

# Online Examinations (Even Sem/Part-I/Part-II Examinations 2020 - 2021)

Course Name - --Team Dynamics at Work

Course Code - HR402

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Answer all the questions. Each question carry one mark.

9. 1. Which of the following statements best describes the level of risk taking, innovation, imagination, and initiative by members of the group:

*Mark only one oval.*

Beware, we shoot the messenger

Nothing ventured, nothing gained-go for it

Don't rock the boat, if it's not broke don't fix it

Some team members seem more comfortable with risk-taking and change than others

10. 2. Describe the level of communication between team members:

*Mark only one oval.*

- In this team, people are afraid to speak up and we do not listen to each other
- Everybody speaks up, but not all team members listen
- Everybody accurately states their view and others listen and understand what is being said-we talk together
- Quite a few of the team members withhold their thoughts and don't listen to others

11. 3. The team gathers for the monthly progress and problem report about reaching individual and departmental objectives. Describe the meeting:

*Mark only one oval.*

- There is an open and realistic sharing of both progress and problems
- Only a few team members seem to be concerned about the impact of their presentation; they attempt to build allies within the team
- . Some team members seem to be playing the political game, while others do not
- . One clique exists within this team and their presentations sound about the same-politically safe

12. 4. Your team is involved in the annual planning, budgeting, and strategy setting meeting. During the critique period:

*Mark only one oval.*

- The entire team restrains remarks; we avoid "rocking the boat"
- . Most of the team members restrain and filter their critical remarks
- . About half of the team is unrestrained and the other half restrained
- Conflicts and differences are openly discussed as an aid to problem-solving

13. 5. One of your team members has asked for some time on the meeting agenda to seek the help and cooperation of other team members on his/her assignment. During the ensuing team discussion, you feel that:

*Mark only one oval.*

- Every team member is hiding their real motives and feelings
- The majority of the team members are hiding their needs, expectations, and goals
- Some team members are posturing to advance their hidden agendas
- All team members are open about their real motives and feelings; we communicate honestly

14. 6. All the supervisors in your department meet annually to rank the employees for salary treatment and promotional potential. You feel the discussion can best be described as:

*Mark only one oval.*

- Conducted in a supportive atmosphere where team members can openly express their viewpoints and are listened to
- The atmosphere and discussion is more supportive than not
- About average in the level of supportiveness team members exhibit toward one another
- The willingness to express opinions, venture new or different ideas and listening could be improved

15. 7. you prefer to work on your own.

*Mark only one oval.*

- True
- False
- Can't Say
- None of these

16. 8. you think other people work as hard as you do.

*Mark only one oval.*

- False
- True
- Can't Say
- None of these

17. 9. you like to work with people who aren't like you.

*Mark only one oval.*

- True
- False
- Can't Say
- None of these

18. 10. you think you are always right.

*Mark only one oval.*

- True
- False
- Can't Say
- None of these

19. 11. you find it easy to trust other people.

*Mark only one oval.*

- False
- True
- Can't Say
- None of these

20. 12. What is NOT one of the Four important Manager roles?

*Mark only one oval.*

- Supervisor
- Facilitator
- Internal Coach
- External Coach

21. 13. What pair are methods of making team decisions?

*Mark only one oval.*

- Lack of Response & Unanimity
- . Lack of Response & Minority Rule
- All Votes are Equal & Recruitment
- Feedback & Unanimity



22. 14. Which of the following is NOT a symptom of GroupThink?

*Mark only one oval.*

- Illusions of vulnerability
- . Belief in inherent group morality
- Applying direct pressure to deviants
- Self-censorship by members

23. 15. The process of making an expectation a reality.

*Mark only one oval.*

- brainstorming
- . problem solving
- . criteria
- goal

24. 16. After losing the leading role in the world's economy, the U.S. industry was forced to focus on quality instead of quantity.

*Mark only one oval.*

- true
- false
- Can't Say
- None of these

25. 17. A hostile situation resulting from opposing views.

*Mark only one oval.*

- brainstorming
- compromise
- conflict
- consensus

26. 18. Rotating team roles is a good way to keep all members involved.

*Mark only one oval.*

- true
- . false
- Can't Say
- None of these

27. 19. Standards used to determine the best solution.

*Mark only one oval.*

- criteria
- . goal
- . consensus
- compromise

28. 20. When addressing someone involved in a conflict, \_\_\_\_\_.

*Mark only one oval.*

- talk to him or her in front of other people
- . try to embarrass them
- . use "you" messages
- . treat the person as you would want to be treated

29. 21. A pattern that is typical in the development of a social group.

*Mark only one oval.*

- consensus
- . criteria
- . conflict
- . norm

30. 22. A group technique used to develop many ideas in a relatively short time. \_\_\_\_\_

*Mark only one oval.*

- brainstorming
- . compromise
- . conflict
- . consensus

31. 23. A functional team might include representatives from a company's design, marketing, and financial departments.

*Mark only one oval.*

- true
- . false
- Can't Say
- None of these

32. 24. Successful problem solvers immediately look for solutions at the first sign of a problem.

*Mark only one oval.*

- true
- false
- Can't Say
- None of these

33. 25. The problem-solving method in which all members of a group fully accept and support a decision.

*Mark only one oval.*

- norm
- compromise
- Goal
- Consensus

34. 26. Boynton and Fisher noted that \_\_\_\_\_ teams can be formed specifically to initiate organisational change.

*Mark only one oval.*

- super
- virtual
- change
- virtuoso

35. 27. Reasons for the formation of groups include

*Mark only one oval.*

- The provision of guidelines on generally acceptable behaviour
- The provision of protection for its membership.
- The performance of certain tasks which can be performed only through combined efforts of individuals working together.
- All the Above

36. 28. A potential disadvantage associated with cohesive groups is

*Mark only one oval.*

- A tendency to see other groups as rivals
- A tendency to develop attitudes which are hard to change
- A tendency to focus on social activities which may reduce output
- All the Above

37. 29. A virtual team is a collection of people who are \_\_\_\_\_ separated but still \_\_\_\_\_ together closely

*Mark only one oval.*

- Geographically; work
- Temporally; work
- Geographically; decide
- Physically; think

38. 30. The team-role which is likely to demonstrate such positive qualities as strategic vision and accurate judgement but may also be overly critical is

*Mark only one oval.*

- Shaper
- Specialist
- Team Worker
- Monitor--Evaluator

39. 31. The type of communication network which is most efficient for simple tasks is the:

*Mark only one oval.*

- Y-Chain
- All Channel
- Wheel
- Circle

40. 32. Increased empowerment means that

*Mark only one oval.*

- successful supervisors will reap great financial rewards
- every member of the company needs to take responsibility for the success of the company.
- team and departmental personnel are given more autonomy to make decisions and take actions.
- upper management has given more power to front-line supervisors

41. 33. The supervisor of the future will be prepared as a team leader because

*Mark only one oval.*

- employee involvement generates increased employee productivity
- fewer middle management jobs are available.
- most supervisors are not capable of serving as department managers.
- None of the above

42. 34. Which of the following is NOT a technique to use when developing a multicultural team?

*Mark only one oval.*

- Build relationships that are mutually rewarding.
- Supervisors should draw the discipline line
- Promote free and open communication.
- Teach those from foreign cultures about team protocol

43. 35. What is the first thing that a team should do in order to perform successfully?

*Mark only one oval.*

- Meet on a regular basis at a specified time.
- Understand the responsibilities of the service team
- Respect all team members
- All the above

44. 36. The observer's role in a service team includes reporting on what he or she observed

*Mark only one oval.*

- and helping the team manage conflict.
- not what he or she thinks occurred or should have occurred.
- and providing a written evaluation of the pros and cons of team meetings
- and paying careful attention to any conflicts that are developing within the group

45. 37. Which is NOT a condition that must be met when making shared decisions through the consensus method?

*Mark only one oval.*

- Each member must agree that certain conditions are met during the process.
- Each member should actively listen to what is said and not said.
- Dysfunctional team members should be immediately removed from the team.
- Each member should have his/her viewpoints heard and understood by all



46. 38. What is the term for the set of behaviours and tasks that a member of the group is expected to perform because he or she is a member of the group?

*Mark only one oval.*

- Group Roles
- Virtual Teamwork
- Synergy
- Role making

47. 39. Which one of the following is not a characteristic of a team?

*Mark only one oval.*

- Minimal and formal knowledge sharing
- Collective output
- Individual and collective responsibility
- Fluid dimension to roles and tasks

48. 40. What is T-group training?

*Mark only one oval.*

- A group whose aim is transformational change
- A group brought together to deliver training programmes
- Team training for the purposes of advancing technology
- Team building activities involving learning

49. 41.What is characteristic for the location of a virtual team?

*Mark only one oval.*

- In the same Building
- In the same Industry
- In the same country
- Remotely

50. 42. Which of the following is the person responsible for accomplishing an organization's goals by managing the efforts of the organization's people?

*Mark only one oval.*

- Manager
- Entrepreneur
- Marketer
- Generalist

51. 43. Which of the following includes five basic functions—planning, organizing, staffing, leading, and controlling

*Mark only one oval.*

- A Job analysis
- Strategic Management
- Management Process
- None of these

52. 44. When managers use metrics to assess performance and then develop strategies for corrective action, they are performing the \_\_\_\_\_ function of the management process.

*Mark only one oval.*

- planning
- leading
- organising
- controlling

53. 45. planningleadingorganisingcontrolling

*Mark only one oval.*

- Dissatisfaction
- uncertainty
- Stress
- None of the above

54. 46. Which is the Human Relation Policy?

*Mark only one oval.*

- open communication
- Extrovert
- Mutual acceptance
- None of the above

55. 47. Which one is not an operative function of HRM?

*Mark only one oval.*

- Procurement
- Development
- Controlling
- None of the above

56. 48. Environmental uncertainties is one of the factors that affects organisation

*Mark only one oval.*

- HRM
- SHRM
- HRD
- HRP

57. 49. Which is not an advantage of internal Source of recruitment

*Mark only one oval.*

- Time Saving
- New Blood
- Expensive
- None of these

58. 50. What is linked with performance appraisal?

*Mark only one oval.*

- Job Design
- Development
- Job Analysis
- None of the above

59. 51. What is the alternate name for incentives?

*Mark only one oval.*

- Payments by result
- Gratuity
- Paid holidays
- None of the above

60. 52. Which of these is an immediate consequence of pay dissatisfaction?

*Mark only one oval.*

- Strikes
- Grievances
- Turnover
- Job dissatisfaction

61. 53. In which year did the Industrial Dispute Act come into operation

*Mark only one oval.*

1978

1926

1947

1964

62. 54. Industrial Relations refer to :

*Mark only one oval.*

Central government

Employer, Employees

Government and Public relations.

Management

63. 55. Absence of strikes and lock-outs is an indicator of:

*Mark only one oval.*

Peaceful industrial relations

Friendly industrial relations

Disturbed industrial relations

None of the above

64. 56. Which of the following is said to be an important aspect of industrial relations?

*Mark only one oval.*

- Profit and loss of the organisation
- Future expansion programme
- Conflict and co-operation.
- Quality Control

65. 57. Which of the following areas cannot be directly included in the field of industrial relations?

*Mark only one oval.*

- Trade Union Recognition
- Strike and Lock-out
- Management
- Collective bargaining

66. 58. A lockout in an industry is declared by:

*Mark only one oval.*

- Union Government
- State Government.
- Management
- Trade Union.

67. 59. Wild cat strike means:

*Mark only one oval.*

- A strike declared suddenly and without prior notice.
- Workers resorting to violence during the strike.
- A strike declared with the prior notice.
- Standing demonstration at the gate of organization.

68. 60. A temporary closing of employment due to industrial dispute or the suspension of work or the refusal by an employer to continue to employ any number of persons engaged by him would mean that :

*Mark only one oval.*

- The industrial establishment is close down.
- The industrial establishment is locked out.
- The workmen of the industrial establishment are kept under suspension.
- None of the above

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