

MULTIPLE CHOICE QUESTIONS

UNIT 1

- 1) Organisational behaviour is
 - a) A science
 - b) An art
 - ☒ c) A science as well as an art
 - d) None of the above
- 2) The field of organisational behaviour examines such questions as the nature of leadership, effective team development, _____ and _____.
 - ☒ a) Interpersonal conflict resolution; motivation of individuals
 - b) Organisational control; conflict management
 - c) Motivation of individuals; planning
 - d) Planning; development
- 3) The field of organisational behaviour is primarily concerned with
 - a) The behaviour of individual and groups.
 - b) How resources are effectively managed.
 - c) Control processes and interactions between organisations, external context.
 - ☒ d) Both a and c.
- 4) A study of the culture and practices in different societies is called
 - a) Personality
 - ☒ b) Anthropology
 - c) Perception
 - d) Attitudes
- 5) The study of organisation behaviour has certain basic assumptions. They are
 - a) An industrial enterprise is an organisation 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 of the above.
- 6) Organisational behaviour 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
- 7) Which of the following represents 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
 - d) None of these
- 8) Forces affecting organisational behaviour are
 - a) People
 - b) Environment
 - c) Technology
 - ☒ d) All of the above
- 9) In present context, challenges for OB are
 - a) Employee expectation
 - b) Workforce diversity
 - c) Globalisation
 - ☒ d) All of the above
- 10) Which of the following frameworks is used in the development of the overall model of OB
 - a) The cognitive framework
 - b) The behaviouristic framework
 - c) The social learning framework
 - ☒ d) All of the above
- 11) 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
- 12) Which of the following forms the basis for the autocratic model of OB
 - a) Obedience
 - b) Authority
 - ☒ c) Power
 - d) Dependence on boss
- 13) _____ is a behavioural science which studies behaviour of human beings in specific conditions and predicts how the individual will react in such conditions.
 - ☒ a) Psychology
 - b) Economics
 - c) Anthropology
 - d) Sociology
- 14) Factors responsible for individual's behaviour are
 - a) Psychological structure
 - b) Interpersonal orientation
 - c) Social and personal factors
 - ☒ d) All of these

Multiple Choice Question

- 15) Edward Tolman is related to
 a) Behaviourist Framework
☒ b) Cognitive approach
 c) Social Cognitive Framework
 d) None of these
- 16) Which one of the following is the definition given by **Fred Luthans**
☒ a) "Organisational behaviour is to understand, predicting & controlling human behaviour at work".
 b) "Organisational behaviour is subset of management activities concerned to human behaviour".
 c) "Organisational behaviour is a branch of social sciences that seeks to build theories".
 d) "Organisational behaviour is a field of study that investigates the impact on behaviour".
- 17) Which of the following is not correct for the organisational behaviour?
 a) Organisational behaviour is an integral part of management
☒ b) Organisational behaviour is a disciplinary approach
 c) Organisational behaviour helps in analysis of behaviour
 d) Organisational behaviour is goal-oriented
- 18) _____ is known as "Father of Personnel Management".
 a) Andrew Ure
☒ c) Robert Owen
 b) J.N. Tata
 d) None of these
- 19) Which of the following is not the basic human capability according to Bandura's Social Cognitive Theory (SCT)?
☒ a) Complex behaviour
 c) Observational
 b) Anticipation
 d) Self-Controlling
- 20) Hawthorne Studies is related to which stage of the organisational behaviour evolution
 a) Industrial revolution
 b) Scientific management
 c) Organisational behaviour
☒ d) Human relations movement
- 21) Contribution/s of human relations movement is/are
 a) Great Depression
 c) Hawthorne Studies
 b) Labour Movement
☒ d) All of these
- 22) Meso organisation behaviour is related with
☒ a) Individual behaviour
 b) Group behaviour
 c) Organisational behaviour
 d) None of these
- 23) "Leadership motivates the people to work and not the power of money", this concept is related to
☒ a) Autocratic model
 b) Custodial model
 c) Supportive Model
 d) Collegial Model
- 24) _____ embodies a team concept, is based on the principle of mutual contribution by employer and employees
 a) Autocratic model
 c) Supportive Model
 b) Custodial model
☒ d) Collegial Model
- 25) The _____ is based on the environment. Though _____ like thinking, expectations and perception do exist, 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
- 26) Organisational behaviour is best defined as a field of study that investigates the impact that the following three components have upon behaviour in organisations:
☒ a) Individuals, teams, departments
 b) Individuals, groups, structure
 c) Groups, teams, systems
 d) Groups, teams, structure
- 27) Managerial orientation of "Supportive Model" of OB is _____.
 a) Authority
☒ c) Support
 b) Money
 d) Teamwork
- 28) The first level of analysis, called micro OB, studies _____.
 a) Group processes
 b) Macro processes
☒ c) Individual
 d) Organisational processes
- 29) The exaggerated emphasis on practice of organisational behaviour can lead to
 a) Positive results
 b) Favourable workplace behaviour
☒ c) Negative results
 d) None of these
- 30) For effective working of the organisation in the globalised business situations, the managers have to understand the _____.
☒ a) Local cultures
 b) Techniques of OB
 c) Social psychology
 d) Behaviourist framework

Answers:

- | | | | | |
|-------|-------|-------|-------|-------|
| 1) c | 2) a | 3) d | 4) b | 5) d |
| 6) d | 7) a | 8) d | 9) d | 10) d |
| 11) a | 12) c | 13) a | 14) d | 15) b |
| 16) a | 17) b | 18) c | 19) a | 20) d |
| 21) d | 22) b | 23) c | 24) d | 25) a |
| 26) b | 27) c | 28) c | 29) c | 30) a |

UNIT 2

- 1) When perception patterns occur repeatedly, there is a tendency to form a/an _____ about something or someone
 - a) Bias
 - b) Preconceived notion
 - ☒ c) Attitude
 - d) Stereotypical view
- 2) Components of attitude are
 - a) Cognitive
 - b) Affective
 - c) Behavioural
 - ☒ d) All of these
- 3) Managerial application of perception are
 - a) Interpersonal working relationship
 - b) Selection of employees
 - c) Performance appraisal
 - ☒ d) All of these
- 4) Two mechanisms by which the perception process takes place include internal processes and _____.
 - ☒ a) External influences
 - b) Central tendencies
 - c) Skill assessment
 - d) Process intensity
- 5) EIQ stands for _____.
 - ☒ a) Emotional Intelligence Quotient
 - b) Emotional Intellectual Quotient
 - c) Essential Intellectual Quotient
 - d) None of these
- 6) Emotional intelligence _____.
 - a) Improves relationships
 - b) Improves communication
 - c) Acts with integrity
 - ☒ d) All of these
- 7) A person who pauses to think about where he or she is headed in a career is likely which of the following personality types?
 - ☒ a) Type B personality
 - b) Machiavellian
 - c) Type A personality
 - d) External locus of control
- 8) Components of human attitude that reflect one's feeling of contentment, sadness, excitement, likes, dislikes, etc., are known as
 - ☒ a) Affective component
 - b) Cognitive component
 - c) Intentional component
 - d) None of these
- 9) External influences on perception include _____.
 - a) Size
 - b) Intensity
 - c) Frequency
 - ☒ d) All of these
- 10) Which of the following is a method of measuring attitude?
 - a) Opinion survey
 - b) Interview
 - c) Scaling techniques
 - ☒ d) All of the above
- 11) The manner in which a person understands someone or something is called
 - a) Attitude
 - b) Stimulus
 - c) Super ego
 - ☒ d) Perception
- 12) Anything that excites or arouses a person is called
 - ☒ a) Stimulus
 - b) Attitudes
 - c) Personality
 - d) None of these
- 13) A person's _____ comprises internal factors, such as ability, intelligence, and personality and will determine how an individual responds to certain stimuli.
 - a) Psychological threshold
 - ☒ b) Perceptual set
 - c) Sensory limit
 - d) Cognitive set
- 14) Which of the following will influence an individual's perceptions?
 - a) Previous experiences
 - b) Individual needs
 - c) Sensory limitations
 - ☒ d) All of the above
- 15) The process by which the perception of a person is formulated on the basis of a single favourable or unfavourable trait or impression, where other relevant characteristics of that person are dismissed is called
 - a) The angel effect
 - b) Clouded judgement
 - ☒ c) The halo effect
 - d) Stereotyping
- 16) _____ is an attitude reflects the extent to which an individual is gratified or fulfilled by his work.
 - a) Motivation
 - ☒ b) Job satisfaction
 - c) Contribution
 - d) Cognitive dissonance
- 17) _____ talks about participative management.
 - ☒ a) Theory Y
 - b) Management by objectives
 - c) Theory X
 - d) Hawthorne effect
- 18) In Vroom's Expectancy Theory, V stands for _____.
 - ☒ a) Valence
 - b) Velocity
 - c) Virtue
 - d) None of these

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

UNIT 3

- 1) Which among the following is the characteristic of cohesive group?
 - a) The number of members is small.
 - b) The group has a history of past success.
 - c) The members stand united against any perceived external threats to the group.
 - ☒ d) All of the above
- 2) Which of the following leadership behaviours are identified by the path-goal theory?
 - a) Supportive, employee oriented, laissez-faire and participative
 - b) Achievement oriented, supportive, humanistic and directive
 - ☒ c) Participative, achievement oriented, directive and supportive
 - d) Directive, participative, supportive, and laissez-faire
- 3) In which of the five stages of group development suggested by Tuckman and Jensen do groups build success in a cohesive and cooperative manner?
 - a) Forming
 - b) Storming
 - c) Norming
 - ☒ d) Performing
- 4) Which of the following are formal groups in organisations?
 - ☒ a) Command and task groups
 - b) Interest and task groups
 - c) Command and interest groups
 - d) Power and interest groups
- 5) Groups created by managerial decision in order to accomplish stated goals of the organisation are called
 - ☒ a) Formal groups
 - b) Informal groups
 - c) Task groups
 - d) Interest groups
- 6) Identify the false statement about informal groups.
 - ☒ a) They work against the interests of the organisation.
 - b) Membership is voluntary.
 - c) People find common ground.
 - d) They are not deliberately set-up.
- 7) Which of the following statements about leadership is false?
 - ☒ a) When people operate as leaders their role is always clearly established and defined
 - b) Not every leader is a manager
 - c) Leadership does not necessarily take place within a hierarchical structure of an organisation
 - d) All of the above
- 8) A free rein Leader is also known as a _____ leader.
 - ☒ a) Laissez faire
 - b) Autocratic
 - c) Democratic
 - d) None of these
- 9) The hallmark of leadership is
 - a) Achievement of goals of the organisation.
 - b) Settlement of disputes in the organisation
 - ☒ c) Capacity to influence others to follow.
 - d) Maintaining the core values of the organisation and its distinctive identity
- 10) In _____ leadership, there is a complete centralisation of authority in the leader.
 - a) Democratic
 - ☒ b) Autocratic
 - c) Free rein
 - d) Free Bureaucratic
- 11) _____ take on the responsibilities of their former supervisors.
 - a) Problem-solving teams
 - ☒ b) Self-managed teams
 - c) Cross-functional teams
 - d) Virtual teams
- 12) Least Preferred Co-worker (LPC) model of leadership was developed by _____.
 - a) Martin Evans
 - b) Robert House
 - ☒ c) Fred Fielder
 - d) Whetton
- 13) A transactional leader is one who _____.
 - a) Inspires people and has strong interactions with them.
 - ☒ b) Deals with people in order to get them to do things the leader wants.
 - c) Is the ideal form of leadership.
 - d) Works for long-term goals of the organisation.
- 14) For Fiedler, the context or leadership situation is defined by three contingency factors. One of these factors is:
 - ☒ a) Task structure
 - b) Referent power
 - c) Emotional intelligence
 - d) Available reward resources
- 15) If you want a leadership approach that focuses on the employee's readiness and willingness to perform as well as his ability to do what is expected, your best choice of leadership theory is:
 - a) Fiedler's LPC
 - b) Cognitive resource theory
 - c) Leader-member exchange theory
 - ☒ d) Blanchard and Hersey's situational leadership theory
- 16) According to which theory, leadership is multi-dimensional?
 - a) Behavioral theory
 - ☒ b) Situational theory
 - c) Trait theory
 - d) None of the above

- 17) Which one of the following is not correct for the group?
 a) Group have two or more persons
 b) A group has collective identity
 c) Group members have interaction
☒ d) None of these
- 18) _____ represents the clustering of individuals holding prevailing values in a society.
 a) Primary groups b) Secondary groups
 c) Out-groups ☒ d) In-groups
- 19) Family and peer group are the example of
☒ a) Primary groups b) Secondary groups
 c) Out-groups d) All of these
- 20) Which one is the correct sequence of the group formation?
☒ a) Forming → Storming → Norming → Performing → Adjourning
 b) Forming → Norming → Storming → Performing → Adjourning
 c) Forming → Norming → Performing → Storming → Adjourning
 d) Forming → Storming → Performing → Norming → Adjourning
- 21) Balance theory is given by
☒ a) Newcomb b) Horny
☒ c) Homan d) Scott
- 22) _____ popularised the term group dynamics.
 a) Stephen Robbins b) Horney
 c) Elton Mayo ☒ d) Kurt Lewin
- 23) Self-managed teams are also known as
☒ a) Autonomous work group
 b) Problem-solving teams
 c) Cross-functional teams
 d) Virtual teams
- 24) Which one of the following is the correct sequence for developing the work teams?
☒ a) Underdeveloped → Consolidating → Maturity → Experimental
 b) Underdeveloped → Consolidating → Experimental → Maturity
 c) Experimental → Consolidating → Maturity → Underdeveloped
 d) Experimental → Settlement → Underdeveloped → Consolidating → Maturity
- 25) Which of the following options can help in team building?
 a) Conducting alignment sessions
 b) Conducting process analysis sessions
 c) Use of ceremonies and rituals
☒ d) All of these
- 26) 1, 1 scale point of managerial grid is referred as _____
 a) Team ☒ b) Impoverished
 c) Middle Road d) Country Club
- 27) Believes, attitudes, traditions and expectations which are shared by group members is called _____.
☒ a) Group norms
 b) Group communication
 c) Group cohesiveness
 d) Group structure
- 28) Geographically Dispersed Teams (GDT) are also known as
☒ a) Virtual teams
 b) Cross-functional teams
 c) Self-managed teams
 d) All of these
- 29) Which of the following is the reason for people to join groups?
 a) Personal Attraction
 b) Power
 c) Status & Self-Esteem
☒ d) All of these
- 30) The four performance outcomes to attain team effectiveness are efficiency, quality, innovation/adaption, and _____.
☒ a) Employee satisfaction
 b) Team dynamics
 c) Team mission
 d) All of these
- 31) Decentralised authority is a feature of
☒ a) Autocratic leadership
☒ b) Participative leadership
 c) Team leadership
 d) Laissez faire leadership
- 32) Traits like scholarship, intelligence, consistency, activeness, social involvement, and socio-economic position have been identified by
 a) Sigmund Freud b) Kurt Lewin
 c) Ghiselli ☒ d) Ralph Stogdill
- 33) _____ leaders focus on the future and use their future vision to guide and direct the followers
 a) Autocratic b) Charismatic
☒ c) Visionary d) All of these
- 34) Sergey Brin founded Google alongwith
 a) Steve Wozniak ☒ b) Larry Page
 c) Mark Zuckerberg d) Steve Ballmer
- 35) Products introduced by Apple are
 a) ipod b) iphone
 c) ipad ☒ d) All of these

Answers:

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|-------|-------|-------|-------|-------|
| 1) d | 2) c | 3) d | 4) a | 5) a |
| 6) a | 7) a | 8) a | 9) c | 10) b |
| 11) b | 12) c | 13) b | 14) a | 15) d |
| 16) b | 17) d | 18) d | 19) a | 20) a |
| 21) a | 22) d | 23) a | 24) a | 25) d |
| 26) b | 27) a | 28) a | 29) d | 30) a |
| 31) b | 32) d | 33) c | 34) b | 35) d |

UNIT 4

- 1) Which of the following terms is best identified by stating it involves the firm's overall values, beliefs and behaviours
 - a) Artifacts
 - b) Assumptions
 - c) Mission statement
 - ☒ d) Corporate culture
- 2) Organisation is a _____
 - a) Open system
 - b) Social system
 - c) Socio-technical system
 - ☒ d) All of these
- 3) _____ system receives energy from the environment for producing outputs
 - ☒ a) Open
 - b) Closed
 - c) Social
 - d) Organisational
- 4) The position of an individual in a social system is depicted by his _____ which has its associated obligations, rights, responsibilities and power
 - a) Myths
 - b) Rituals
 - ☒ c) Role
 - d) Symbols
- 5) _____ act as reminders and triggers such as company's first product, awards gained in challenging competition, etc.
 - a) Rituals
 - ☒ b) Artefacts
 - c) Non-verbal language
 - d) Heroes
- 6) Approaches which influence behaviour by pressurising people to do things forcefully which they would not have done willingly come under _____ culture
 - ☒ a) Hard
 - b) Strong
 - c) Pressure
 - d) All of these
- 7) Organisational culture is based on
 - a) Values
 - b) Norms
 - c) Positive attitudes
 - ☒ d) All of these
- 8) The first step of changing the organisational culture is
 - a) Begin from Current Position
 - b) Inculcate Internal Expertise
 - ☒ c) Deciding the direction
 - d) None of these
- 9) When individuals and organisations try to utilise values in their work in a greater extent, it is termed as
 - a) Goal congruency
 - b) Alignment
 - ☒ c) Spirituality
 - d) Value-based culture
- 10) The reaction of an individual against the troubling factor of his surroundings is called
 - ☒ a) Stress
 - b) Fearlessness
 - c) Persistence
 - d) Spirituality
- 11) Organisational culture is viewed as _____ image by public.
 - ☒ a) Corporate
 - b) Social
 - c) Mental
 - d) Physical
- 12) _____ communicate organisational culture by unspoken messages.
 - ☒ a) Symbols
 - b) Stories
 - c) Heroes
 - d) Values
- 13) A general feeling of exhaustion that develops when an individual simultaneously experiences too much pressure and too few sources of satisfaction is
 - ☒ a) Burnout
 - b) Eustress
 - c) Acute Stress
 - d) Chronic stress
- 14) Examples of vertical organisational spirituality include:
 - a) Meditation time at the beginning of meetings
 - b) Appropriate accommodation of employee prayer practices
 - c) Openly asking questions
 - ☒ d) All of these
- 15) Strong culture has _____ level of behavioural control.
 - ☒ a) High
 - b) Low
 - c) Moderate
 - d) No effect
- 16) Ethical values in the organisation is/are product of
 - a) Societal ethics
 - b) Professional ethics
 - c) Individual ethics
 - ☒ d) All of these
- 17) Which one of the following is the correct sequence for creating organisational culture?
 - a) Establish Values → Create Vision → Initiate Implementation Strategies → Reinforce Cultural Behaviours
 - b) Creating Vision → Establishing Values → Operationalising Vision → Socialisation of Employees
 - c) Establishing Values → Creating Vision → Socialisation of Employees → Operationalising Values and Vision
 - d) Establishing Values → Operationalising Values and Vision → Creating Vision → Socialisation of Employees

- 18) Which one of the following is correct?
 a) Organisational culture can be organic, soft, and weak.
 b) Organisational culture can be participative, dominant, soft, and hard.
 c) Organisational culture can be soft, formal, and informal.
 ✓ d) All of these.
- 19) _____ resists change, because it can be strongly institutionalised in a system of statues and roles.
 ✓ a) Hard culture b) Weak culture
 c) Soft culture d) Formal culture
- 20) Which of the following is an individual strategy for stress management?
 a) Time Management b) Behaviour Control
 c) Counselling ✓ d) All of these
- 21) Which one is true for strong culture?
 a) It reduces level of commitment in the organisation makes the organisation culture weak.
 ✓ b) The core values are hold intensely and shared widely in the organisation.
 c) Employees do not have clear philosophy to conduct a business.
 d) Organisation has low level of behavioural control.
- 22) Which one is false for soft culture?
 a) Long-term time horizon.
 b) Bottom to top level decision-making process.
 c) Commitment and loyalty are the most reinforced qualities.
 ✓ d) The hierarchy followed for decision-making is fast and it is a top-down level process.
- 23) _____ tend to be organised in steep hierarchies which reflect major differences in status and power
 a) Weak culture b) Soft culture
 ✓ c) Formal culture d) Hard culture
- 24) Which one is not correct for the informal organisation?
 a) It is prominent.
 b) It values more egalitarian organisations with smaller differences in status and power.
 c) It refers to how things actually get done.
 d) It is visible and can be consciously observed and experienced by both culture group and non-culture group members.
- 25) Which one is not correct for the spiritual organisation?
 a) Strong sense of purpose
 b) Trust and respect
 c) Mechanistic work practices
 d) Toleration of employee expression
- 26) The people possessing _____ personality are prone to suffer from internal sources of stress due to the inbuilt traits of their personality
 a) Type A b) Type B
 c) Weak d) Soft
- 27) Which of the following reasons prevent the speedy acceptance of organisational changes?
 a) The culture is not clearly mentioned or written and is implicit.
 b) Culture is imbibed intensively in organisation's history.
 c) It governs the way decisions are taken.
 d) All of these.
- 28) All the activities performed in the organisations are controlled and influenced by psychological and social laws. This depicts organisation as a/an
 a) Open system b) Closed system
 c) Social system d) Influential system

Answers:

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|-------|-------|-------|-------|-------|
| 1) d | 2) d | 3) a | 4) c | 5) b |
| 6) a | 7) d | 8) c | 9) c | 10) a |
| 11) a | 12) a | 13) a | 14) d | 15) a |
| 16) d | 17) a | 18) d | 19) a | 20) d |
| 21) b | 22) d | 23) c | 24) d | 25) c |
| 26) a | 27) d | 28) c | | |

UNIT 5

- 1) The main reasons people resist organisational changes include all of the following, except _____.
 - a) Direct costs
 - b) Poor leadership
 - c) Breaking routines
 - d) Fear of the unknown
- 2) When people resist change because they fear what they want to hear and they ignore information that challenges those perceptions, they are resisting change because of which of the following:
 - a) Economic factors
 - b) Their fear of the unknown
 - c) Their security needs
 - d) Selective information processing
- 3) Types of Resistance of change are
 - a) Psychological
 - b) Sociological
 - c) Logical
 - d) All of these
- 4) Which of these is the highest priority and first strategy required for any organisational change?
 - a) Communication
 - b) Stress management
 - c) Negotiation
 - d) Learning
- 5) Force field analysis was proposed by
 - a) Y.L. Kunti
 - b) Krug Knell
 - c) Kurt Lewin
 - d) Frambovich
- 6) When organisational systems and structures are re-aligned with the desired behaviours, this is referred to as _____.
 - a) Unfreezing
 - b) Re-freezing
 - c) Resistance
 - d) Feedback
- 7) Which of the following is not involved in the Lewin's three step model
 - a) Unfreezing
 - b) Manipulation
 - c) Refreezing
 - d) Movement to change
- 8) Reasons for Resistance to change are
 - a) Economic
 - b) Personal
 - c) Social
 - d) All of these
- 9) The change process must begin by informing employees about _____.
 - a) Competitors
 - b) Changing consumer trends
 - c) Impending government regulations
 - d) All of the above
- 10) Which of the following methods for responding to resistance to change offers the advantages of building a commitment to the change and allowing valuable information to be obtained
 - a) Manipulation/co-operation
 - b) Negotiation/agreements
 - c) Facilitation/support
 - d) Involvement/participation
- 11) When an organisation attempts to eliminate resistance to change in the organisation by only letting out information very selectively, it is in essence practicing _____.
 - a) Manipulation
 - b) Coercion
 - c) Co-optation
 - d) Facilitation
- 12) Mary never fails to seek out the opinion and ideas of individuals at the organisation that she really has no need of obtaining an opinion from. Her method of responding to resistance to change is known as _____.
 - a) Manipulation
 - b) Co-optation
 - c) Negotiation
 - d) Facilitation
- 13) An important value in a learning organisation is collaboration and _____ across departmental boundaries.
 - a) Communication
 - b) Institution
 - c) Adaptation
 - d) Organisation
- 14) Seven stage model of change is given by ____
 - a) Krug Knell
 - b) Lewin
 - c) Frambovich
 - d) Edgar Huse
- 15) Kotter's eight step plan includes:
 - a) Establish a sense of urgency
 - b) Create the guiding coalition
 - c) Develop a vision and strategy
 - d) All of these
- 16) _____ is an ongoing process of evolution over time, during which many small changes occur routinely.
 - a) Incremental change
 - b) Planned change
 - c) Reactive change
 - d) Structural change
- 17) _____ refers to overall changes in the fundamental objectives or goals of the organisation
 - a) Structural change
 - b) Process-Oriented change
 - c) Incremental change
 - d) Strategic change
- 18) Environmental factors, new senior staff and union pressure can all be examples of what?
 - a) Force field analysis
 - b) Triggers for change
 - c) Naive approaches to change
 - d) The organisation as an iceberg
- 19) Which one is not the type of resistance to change?
 - a) Psychological resistance
 - b) Sociological resistance
 - c) Physical resistance
 - d) Logical resistance

- 20) Which one is the best suited for dealing with the group resistance?
- Timing of change
 - Manipulation and co-optation
 - Negotiation
 - Coercion
- 21) _____ is twisting and distorting facts to make them appear more attractive.
- Manipulation
 - Co-optation
 - Coercion
 - None of these
- 22) Correct sequence of seven stage model of change is
- Entry→Scouting
Diagnosis→Planning→Action→Stabilisation
and Evaluation→Termination →
 - Entry→ Diagnosis→Scouting →
Planning→Action→Stabilisation and
Evaluation→Termination
 - Scouting
→Entry→Diagnosis→Planning→Action→Stabi
lisation and Evaluation→Termination
 - Scouting →Entry→Diagnosis→ Action→
Planning→Stabilisation and
Evaluation→Termination
- 23) Taboos, tradition and change are the part of _____ challenges in managing change.
- Perceptual barriers
 - Emotional barriers
 - Cultural barriers
 - Environmental barriers
- 24) Which one of the following is not correct for the learning organisation?
- Constant readiness
 - Implementing the traditional pattern and policies
 - Action learning
 - All of these
- 25) Which one is the element of the learning organisation?
- Team-based structure, employee empowerment
 - Open information, team-based structure
 - Both 'a' and 'b'
 - None of these
- 26) Anxiety, inertia, cultures and contractual obligations can all contribute to what?
- Triggers for change
 - Resistance to change
 - Metaphors for the nature of organisation
 - Chaos theory
- 27) _____ helps in managing the transition of individuals, groups and entire organisation from one state to another.
- Resistance to change
 - Change management
 - Learning
 - None of these
- 28) Objectives of organisational change are
- Survival and Growth
 - Organisational Development
 - Mould and Modify the Behavioural Pattern
 - All of these
- 29) _____ involves major programmes which affect both the individuals and the groups.
- Individual level changes
 - Group Level Change
 - Both a & b
 - Organisational level change
- 30) Changes in employee expectations and deficiencies in existing culture are examples of _____ forces influencing change
- Internal
 - External
 - Organisational
 - Societal

Answers:

- | | | | | |
|-------|-------|-------|-------|-------|
| 1) b | 2) d | 3) d | 4) a | 5) c |
| 6) b | 7) b | 8) d | 9) d | 10) d |
| 11) a | 12) b | 13) a | 14) d | 15) d |
| 16) a | 17) d | 18) b | 19) c | 20) c |
| 21) a | 22) c | 23) c | 24) b | 25) c |
| 26) b | 27) b | 28) d | 29) d | 30) a |

MULTIPLE CHOICE QUESTIONS

UNIT 1

- 1) Organisational behaviour is
 - a) A science
 - b) An art
 - ☒ c) A science as well as an art
 - d) None of the above
- 2) The field of organisational behaviour examines such questions as the nature of leadership, effective team development, _____ and _____.
 - ☒ a) Interpersonal conflict resolution; motivation of individuals
 - b) Organisational control; conflict management
 - c) Motivation of individuals; planning
 - d) Planning; development
- 3) The field of organisational behaviour is primarily concerned with
 - a) The behaviour of individual and groups.
 - b) How resources are effectively managed.
 - c) Control processes and interactions between organisations, external context.
 - ☒ d) Both a and c.
- 4) A study of the culture and practices in different societies is called
 - a) Personality
 - ☒ b) Anthropology
 - c) Perception
 - d) Attitudes
- 5) The study of organisation behaviour has certain basic assumptions. They are
 - a) An industrial enterprise is an organisation 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 of the above.
- 6) Organisational behaviour 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
- 7) Which of the following represents 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
 - d) None of these
- 8) Forces affecting organisational behaviour are
 - a) People
 - b) Environment
 - c) Technology
 - ☒ d) All of the above
- 9) In present context, challenges for OB are
 - a) Employee expectation
 - b) Workforce diversity
 - c) Globalisation
 - ☒ d) All of the above
- 10) Which of the following frameworks is used in the development of the overall model of OB
 - a) The cognitive framework
 - b) The behaviouristic framework
 - c) The social learning framework
 - ☒ d) All of the above
- 11) 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
- 12) Which of the following forms the basis for the autocratic model of OB
 - a) Obedience
 - b) Authority
 - ☒ c) Power
 - d) Dependence on boss
- 13) _____ is a behavioural science which studies behaviour of human beings in specific conditions and predicts how the individual will react in such conditions.
 - ☒ a) Psychology
 - b) Economics
 - c) Anthropology
 - d) Sociology
- 14) Factors responsible for individual's behaviour are
 - a) Psychological structure
 - b) Interpersonal orientation
 - c) Social and personal factors
 - ☒ d) All of these

- 15) Edward Tolman is related to
 a) Behaviourist Framework
 b) ☒ Cognitive approach
 c) Social Cognitive Framework
 d) None of these
- 16) Which one of the following is the definition given by **Fred Luthans**
 a) ☒ "Organisational behaviour is to understand, predicting & controlling human behaviour at work".
 b) "Organisational behaviour is subset of management activities concerned to human behaviour".
 c) "Organisational behaviour is a branch of social sciences that seeks to build theories".
 d) "Organisational behaviour is a field of study that investigates the impact on behaviour".
- 17) Which of the following is not correct for the organisational behaviour?
 a) Organisational behaviour is an integral part of management
 b) ☒ Organisational behaviour is a disciplinary approach
 c) Organisational behaviour helps in analysis of behaviour
 d) Organisational behaviour is goal-oriented
- 18) _____ is known as "Father of Personnel Management".
 a) Andrew Ure b) J.N. Tata
 c) ☒ Robert Owen d) None of these
- 19) Which of the following is not the basic human capability according to Bandura's Social Cognitive Theory (SCT)?
 a) ☒ Complex behaviour b) Anticipation
 c) Observational d) Self-Controlling
- 20) Hawthorne Studies is related to which stage of the organisational behaviour evolution
 a) Industrial revolution
 b) Scientific management
 c) Organisational behaviour
 d) ☒ Human relations movement
- 21) Contribution/s of human relations movement is/are
 a) Great Depression b) Labour Movement
 c) Hawthorne Studies d) ☒ All of these
- 22) Meso organisation behaviour is related with
 a) Individual behaviour
 b) ☒ Group behaviour
 c) Organisational behaviour
 d) None of these
- 23) "Leadership motivates the people to work and not the power of money", this concept is related to
 a) Autocratic model b) Custodial model
 c) ☒ Supportive Model d) Collegial Model
- 24) _____ embodies a team concept, is based on the principle of mutual contribution by employer and employees
 a) Autocratic model b) Custodial model
 c) Supportive Model d) ☒ Collegial Model
- 25) The _____ is based on the environment. Though _____ like thinking, expectations and perception do exist, 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
- 26) Organisational behaviour is best defined as a field of study that investigates the impact that the following three components have upon behaviour in organisations:
 a) Individuals, teams, departments
 b) ☒ Individuals, groups, structure
 c) Groups, teams, systems
 d) Groups, teams, structure
- 27) Managerial orientation of "Supportive Model" of OB is _____.
 a) Authority b) Money
 c) ☒ Support d) Teamwork
- 28) The first level of analysis, called micro OB, studies _____.
 a) Group processes
 b) Macro processes
 c) ☒ Individual
 d) Organisational processes
- 29) The exaggerated emphasis on practice of organisational behaviour can lead to
 a) Positive results
 b) Favourable workplace behaviour
 c) ☒ Negative results
 d) None of these
- 30) For effective working of the organisation in the globalised business situations, the managers have to understand the _____.
 a) ☒ Local cultures
 b) Techniques of OB
 c) Social psychology
 d) Behaviourist framework

Answers:

- | | | | | |
|-------|-------|-------|-------|-------|
| 1) c | 2) a | 3) d | 4) b | 5) d |
| 6) d | 7) a | 8) d | 9) d | 10) d |
| 11) a | 12) c | 13) a | 14) d | 15) b |
| 16) a | 17) b | 18) c | 19) a | 20) d |
| 21) d | 22) b | 23) c | 24) d | 25) a |
| 26) b | 27) c | 28) c | 29) c | 30) a |