the above

143 Industrial relations cover the following areas

- a. Collective Bargaining b. labour Legislation
- c. Industrial relations training d. All the above

144. A course on Industrial relations in its MBA program was firstly introduced by

- a. IIM, Indore b. XLRI, Jamshedpur c. MDI, Gurgaon d. IIM, Bangalore

145. which of the following is not an approach to industrial relations?

- a. Unitary approach b. Pluralistic approach
- c. marxist Approach d. Employees approach

146.explains how and why people react when they feel unfairly treated

- a. Equity theory b. expectancy theory c. goal attain theory d. goal setting theory

ANSWER KEY

1. c
2. b
3. a
4. a
5. b
6. b
7. b
8. d
9. a
10. a
11. b
12. a
13. b
14. d
15. d
16. d
17. b
18. a
19. b
20. a
21. a
22. a
23. c
24. d
25. a
26. a
27. c
28. a
29. b
30. a
31. d
32. d
33. d
34. d
35. a
36. c
37. a
38. a
39. d
40. c
41. b

42. c
43. a
44. a
45. c
46. a
47. c
48. a
49. d
50. c
51. a
52. a
53. d
54. c
55. b
56. a
57. a
58. c
59. b
60. c
61. c
62. d
63. a
64. a
65. c
66. d
67. a
68. a
69. b
70. b
71. c
72. c
73. d
74. a
75. b
76. c
77. a
78. c
79. c
80. b
81. b
82. c
83. b
84. b
85. b

- 86. b
- 87. b
- 88. c
- 89. a
- 90. a
- 91. b
- 92. c
- 93. d
- 94. a
- 95. c
- 96. b
- 97. b
- 98. a
- 99. c
- 100. c
- 101. c
- 102. b
- 103. a
- 104. b
- 105. b
- 106. d
- 107. d
- 108. c
- 109. c
- 110. c
- 111. a
- 112. b
- 113. a
- 114. c
- 115. a
- 116. d
- 117. c
- 118. c
- 119. d
- 120. d
- 121. c
- 122. d
- 123. c
- 124. d
- 125. c
- 126. c
- 127. b
- 128. c
- 129. b

- 130. d
- 131. b
- 132. d
- 133. a
- 134. d
- 135. a
- 136. c
- 137. a
- 138. b
- 139. a
- 140. d
- 141. a
- 142. c
- 143. d
- 144. b
- 145. d
- 146. a