



BRAINWARE UNIVERSITY

Term End Examination 2020 - 21

Programme – Master of Business Administration

Course Name – Management Process and Organizational Behaviour

Course Code - MBA106

Semester / Year - Semester I

Time allotted : 75 Minutes

Full Marks : 60

[The figure in the margin indicates full marks. Candidates are required to give their answers in their own words as far as practicable.]

Group-A

(Multiple Choice Type Question)

1 x 60=60

1. (Answer any Sixty)

(i) Management is _____

- | | |
|-------------------------|--------------|
| a) An art | b) A science |
| c) Both art and science | d) Neither |

(ii) Which of following is not among the levels of management?

- | | |
|----------------------------|---------------------------|
| a) Top level management | b) Intermediate Level |
| c) Middle level management | d) Lower level management |

(iii) Which among the following is not a nature of Management principles?

- | | |
|-------------|---------------|
| a) Rigid | b) Universal |
| c) Relative | d) Leadership |

(iv) Management is need at _____.

- | | |
|----------------|-----------------|
| a) Top level | b) Middle level |
| c) Lower level | d) All levels |

(v) Henry Fayol was a _____

- | | |
|----------------------|------------------------|
| a) Social scientists | b) Accountant |
| c) Mining engineer | d) Production engineer |

(vi) Which of the following statement best described the principle of 'Division of work'?

- a) Work should be divided into small tasks
- b) Labour should be divided
- c) Resource should be divided among jobs
- d) It leads to specialization

(vii) Who is known as 'the Father of Modern Theory of Management'?

- a) Harold Koontz.
- b) Henry Fayol
- c) F.W. Taylor
- d) Max Weber

(viii) Classical Managemet Theory is

- a) Human oriented
- b) Organisation centered
- c) Complete employee view
- d) All these

(ix) Bottom line of any business plan is

- a) Marketing plan
- b) Financial plan
- c) Personnel plan
- d) Production plan

(x) A "Strategic plan' is also called

- a) Long term plan
- b) Short term plan
- c) Both Long term plan and Short term plan
- d) None of these

(xi) Plan which is firstly discussed in business plan is mostly

- a) Production plan
- b) Financial plan
- c) Personnel plan
- d) Marketing plan

(xii) Which of the following is an assumption of rationality to rationale decision making?

- a) Preferences are clear
- b) Final choice will maximise payoff
- c) The problem is clear and unambiguous
- d) All of these

(xiii) Making decisions on the basis of experience, feelings and accumulated

judgement is called as _____.

- a) Decision making
- b) Structured problems
- c) Intuitive decision making
- d) None of these

(xiv) _____ is a rule of thumb that managers use to simplify decision making.

- a) Heuristics
- b) Framing
- c) Sunk - costs
- d) None of these

(xv) Which software provides key performance indicators to help managers monitor efficiency of projects and employees?

- a) Management Information System
- b) Business Performance Management
- c) Enterprise Application Software
- d) Online analytical Processing

(xvi) _____ is a time table of work.

- a) Budget
- b) Project
- c) Schedules
- d) Programmes

(xvii) Which are the prescribe guidelines for conducting an action?

- a) Rules
- b) Method
- c) Budget
- d) policy

(xviii) Planning is _____

- a) Pervasive
- b) Futuristic
- c) Continues
- d) All of these

(xix) Which of the following statement is true?

- a) There is scope for specialization in line Organization
- b) It is difficult to fix responsibility in line organization
- c) The line of authority in line Organization is vertical
- d) Line organization is only suitable for large-scale operation

(xx) Which among the following is not a feature of accountability?

- a) can be delegated
- b) always upward
- c) unitary
- d) should be specific standards

(xxi) Which among the following is not a principle of delegation?

- a) Functional Definition
- b) Unity of command
- c) Remuneration
- d) Authority level principle

(xxii) Organizing process involves

- a) Division of work
- b) Grouping of identical work
- c) All of these
- d) None of these

(xxiii) The form of organization known for giving rise to rumours is called

_____.

- a) Centralized organization
- b) Functional organization
- c) Decentralized organization
- d) Informal organization

(xxiv) The poor quality of selection will mean extra cost on _____ and supervision.

- a) Training
- b) Recruitment
- c) Work quality
- d) None of these

(xxv) What are the main objective of the recruitment and selection process?

- a) Recruit the right candidates
- b) Meet the high labour turnover
- c) To reduce the costs of recruiting
- d) All of these

(xxvi) Which of the following is an alternate term used for performance appraisal?

- a) Quality and quantity of output
- b) Job knowledge
- c) Employee assessment
- d) None of these

(xxvii) Listening to a lecture is

- a) Information Listening
- b) Evaluative listening
- c) Emphatic Listening
- d) None of these

(xxviii) Which of the following methods of communication is the most effective?

- a) Presenting written material
- b) Presenting written material along with film projector
- c) Multi-media method
- d) Cannot be determined

(xxix) Theory Y includes

- a) In general, for most people, the exercise of physical and mental effort in work and play is as natural in play or rest
- b) Man will exercise self control in those spheres where the objectives tally with his own
- c) The capacity for developing and utilising their capacities, knowledge and skill does exist in people
- d) All of these

(xxx) In Vroom's Expectancy theory, Expectancy indicates

- a) Probability of achieving that outcome
- b) Advancement
- c) Award
- d) Accounting

(xxxii) Motivation includes

- a) Job Enrichment
- b) Job Rotation
- c) Job Enlargement
- d) All of these

(xxxiii) What does "E", "R" and "G" stand for in the ERG theory?

- a) Export, Risk and Guarantee
- b) Existence, Relatedness and Growth
- c) Exponential, Reliability and Growth
- d) None of these

(xxxiiii) _____ is the processes that account for an individual's intensity, direction, and persistence of effort toward attaining a goal.

- a) Perception
- b) Cooperation
- c) Motivation
- d) Affect

(xxxiv) Which is NOT a dimension in Maslow's Hierarchy of Needs?

- a) Ego
- b) Physiological
- c) Safety
- d) Esteem

(xxxv) Which of the following is a motivational factor, according to Herzberg's two-factor theory?

- a) quality of supervisions
- b) recognition
- c) pay
- d) relations with others

(xxxvi) _____ theory makes the assumption that people will compare their job inputs and outcomes with those of others and then respond to eliminate perceived inequities.

- a) Equity
- b) Reinforcement
- c) Goal-setting
- d) Expectancy

(xxxvii) What are the three core elements of Adair's Action-Centred Leadership Model?

- a) people, task, leader
- b) task, team, individual
- c) follower, leader, task
- d) team, task, leader

(xxxviii) An individual who is able to exert leadership and to manage an operation is called a:

- a) leader
- b) leader-manager.
- c) manager
- d) first line supervisor.

(xxxix) The capacity to influence people and accomplish desired objectives is called

- a) power
- b) leadership
- c) authority
- d) status

(xl) The ability to influence people through granting or withholding benefits that are of interest to them is called.

- a) reward power.
- b) coercive power.
- c) expert power.
- d) reference power.

(xli) A leadership theory that focuses on the traits of those who have assumed powers and who are considered to be effective is called

- a) trait theories.
- b) behavioural theories.
- c) contingency theories.
- d) structural theories.

(xlii) Humanistic psychologists embraced the idea of:

- a) repression
- b) free will
- c) unconscious drives
- d) the id

(xliii) Which of the following is NOT one of the Big Five traits?

- a) sense of humour
- b) openness to experience
- c) conscientiousness
- d) extraversion

(xliv) Freud founded the _____ approach to understanding human behaviour.

- a) palliative
- b) psychodynamic
- c) patronymic
- d) psychedelic

(xlv) Which of the following characteristics describe someone who, according to Maslow, is self-actualized?

- a) creativity
- b) confidence
- c) spontaneity
- d) all of these

(xlvi) Projective tests claim to reveal information about:

- a) career aptitude
- b) intellectual attainment

c) unconscious processes

d) parenting style

(xlvi) The Barnum effect helps to explain people's belief in:

a) fortune-telling

b) astrology

c) horoscopes

d) all of these

(xlviii) A virtual team is a collection of people who are _____ separated but still together closely.

a) Geographically; work

b) Geographically; decide

c) Physically; think

d) Temporally; work

(xlix) OD process is cyclical and ends, when:

a) Desired development result is obtained

b) Plan is implemented

c) Data is gathered

d) Problem is identified

(l) OD can also be called as a process

a) For performance appraisal

b) For change of people

c) For teaching people how to solve the problem

d) All of these

(li) Cultural intervention concentrates on

a) Traditions

b) precedents

c) practices

d) all of these

(lii) The organizational diagnosis means:-

a) To identify strengths, weaknesses problem areas

b) To find out discrepancies, between vision and desired future and current situations

c) both To identify strengths, weaknesses problem areas and To find out discrepancies, between vision and desired future and current situations

d) None of these

(liii) A known OD conceptualize, has identified prime responsibilities of OD, consultant. The initiator's name is:-

- a) Taylor
- b) Ishikawa
- c) Posovasky
- d) Argyris

(liv) OD was founded on the belief that using behavioural science methods to increase collaborative problem solving would increase

- a) Organizational effectiveness
- b) Organizational turnover
- c) Organizational reputation
- d) all of these

(lv) Organizational development as an intervention programme is basically a _____ approach.

- a) top-to-bottom
- b) horizontal
- c) bottom-to-top
- d) None of these

(lvi) A scientific approach to study and then solving organizational issues experienced by an organization is called

- a) action research
- b) applied research
- c) pure research
- d) None of these

(lvii) Which one of the following is not a stakeholder in an organizational development process?

- a) Customers
- b) Suppliers
- c) Government agencies
- d) None of these

(lviii) Which of the following methods is adopted when there is a high uncertainty in the external environment?

- a) Contingency approach
- b) System design approach
- c) Data-driven approach
- d) None of these

(lix) Which of the following is an organizational development intervention programme?

- a) Team-building
- c) Leadership development

- b) Survey feedback
- d) All of these

(lx)

Rearrange the steps of Maslow's Need Hierarchy Theory.

- A. Self - Actualisation Needs
- B. Physiological needs
- C. Belongingness and love needs
- D. Self - esteem needs

E. Safety needs

a)

ABCDE

c)

DCBEA

b)

ADCBE

d)

ADCEB