

**M.COM DEGREE (CSS) EXAMINATION (2021 ADMISSION ONWARDS)**

**First Semester-Faculty of Commerce**

**Elective-Finance**

**CM010102-ORGANISATIONAL BEHAVIOUR**

**MULTIPLE CHOICE QUESTIONS**

1. Organisational behaviour is \_\_\_\_\_
  - a) A science
  - b) An art
  - c) **A science as well as an art**
2. Communication begins with \_\_\_\_\_
  - a) encoding
  - b) **idea origination**
  - c) decoding
3. A study of the culture and practises in different societies is called \_\_\_\_\_
  - a) Personality
  - b) **Anthropology**
  - c) Perception
4. Forces affecting organisational behaviour are \_\_\_\_\_
  - a) Environment
  - b) Technology
  - c) **Both A and B**
5. Scope of Organizational Behaviour does not include \_\_\_\_\_
  - a) Leadership
  - b) Job Design
  - c) **Technology**
6. In present context, challenges for Organizational Behaviour are \_\_\_\_\_
  - a) Employee expectation
  - b) Workforce diversity
  - c) **Both A and B**
7. Meso organisation behaviour is related with
  - a) Individual behaviour
  - b) **Group behaviour**
  - c) Organisational behaviour

8. Organizational behaviour focuses at 3 Levels-
  - a) Society, Organisation, Nation
  - b) Employee, Employer, Management
  - c) **Individual, Groups, Organisation.**
9. \_\_\_\_\_ is recognised as father of “Human relations”
  - a) William Gilbreth
  - b) F. W. Taylor
  - c) **Elton Mayo**
10. Some of OB’s challenges and opportunities include all of the following except
  - a) **reinforcing the importance of traditional methods of management**
  - b) offering specific insights to improve interpersonal and people skills
  - c) helping us learnt to cope in a continues changing world
11. Edward Tolman is related to \_\_\_\_\_
  - a) Behaviourist Framework
  - b) **Cognitive approach**
  - c) Social Cognitive Framework
12. Hawthorne studies is related to which stage of the organisational behaviour evolution?
  - a) Industrial revolution
  - b) Organisational behaviour
  - c) **Human relations movement**
13. Which of the following represents the correct sequencing of historical developments of Organisational Behaviour?
  - 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
14. The field of organizational behaviour examines such questions as the nature of leadership, effective team development, and\_\_\_\_\_
  - a) Organisational control; conflict management
  - b) **Interpersonal conflict resolution; motivation of individuals**
  - c) Motivation of individuals; planning
15. Organisational Behaviour is a field of study backed by a body associated with growing concern for people at the workplace
  - a) Theory
  - b) Research
  - c) **Both A and B**

16. Which of the following is not correct for the organisational behaviour?
- Organisational behaviour is an integral part of management
  - Organisational behaviour is a disciplinary approach**
  - Organisational behaviour helps in analysis of behaviour
17. Which one of the following is the definition given by Fred Luthans \_\_\_\_\_
- Organisational behaviour is to understand, predicting and controlling human behaviour at work**
  - Organisational behaviour is subset of management activities concerned to human behaviour
  - Organisational behaviour is a branch of social sciences that seeks to build theories
18. Contribution/s of human relations movement is/are
- Labour Movement
  - Hawthorne Studies
  - Both A and B**
19. Nowadays a lot of stress is being put on the \_\_\_\_\_ of the employee in the organisation
- Character
  - improvement
  - Behaviour**
20. The term 'psychology' is derived from the word 'psyche', which means 'soul' or 'spirit' \_\_\_\_\_
- Latin
  - French
  - Greek**
21. The Hawthorne experiment was conducted by \_\_\_\_\_
- Henry Fayol
  - F.W.Taylor
  - Elton Mayo**
22. OB does not contribute to improve
- Motivation
  - Efficiency
  - interpersonal relations**
23. Which of the following is not a contributing discipline of OB
- Psychology
  - physiology**
  - sociology

24. \_\_\_\_\_ is a Study of Group Behaviour
- a) Anthropology
  - b) Psychology
  - c) **Sociology**
25. \_\_\_\_\_ is a Study of man, his work and Culture
- a) **Anthropology**
  - b) Psychology
  - c) Social psychology
26. High rate of ----- increase cost and tend to place less experienced employee in job
- a) Training
  - b) Absenteeism
  - c) **Employee Turnover**
27. Job Satisfaction have-----related to Absenteeism and Turnover
- a) Positively
  - b) **Negatively**
  - c) directly
28. ----- is recognized as father of "Human relations"
- a) Henry Fayol
  - b) F. W. Taylor
  - c) **Elton Mayo**
29. Porter Lawler Model is an extension of
- a) Maslow's theory
  - b) Mc Clelland's theory
  - c) **Vroom's theory**
30. "Might is right" is the motto of
- a) **Autocratic Model**
  - b) Custodial Model
  - c) Supportive Mode
31. Raju believes that men perform better in oral presentations than women. What shortcut has been used in this case?
- a) The halo effect
  - b) The contrast effect
  - c) **Stereotyping**

32. Which dimension of Big 5 personality traits represents artistically sensitive, refined etc.
- a) **Culture**
  - b) Emotional stability
  - c) Conscientiousness
33. Experiments performed by Ivan Pavlov led to what theory?
- a) **classical conditioning**
  - b) operant conditioning
  - c) social learning
34. In attribution theory, what is distinctiveness?
- a) **whether an individual displays consistent behaviour in different situations**
  - b) whether an individual displays different behaviour in different situations
  - c) whether an individual displays consistent behaviour in similar situations
35. Basis of "Collegial Model of OB is
- a) Power
  - b) Leadership
  - c) **Partnership**
36. Employees needs met by Supportive Model is
- a) Subsistence
  - b) Security
  - c) **Status and Recognition**
37. Some people strongly believe that each person have control of his own life. This is
- a) extroversion
  - b) external locus of control
  - c) **internal locus of control**
38. \_\_\_\_\_ indicates the level of uncertainty that people can tolerate to work efficiently without experiencing undue stress
- a) Workaholism
  - b) Authoritarianism
  - c) **Tolerance for ambiguity**
39. \_\_\_\_\_ persons are easy going people and do not feel time urgency
- a) Authoritarianism
  - b) **Dogmatism**
  - c) Type A

40. According to \_\_\_\_\_ employees love work as play or rest
- a) X theory
  - b) Y theory**
  - c) Z theory
41. Beliefs, attitudes, traditions and expectations which are shared by group members is called
- a) Group norms**
  - b) Group communication
  - c) Group cohesiveness
42. \_\_\_\_\_ leader is self-confident and can attract followers by his great influence
- a) Charismatic**
  - b) Autocratic
  - c) Laissez-faire
43. Path-goal model of Leadership was introduced by
- a) Martin Evans & Robert House**
  - b) Fred Fielder
  - c) Cameron
44. Which of the following is/are the key features of organization
- a) Social invention
  - b) Group efforts
  - c) Both A and B**
45. Organization Behavior is
- a) An interdisciplinary approach
  - b) A humanistic approach
  - c) Both A and B**
46. Behaviour, power, and conflict are central areas of study for \_\_\_\_\_.
- a) sociologist**
  - b) Anthropologists
  - c) social psychologists
47. Mr. Manoj, Manager ABC Company found that skills of workers and machinery used by them as compared to the competitors in the market are obsolete within a year, which type of challenge ABC Company is facing?
- a) High Quality and Low Quality
  - b) Globalization and Culture
  - c) Rapid Pace of Change**

48. Which of the following is an environmental force that shapes personality?
- Gender
  - Height
  - Experience**
49. The subject of organizational culture has been most influenced by which behavioural science discipline?
- Anthropology**
  - Psychology
  - social psychology
50. What role did the meat play in Pavlov's experiment with dogs?
- an unconditioned response
  - an unconditioned stimulus**
  - a conditioned response
51. Who said "Give me a child at birth and I can make him into anything you want"?
- B.F. Skinner**
  - Ivan Pavlov
  - Sigmund Freud
52. \_\_\_\_\_ are those factors that exist in the environment as perceived by the individual
- Physiological drive
  - psychological drive
  - Cue stimuli**
53. Managerial orientation of "Autocratic Model" of OB is
- Authority**
  - Money
  - Support
54. \_\_\_\_\_ is an attitude that reflects the extent to which an individual is gratified or fulfilled by his work
- Motivation
  - Job satisfaction**
  - Contribution
55. In Two Factor theory, "Salary" coming under \_\_\_\_\_
- Satisfiers
  - Maintenance factors**
  - Both of these

56. Who developed Equity theory of motivation?
- a) Porter Lawler
  - b) Vroom
  - c) **Stacy Adams**
57. The concept of Work- Week is related with
- a) Quality of Work life
  - b) Quality Circle
  - c) **Alternative Work schedule**
58. Thematic Apperception Test (TAT) is designed to understand
- a) Perception of individual
  - b) **Personality of individual**
  - c) Learning of individual
59. Which of the following is / are method of managing stress
- a) Job relocation
  - b) Career counselling
  - c) **Both A and B**
60. When a bank robber points a gun at a bank employee, his base of power is:
- a) **Coercive**
  - b) Punitive
  - c) Positional
61. According to management guru Tom Peters, almost all quality improvement comes from of design, manufacturing, layout, processes, and procedures.
- a) Stratification
  - b) Integration
  - c) **simplification**
62. Select the correct hierarchical order of qualities of an individual
- a) Ability-Skills- Aptitude- Competency
  - b) **Aptitude-Ability- Skills- Competency**
  - c) Skills- Aptitude- Competency- Ability
63. Under Herzberg's theory, factors causing dissatisfaction is called
- a) Demotivators
  - b) Negative stimuli
  - c) **Hygiene factors**



64. Which one is not a Process Based Theory of motivation?
- a) Porter Lawler theory
  - b) Mc Clelland's theory**
  - c) Stacy Adams theory
65. \_\_\_\_\_ refers to the basic changes in the content and responsibilities of job so as to satisfy higher motivational needs
- a) Job enrichment**
  - b) Job enlargement
  - c) Work relocation
66. When a group gives some of its leadership positions to the members of other group, it is
- a) Contracting
  - b) Co-opting**
  - c) Coalition
67. Which of the following is / are not a method of managing stress
- a) Role Analysis techniques (RAT)
  - b) Supervisor training**
  - c) Rorschach test
68. Which of the following theory is proposed by Clayton Alderfer?
- a) Theory X and Theory Y
  - b) Hierarchy of Needs
  - c) ERG Theory**
69. In which stage of the conflict process does conflict become visible?
- a) Illumination
  - b) Cognition
  - c) Behaviour**
70. Your boss never gives you the benefit of the doubt. When you were late back from lunch, he assumed that you had simply taken too much time. He never considered that the elevators were out and you had to walk up 10 flights of stairs. Your boss is guilty of \_\_\_\_\_.
- a) Self-serving bias
  - b) Selective perception
  - c) Fundamental attribution error**
71. Job appraisal is the part of \_\_\_\_\_
- a) Political science
  - b) Anthropology
  - c) Psychology**

72. \_\_\_\_\_ is the tendency of individual, which directs them to be inward and process ideas and thought within themselves
- a) extroversion
  - b) Introversion**
  - c) internal locus of control
73. Hygiene factors are
- a) Satisfiers
  - b) Maintenance factors**
  - c) Defectors
74. While managing political behaviours in organization, the manager requires discouraging:
- a) Dialogue
  - b) Relationships
  - c) Self interest**
75. Today's managers understand that the success of any effort at improving quality and productivity must include.
- a) process reengineering
  - b) quality management programs
  - c) employees**
76. Suspending an employee for dishonest behaviour is an example of which method of shaping behaviour?
- a) reaction
  - b) negative reinforcement
  - c) punishment**
77. S-O- B-A Model combines the S-R Model and
- a) Stimuli
  - b) Response
  - c) Human being**
78. Least Preferred Co-worker (LPC) model of leadership was developed by
- a) Martin Evans
  - b) Robert House
  - c) Fred Fielder**
79. Which of the following is / are included as structure of human mind
- a) Id
  - b) Super ego
  - c) All the above**

80. Which of the following methods is/are used to solve intergroup conflicts indirectly
- a) **Avoidance**
  - b) Encouragement
  - c) Bargaining
81. According to Robert Katz, when managers have the mental ability to analyze and diagnose complex situations, they possess \_\_\_\_\_ skills.
- a) Technical
  - b) Leadership
  - c) **Conceptual**
82. People with which type of personality trait commonly make poor decisions because they make them too fast?
- a) **Type As**
  - b) Type Bs
  - c) Extroverts
83. Which of the following is one of the relationships proposed in expectancy theory?
- a) Reward-satisfaction relationship
  - b) Satisfaction-performance relationship
  - c) **Rewards-personal goals relationship**
84. A threatened strike action by a labour union to force the management to accept their demands is an example of which of the following power?
- a) Referent power
  - b) **Coercive power**
  - c) Reward power
85. Most valuable asset in an organization is
- a) technology
  - b) Cash and bank balances
  - c) **Human being**
86. Which of the following is not an attribute of psychological individual difference?
- a) Motivation
  - b) Learning
  - c) **Complexion**
87. Sociable, talkative, assertive etc. are features of
- a) introversion
  - b) agreeableness
  - c) **extroversion**

88. ERG theory of motivation was proposed by
- Mc Gregor
  - F. Herzberg
  - Alderfer**
89. \_\_\_\_\_ is an attempt through a formal program to integrate employees' needs and wellbeing with the intention of improved productivity, better involvement and satisfaction
- Quality of Work life**
  - Quality Circle
  - Alternative Work schedule
90. A technique to bring changes in the entire organization, rather than focusing attention on individuals to bring changes easily.
- Organizational development**
  - Organizational culture
  - Organizational conflicts
91. Z theory is a Japanese approach of motivation developed by
- Mc Clelland
  - William Ouchi**
  - Mc Gregor
92. Grid Organisation Development was developed by
- Blake and Mounton**
  - F W Taylor
  - Max weber
93. \_\_\_\_\_ represent noblest thoughts, ideals etc.
- Ego
  - Super ego**
  - Negative ego
94. Which of the following is/are OD intervention techniques
- Sensitivity training
  - Quality of work life
  - Both A and B**
95. What sort of goals does Management By Objectives (MBO) emphasize?
- Tangible, verifiable and measurable**
  - Achievable, controllable and profitable
  - Challenging, emotional and constructive

96. "I will never do business with them again" is \_\_\_\_\_ components of attitude.
- a) Affective component
  - b) Cognitive component
  - c) **Intentional component**
97. Under ERG theory, "R" stands for \_\_\_\_\_
- a) Responsibility
  - b) Remuneration
  - c) **Relatedness**
98. \_\_\_\_\_ theory believes that employees dislike work
- a) **X theory**
  - b) Y theory
  - c) Z theory
99. under sensitivity training, the preferable T- group members is
- a) 25 to 50
  - b) **10 to 20**
  - c) 5 to 10
100. What does consensus refer to in attribution theory?
- a) There is general agreement about a perception.
  - b) Different people respond the same way in the same situation.
  - c) **There is general agreement about how people desire to respond to the same situation.**