

Multiple Choice Questions

Chapter 1 Fundamentals of Organisational Behaviour

1. OB is the study of _____ in the organisation

- a. Human
- b. Employer
- c. Human Behaviour
- d. Employees

Answer: c. Human Behaviour

2. Now a days a lot of stress is being put on the _____ of the employee in the organisation

- a. Character
- b. improvement
- c. Behaviour
- d. Rewards

Answer: c Behaviour

3. OB focuses at 3 Levels-

- a. Individuals, Organisation, Society
- b. Society, Organisation, Nation
- c. Employee, Employer, Management
- d. Individual, Groups, Organisation.

Answer: d. Individual, Groups, Organisation.

4. Scope of OB does not include

- a. Leadership
- b. Perception
- c. Job Design
- d. Technology

Answer: d. Technology

5. High rate of _____ increase cost and tend to place less experienced employee in job

- a. Training
- b. Absenteeism
- c. Employee Turnover
- d. Strikes

Answer: c. Employee Turnover

6. Job Satisfaction has _____ related to Absenteeism and Turnover

- a. Positively b. Negatively c. directly d. Elastically

Answer: b. Negatively

7. _____ advocated that humans are essentially motivated by levels of needs

- a. A. Maslow B.Follet c. Elton mayo d. Ivon Pavlov

Answer: a. Maslow

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

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

Answer: c. ever changing

9) _____ and fringe benefits are no longer employees first priority

- a) Wages b) bonus c) rewards d) promotions

Answer: a Wages

10) A manager with good _____ can make the work place more pleasant

- a) Communication b) knowledge c) experience d) Interpersonal Skills

Answer: d. Interpersonal Skills

11) _____ is called as father of scientific management

- a) Elton Mayo b) Hendry Fayol c) F.W.Taylor d) Robert Owen

Answer: c. F.W. Taylor

12) The book “The Psychology of management” was published by

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

Answer: a. William Gilbreth

13) _____ is recognised as father of “Human relations”

- a) William Gilbreth b) Hendry Fayol c) F.W.Taylor d) Elton Mayo

Answer: d. Elton Mayo

14) The Hawthome experiment was conducted by

a) William Gilbreth

b) Hendry Fayol

c) F.W.Taylor

d) Elton Mayo

Answer: d) Elton Mayo

15) The most significant management skills are

a) Technical, Human and Conceptual
Conceptual

b) Technical, behavioural and

c) Systematic, Human and Conceptual

d) Technical, Human and cognitive

Answer: a) Technical, Human and Conceptual

16) The 3 Theoretical Framework of OB are

a) Cognitive, Social and Technical

b) Cognitive, Behaviouristic, Social

c) Leadership, attribution, motivation
motivation

d) attribution, Perception and

Answer: b Cognitive, Behaviouristic, Social

17) _____ explains internal processes of choice among different behaviours

a) Equity Theory

b) Expectancy theory

c) Goal attain theory

d) Goal setting Theory

Answer: b. Expectancy theory

18) _____ 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: a. Equity Theory

19) _____ focuses on how to set goals for people to reach

a) Equity Theory

b) Expectancy theory

c) Goal attain theory

d) Goal setting Theory

Answer: d) Goal setting Theory

20) Concerning organizational cultures,

a. a strong culture is a more productive environment

b. a weak culture is a more productive environment

c. the specific culture that contributes to positive effectiveness is well known

d. the stronger the culture, the more influential it is on employee behavior

Answer: d. the stronger the culture, the more influential it is on employee behavior

21) Shared organizational values are

- a. unconscious, affective desires or wants that guide society's behavior
- b. influenced by international values
- c. different for the various components of a diverse work force
- d. a myth

Answer: c. different for the various components of a diverse work force

22) Which of the following best explains why an employee behaves as s/he does?

- a. The environment is the most important consideration in understanding individual employee behavior.
- b. Both the environment and individual differences are important considerations in understanding individual employee behavior.
- c. Neither the environment nor individual differences are important considerations in understanding individual employee behavior.
- d. Employee personality and attitudes are primarily dictated by the environment.

Answer: b. both the environment and individual differences are important considerations in understanding individual employee behavior.

23) 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

Answer: c. Physiological-safety-social-esteem-self-actualization

24) A lack of clarity concerning what will happen is referred to as

- a. temporal
- b. predisposition
- c. uncertainty
- d. negation

Answer: c. uncertainty

25) Employees with relatively weak higher- order needs are _____ concerned with variety and autonomy.

- a. less
- b. more
- c. very
- d. extremely

Answer: a. less

26) Which of the following is a strategy of job design that increases job depth by meeting employee's needs for psychological growth?

- a. Job rotation
- b. Job enrichment
- c. Job enlargement
- d. Job engagement

Answer: b. Job enrichment

27) What is the key word in understanding organization structure?

- a. Control b. Change c. Process d. Delegation

Answer: a. Control

28) Organization structures

- a. affect group behavior more than individual behavior
- b. change rapidly to meet environmental and market changes
- c. contribute positively to organizational performance
- d. can be defined simply as activities that occur regularly

Answer: d. can be defined simply as activities that occur regularly

29) Groups created by managerial decision in order to accomplish stated goals of the organization are called

- a. formal groups b. informal groups c. task groups d. interest groups

Answer: a. formal groups

30) Continued membership in a group will usually require

- a. supporting the group leader
- b. conforming to group norms
- c. encouraging cohesiveness in the group
- d. developing a status system

Answer: b. conforming to group norms

31) The definition of communication implies that

- a. communication is mostly verbal
- b. communication is mostly written
- c. most communication is in a vertical direction
- d. understanding must occur to have communication

Answer: d. understanding must occur to have communication

32) The Least used communication channel in an organization is usually

- a. upward b. downward c. diagonal d. Horizontal

Answer: d. horizontal

33) _____ means the mental action or process of acquiring knowledge and understanding through thought, experience, and the senses.

- a) Learning b) development c) Cognition d) Training

Answer: c) Cognition

34) _____ framework is based on the concept of Expectancy, demand and Intention of the human being.

- a) Behaviouristic b) Expectancy
c) Cognitive d) Social learning

Answer: c) Cognitive

35) According to Edward Tolman, _____ consists of the expectancy that a particular event will lead to a particular consequence.

- a) Eventual b) Behaviour c) Learning d) Attitude

Answer: c) Learning

36) Every individual sets his goal and he also knows the _____ which will take him to achieve the goal.

- a) Process b) Behaviour c) Event d) way

Answer: b) Behaviour

37) _____ insist that it is advisable and fruitful to study the behaviour of the human being which is visible rather than studying the mind which is elusive in nature.

- a) Ivan Pavlov and Jon B. Watson b) Ivan Pavlov
c) Jon B. Watson d) Ivan Pavlov and A. Maslow

Answer: a) Ivan Pavlov and Jon B. Watson

38) _____ is the force of action or motivation.

- a) Behaviour b) Stimulus
c) Perception d) Attitude

Answer: b) Stimulus

39) _____ is the behaviour for a stimulus.

- a) Stimulus b) response
c) Perception d) Attitude

40) Behavioural framework based on _____ behaviour and _____ environmental variables.

- a) Observable ---- Non Observable b) Observable ---- Observable
c) Non Observable ---- Observable d) Non observable ---- Non Observable

Answer: b) Observable ---- Observable

41) Human can project ____ behaviour for ____ stimulus and he exhibit a response depending on environmental consequences.

- a) Different----- different b) same-----same
c) Same-----different d) different----- same

Answer: d) different----- same

42) As per _____ Behaviour is not the outcome of stimulus alone, but it is an outcome which also depends on contingent environmental consequences of a behaviour

- a) Behaviouristic Framework b) Cognitive Framework
c) Sinner Framework d) Behaviour Theory

Answer: a) Behaviouristic Framework

43) The social cognitive theory states that the person and the external situations are _____ with each other along with the behaviour itself to determine the behaviour.

- a) related b) linked
c) Interdependence d) combined

Answer: c) interdependence

44) _____ states that along with cognitive and external situation the experiences faced through relevant past events determines what a person becomes and this will create an impact in subsequent behaviour.

- a) Behaviouristic Framework b) Cognitive Framework
c) Social Cognitive Framework d) Social Framework

Answer: c) Social Cognitive Framework

45) _____ developed social learning theory into the more comprehensive social cognitive theory (SCT).

- a) Bandura b) Luthans c) Sinner d) I Pavlo

Answer: a) Bandura

46) ____ have translated this SCT into the theoretical framework for organizational behavior.

- a) Stajkovic and Luthans
- b) Stajkovic and Sinner
- c) Sinner and Luthans
- d) Stajkovic and Pavlo

Answer: a) Stajkovic and Luthans

47) Bandura identified ____ basic human capabilities as a part of SCT.

- a) 4
- b) 3
- c) 5
- d) 6

Answer: c) 5

48) People process visual experiences into cognitive models. They help in future action is

- a) Symbolizing
- b) Forethought
- c) Observational
- d) Self Answer : regulatory

Answer: a) Symbolizing

49) Employees plan their actions is called as

- a) Symbolizing:
- b) Forethought
- c) Observational
- d) Self-regulatory

Answer: b) Forethought

50) Employees learn by observing the performance of the referent group (peers, supervisors and high performers) and the consequences of their actions is referred as.

- a) Symbolizing:
- b) Forethought
- c) Observational
- d) Self-regulatory

Answer: c) Observational

51) Employees self regulate their actions by setting internal standards

- a) Self-reflective
- b) Forethought
- c) Observational
- d) Self regulatory

Answer d) Self-regulatory

52) Employees reflect back on their actions (how did I do?) and perceptually determine how they believe then can successfully accomplish the task in the future given the context

- a) self- reflective
- b) Forethought
- c) Observational
- d) Self-regulatory

Answer a) self-reflective

53) OB Helps to understand behaviour of human in _____.

- a) work place and Society b) work place only
- b) Society only d) Department only

Answer: b) work place only

54) OB does Not contributed to improve

- a) Motivation c) Efficiency
- c) interpersonal relations. d) Communication

Answer c) interpersonal relations

55) Common uniform, canteen, office does not mean common treatment is limitation of

- a) Organizational Cultural b) Organizational Structure
- b) Organizational Behaviour d) Organisational Value

Answer: b) Organizational Behaviour

56) Due to emphasis on productivity & efficiency employee are not allowed work with harmony with one another is a limitation of

- a) Organizational Cultural b) Organizational Structure
- b) Organizational Behaviour d) Organisational Value

Answer: b) Organizational Behaviour

57) If modern day managers donot positively address and manage work force diversity of the following may become negative outcomes for an organisation except

- a) more difficult communication b) Increased creativity and innovation
- c) more interpersonal conflicts d) potential for higher employee turnover

Answer: b) Increased creativity and innovation

58) The structure of an OB model includes 3 levels of analysis individual, group and organizational systems. Issues that influence all 3 levels in various ways and thus affect behavioural dynamics are

- a) change and stress b) Organisational culture and commitment

- c) Power and politics d) work design and technology

Answer: a) change and stress

59) 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
- d) Facilitating the improvement of quality and employee productivity

Answer: a) reinforcing the importance of traditional methods of management

60) A program that asks managers to reconsider how work would be done and the organisation structured if they were starting to develop the company from the beginning is

- a) Reengineering b) MBO c) TQM d) Diversity training

Answer: a) reengineering

61) Which of the following is not a contributing discipline of OB

- a) Anthropology b) Psychology c) physiology d) sociology

Answer: c) physiology

62) _____ is a Study of individual Behaviour

- a) Anthropology b) Psychology c) political science d) sociology

Answer: b) Psychology

63) _____ is a Study of Group Behaviour

- a) Anthropology b) Psychology c) physiology d) sociology

Answer: d) sociology

64) _____ is a Study of man, his work and Culture

- a) Anthropology b) Psychology c) Social psychology d) sociology

Answer: a) Anthropology

65) _____ focuses on the influence of people on one another

- a) Anthropology b) Psychology c) Social psychology d) sociology

Answer: c) Social psychology

True or False:

1) OB is multidisciplinary a) True b) False

Answer: a) True

2) OB fails to recognize Dynamic nature of Organisation

a) True b) False

Answer: b) False

3) OB assumes that there is no one best approach

a) True b) False

Answer: a) True

4) Quality of the employee's job supportiveness to their work environments are far more important for the employees

a) True b) False

Answer: a) True

5) Managers good people skill is not the need of the globalised Competitive market

a) True b) False

Answer: b) False

6) People learn by observing others, with the environment, behaviour and cognition

a) True b) False

Answer: a) True

7) OB is one of the many systems operating within a large social system

a) True b) False

Answer: a) True

8) Leadership and Job design is not a scope of OB

a) True b) False

Answer: b) False

9) Organisation Design is also a scope of OB

- a) True b) False

Answer: a) True

10) OB helps in improve marketing Process by understanding consumer Behaviour

- a) True b) False

Answer: a) True

11) The cognitive frame work is useful in analysing perception, personality, motivation, decision making of human in the organisation.

- a) True b) False

Answer: a) True

12) Behavioural framework based on non observable behavior and observable environmental variables.

- a) True b) False

Answer: b) False

13) The person and the environmental situation do not function as independent units but, in conjunction with behavior itself, reciprocally interact to determine behavior.

- a) True b) False

Answer: a) True

14) Social cognitive theory (SCT) was developed by Stajkovic

- a) True b) False

Answer: b) False

15) People don't learn by observing from others

- a) True b) False

Answer: b) False

16) OB cannot Abolish Conflict and frustration but can only reduce them.

- a) True b) false

Answer: a) True

17) OB helps to increase efficiency and productivity

- a) True b) false

Answer: a) True

18) OB is a way to improve but not an absolute answer to problems.

- a) True b) false

Answer: a) True

19) Environmental Factors is not a part of foundation of individual Behaviour

- a) True b) False

Answer: b) False

20) OB is useful in maintaining good industrial Relations

- a) true b) false

Answer: a) True

Unit 2 Individual Process and Behavior:

1) The job satisfaction of an employee is depend on the

- a) behaviour b) attitude
- c) personality d) employer

Answer: b) attitude

2) Success of each organization is depending upon the performance of

- a) employer b) management
- c) vendor d) employee

Answer: d) employee

3) A satisfied employee will be a

- a) motivator to others b) manager c) High performer d) Team Leader

Answer: c) High performer

4) _____ is not a capability of an employee having Positive attitude

- a) Focus b) creativity c) Pessimism d) Confidence

Answer: c) Pessimism

5) 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

Answer: a) Promotion

6) Belief, opinion, knowledge, emotions feelings intention are the components of

- a) OB b) Job satisfaction c) Attitude d) Personality

Answer: c) Attitude

7) Components of Attitude can majorly be segregated in to _____ types

- a) 7 b) 4 c) 3 d) 6

Answer: c) 3

8) The attitude based on Beliefs, opinion, Knowledge, or information about the particular event which the employee possesses is under _____ component of Attitude

- a) Behavioral b) Cognitive c) Affective d) Positive

Answer: b) Cognitive

9) The attitude based on the concept that “every individual will have an Intention to react in a certain way toward something is “under _____ component of Attitude.

- a) Behavioral b) Cognitive c) Affective d) Positive

Answer: a) Behavioral

10) The attitude based on Feelings, sentiments and emotions of any person is under _____ component of Attitude.

- a) Behavioral b) Cognitive c) Affective d) Positive

Answer: c) Affective

11) _____ is the only component of attitude which is visible and can be observed directly.

- a) Behavioral b) Cognitive c) Affective d) Positive

Answer: a) Behavioral

12) The statement “My friends are good” is an example of _____ component of attitude

- a) Behavioral b) Cognitive c) Affective d) Positive

Answer: b) Cognitive

13) The statement “I don’t feel comfortable in crowd” is an example of _____ component of attitude.

- a) Behavioral b) Cognitive c) Affective d) Positive

Answer: c) Affective

14) The statement “I am going to apologies for my mistake” is an example of _____ component of attitude.

- a) Behavioral b) Cognitive c) Affective d) Positive

Answer: a) Behavioral

15) _____ component of attitude is a result of family condition, childhood experiences etc...

- a) Behavioral b) Cognitive c) Affective d) Positive

Answer: c) Affective

- 16) Which is not a method used for changing the attitude of Employee
a) Use of fear b) Providing new information
c) Performance appraisal d) Giving Feedback

Answer: c) Performance appraisal

- 17) Among the following which is not a problem in changing the attitude of the employee
a) Insufficient Information b) Resistance by employee
c) Cognitive Dissonance d) Cognitive Dissonance

Answer: b) Resistance by employee

- 18) Motivation includes
a) Job enrichment b) Job rotation c) Job enlargement d) all of the above

Answer: d) all of the above

- 19) "The combination of characteristics or qualities that form an individual's distinctive character" is the definition of
a) Personality b) Motivation c) Attitude d) behaviour

Answer: a) Personality

- 20) The family condition and impact of the parents is the main base for the personality of a person. Later it might change by _____.
a) Thinking b) external influences c) own ability d) learning experiences

Answer: b) external influences

- 21) Every individual is _____ by their personality.
a) Intellectual b) Specific c) Unique d) systematic

Answer: c) Unique

- 22) Sometimes due to any hard situation _____ of an individual will change but will take a long time.
a) objective b) attitude c) motivation d) Personality

Answer: d) Personality

- 23) From the below which is not a outcome from person having good personality
a) Good Performer b) Good team player c) Lead a team well d) Make Profit

Answer: d) Make Profit

24) The five personality traits as per Big Five Personality Traits are

- a) Extroversion, Agreeableness, Conscientious, Emotional Stability, Openness to experience
- b) Extroversion, Agreeableness, Friendly, Emotional Stability, Openness to experience
- c) Extroversion, Agreeableness, Courage, Friendly, Openness to experience
- d) Extroversion, Agreeableness, Conscientious, Emotional Stability, Easy going

Answer: a) Extroversion, Agreeableness, Conscientious, Emotional Stability, Openness to experience

25) Outgoing, talkative, social are part of _____ Personality Trait as per big 5 personality trait

- a) Friendly
- b) Openness to experience
- c) Introversion
- d) Extroversion

Answer: d) Extroversion

26) Trust, nature, cooperative are part of _____ Personality Trait as per big 5 personality trait

- a) Agreeableness
- b) Emotional Stability
- c) Openness to experience
- d) Introversion

Answer: a) Agreeableness

27) Dependable, responsible are part of _____ Personality Trait as per big 5 personality trait

- a) Emotional Stability
- b) Conscientious
- c) Openness to experience
- d) Introversion

Answer: b) Conscientious

28) Relaxed and Secure are part of _____ Personality Trait as per big 5 personality trait

- a) Agreeableness
- b) Emotional Stability
- c) Openness to experience
- d) Introversion

Answer: b) Emotional Stability

29) Sensitive and intellectual are part of _____ Personality Trait as per big 5 personality trait

- a) Agreeableness
- b) Emotional Stability
- c) Openness to experience
- d) Introversion

Answer: c) Openness to experience

30) _____ are the theories which gives an Idea about what employees wants or needs and what are the key factors the managers can utilize to motivate the employees.

- a) Maslow theory
- b) Herzberg Theory
- c) Process Theory
- d) Content Theory

Answer: d) Content Theory

31) _____ theory states the ways or process by which the needs can be converted into behavior or performance.

- a) Maslow theory b) Expectancy Theory c) Process Theory d) Content Theory

Answer: c) Process Theory

32) Myers-Briggs Personality is called as

- a) MBIT b) MBET c) MBTI d) MIBT

Answer: c) MBTI

33) _____ are stimulated by events and people external to themselves. They show their feelings, learn by talking, and work well in groups.

- a) positive personalities b) Introverts c) Extroverts d) none of the above

Answer: c) Extroverts

34) _____ prefers private reflection, self-examination, and self-discovery. They hide their feelings, prefer to work alone, and learn by watching.

- a) Private personalities b) Introverts c) Extroverts d) none of the above

Answer: b) Introverts

35) MBTI test the personalities in _____ categories

- a) 3 b) 4 c) 5 d) 6

Answer: b) 4

36) As per MBTI _____ personality people like real-life examples, prefer practical exercises, and get the facts while possibly missing the main idea.

- a) Introversion b) Sensing c) intuition d) Thinking

Answer: b) Sensing

37) As per MBTI _____ personality people work based on hunches and feelings, use their imagination, and get the main idea while missing some of the facts.

- a) Introversion b) Sensing c) Intuition d) Thinking

Answer: c) Intuition

38) As per MBTI _____ personality people take a laid back, relaxed approach. They're flexible, open to change, and like to explore.

- a) Introversion b) Sensing c) Perceiving d) Thinking

Answer: c) Perceiving

39) MBTI stands for

- a) Myers- Briggs Test indicator b) Myers- Briggs Test investigator

c) Myers- Briggs Type indicator

d) Myers- Briggs Type investigator

Answer: c) Myers- Briggs Type indicator

40) Psychological process by which individuals organize and interpret their sensory impressions in order to give meaning to their environment is definition of

a) Attitude

b) thinking

c) Perception

d) Personality

Answer: c) Perception

41) A Process of receiving, selecting, organizing, interpreting, checking and reacting to sensory stimuli or data so as to form a meaningful and coherent picture of the world is

a) Attitude

b) thinking

c) Perception

d) Communication

Answer: c) Perception

42) The _____ theory states that human mind will receive or accept only those information which it feels that it is relevant.

a) Perception theory

b) Selective Perception

c) relevance Theory

d) none of the above

Answer: b) Selective Perception

43) _____ deals with how the social perceiver uses information to arrive at causal explanations for events.

a) Attribution theory

b) Social Perception Theory

c) Selective Perception

d) social Theory

Answer: a) Attribution theory

44) _____ is the sequence of psychological steps that a person uses to organize and interpret information from the outside world.

a) Perceptual process

b) Thinking process

c) Selection Process

d) Sequential theory

Answer: a) Perceptual process

45) Which of the following is not a step in perceptual Process?

a) Object

b) selection

c) Perception

d) Response

Answer: c) Perception

46) Putting people in to a convenient group on basis of some characteristics and make an assumption to perceive is called as

a) Stereotyping

b) Perception

c) Perceiving

d) Group perception

Answer: a) Stereotyping

47) Stereotyping generally affects the _____

a) Organization Structure b) Behavior c) Interpersonal Relations d) Communication

Answer: c) Interpersonal Relations

48) “Girls are not good at sports” is an example of
a) Perception b) Halo effect c) Stereotyping d) Individual Personality

Answer: c) Stereotyping

49) _____ is our perception of one personality trait influences how we view a person's entire personality.
a) Perception b) Halo effect c) Stereotyping d) Individual Personality

Answer: b) Halo effect

50) _____ is the process of stimulating people to actions to accomplish the goals.
a) Bonus b) Motivation c) Performance based Incentive d) Promotion

Answer: b) Motivation

51) _____ contains the theories which gives an Idea about what employees wants or needs.
a) Expectancy theory b) Maslow theory c) Process Theory d) Content Theory

Answer: d) Content Theory

52) Which of the following is not an example of Content Theory?
a) Maslow Theory b) Herzberg's Theory c) Expectancy theory d) Alderfer's ERG theory

Answer: c) Expectancy theory

53) _____ theory emphasis that, unsatisfied need can influence the behaviour satisfied one will not act as a motivator.
a) Maslow Theory b) Herzberg's Theory c) Expectancy theory d) Alderfer's ERG theory

Answer: a) Maslow Theory

54) Maslow says that Human beings are full of needs & wants. And these needs will lead to their?
a) Job b) Behavior c) Attitude d) Motivation

Answer: b) Behavior

55) The person will try for the complex level need when his _____ is satisfied.
a) Basic need b) family c) Income d) Job

Answer: a) Basic need

56) In _____ the needs are arranged in an order as per their importance (basic to complex)
a) Maslow need Theory b) Herzberg theory c) Satisfaction theory d) Mayo theory

Answer: a) Maslow needs Theory

57) The individuality, humanness and mental health of the person will improve _____ the level of need he satisfied.
a) less than b) Greater than c) at Par with d) None of the above

Answer: c) at Par with

58) Salary, and basic working condition will come under _____ Needs
a) Safety b) Physiological need c) social need d) organizational

Answer: b) Physiological need

59) _____ need improves the confidence level of an employee when satisfied.
a) Social b) Safety c) Basic d) Esteem

Answer: d) Esteem

60) Which of the following is not a part of hygiene factor of two factor theory
a) Company policy b) Administration c) responsibilities d) Interpersonal Relations

Answer: c) responsibilities

61) Responsibility, Advancement etc are example of
a) Motivators b) hygiene factors c) improvement factors d) advance factors

Answer: a) Motivators

62) The higher order needs specified by Maslow is considered as _____ as per Herzberg.
a) Motivators b) hygiene factors c) improvement factors d) advance factors

Answer: a) Motivators

63) Expectancy theory is a theory comes under _____ theory
a) Process b) Content c) Attribution d) perception

Answer: a) Process

True of false

1) Insufficient Information about employee is problem faced in changing the attitude of employee

- a) True b) false

Answer: a) True

2) Positive working condition is one of the methods used for changing the attitude of the employee

- a) True b) False

Answer: a) True

3) Cognitive component of attitude comes from Internal environment.

- a) True b) False

Answer: b) False

4) Affective component of attitude comes from Internal environment.

- a) True b) False

Answer: a) True

5) Personality of a person is inclusive of both internal and external Elements

- a) True b) false

Answer: a) True

6) In general the personality of a person will change often

- a) True b) False

Answer: b) False

7) It is very easy to find two individual with same personality

- a) true b) False

Answer: b) False

8) The people with judging personality are purposeful, and they like structure, plans, rules.

- a) True b) False

Answer: a) True

9) MBTI states that if you're a person who relies on feelings, this means that you can't use objective data to make decisions.

- a) True b) False

Answer: b) False

10) Behavior is base for the Perception.

- a) True b) False

Answer: b) False

11) An individual does things based on how he experiences the world where he survives.

- a) True b) False

Answer: a) True

12) OB states that humans will act based on the beliefs they have, even if the beliefs are false.

- a) True b) False

Answer: a) True

13) Selective perception is the tendency of people to perceive what they expect to perceive.

- a) True b) False

Answer: a) True

14) Social perception gives individuals tools to recognize how the personal lives affect the social life

- a) True b) False

Answer: b) False

15) Perceptual Process has 6 Major steps

- a) True b) False

Answer: a) True

16) Stereotyping enables the perceiver to simplify the complexity of perceived world.

- a) True b) False

Answer: a) True

17) The result obtained through Stereotyping is usually same with actual

- a) True b) False

Answer: b) False

18) The halo effect is a type of cognitive bias

a) True

b) False

Answer: a) True

19) Stereotyping is a type of personality

a) True

b) False

Answer: b) False

20) It is the driven force which will initiate the employee to work up to their efficient level.

a) True

b) False

Answer: b) False

21) Hunger is a motivation that elicits a desire to eat

a) True

b) False

Answer: a) True

22) Motivation comes only from external forces

a) True

b) False

Answer: b) False

23) Process theory says " what are the key factors the managers can utilize to motivate the employees"

a) True

b) False

Answer: b) False

24) Need Hierarchy theory was developed by Abraham Harold Maslow

a) True

b) False

Answer: a) True

25) Physiological need is the less powerful need than self esteem need of a human being

a) True

b) False

Answer: b) False

26) The employee who is not satisfied with self esteem need will feel inferior and loss confidence

a) True

b) False

Answer: a) True

27) The lower order needs specified by Maslow is considered as motivators as per Herzberg

a) True

b) False

Answer: b) False

28) Maslow any need can be a motivator if it is satisfied. But Herzberg says that only higher order needs can be a motivator.

- a) True b) False

Answer: b) False

