



BRAINWARE UNIVERSITY

Term End Examination 2021 - 22

Programme – Bachelor of Business Administration & Bachelor of Law

Course Name – Organizational Behaviour

Course Code - BBALLB601

(Semester VI)

Time allotted : 1 Hrs.15 Min.

Full Marks : 60

[The figure in the margin indicates full marks.]

Group-A

(Multiple Choice Type Question)

1 x 60=60

Choose the correct alternative from the following :

- (1) “----- are social inventions for accomplishing goals through group efforts”

a) Management	b) Organization
c) Leadership	d) Behavior
- (2) A study of human behavior in organizational settings is

a) Individual behavior	b) Group behavior
c) Organizational behavior	d) None of these
- (3) Who proposed “ bureaucratic structure” is suitable for all organization

a) Elton Mayo	b) Henry Fayol
c) F.W. Taylor	d) Max Weber
- (4) Process or administrative theory of organization is being given by

a) Elton Mayo	b) Henry Fayol
c) F.W. Taylor	d) Max Weber
- (5) Today’s organization are

a) Open system	b) Closed system
c) Open as well as closed	d) None of these
- (6) Organization Behavior is

a) An interdisciplinary approach	b) A humanistic approach
c) Total system approach	d) All of these
- (7) “Cognitive theory” of learning was given by

a) Skinner	b) Pavlov
c) Tolman	d) Piaget

- (8) -----is a relatively permanent change in behavior that occurs as a result of experience
- | | |
|--------------------------|-------------|
| a) Behavior modification | b) Learning |
| c) Motivation | d) Skills |
- (9) which of the following is / are included as structure of human mind
- | | |
|--------------|--------------|
| a) Id | b) Ego |
| c) Super ego | d) All these |
- (10) ----- is largely childish, irrational, never satisfied, demanding and destructive of others
- | | |
|-----------------|--------------|
| a) Ego | b) Super ego |
| c) Negative ego | d) Id |
- (11)represent noblest thoughts, ideals etc
- | | |
|-----------------|--------------|
| a) Ego | b) Super ego |
| c) Negative ego | d) Id |
- (12)is reality and practical oriented part of thinking
- | | |
|-----------------|--------------|
| a) Ego | b) Super ego |
| c) Negative ego | d) Id |
- (13) Thematic Apperception Test (TAT) is designed to understand
- | | |
|-----------------------------|------------------------------|
| a) Perception of individual | b) Personality of individual |
| c) Learning of individual | d) None of these |
- (14)is “the reactions of individuals to new or threatening factors in their work environments”
- | | |
|---------------|-------------------|
| a) Attitude | b) Stress |
| c) Dissonance | d) Disappointment |
- (15) Which of the following is/are not job related source of stress
- | | |
|---------------------|--------------------|
| a) Role ambiguity | b) Role overload |
| c) Ethical dilemmas | d) Career concerns |
- (16) Which of the following is/are not organizational factors causing stress
- | | |
|------------------|-----------------|
| a) Task demand | b) Role demand |
| c) Role conflict | d) Satisfaction |
- (17) Which of the following is / are method of managing stress
- | | |
|----------------------|--------------------------|
| a) Job relocation . | b) Recreational facility |
| c) Career counseling | d) All the above |
- (18) Which of the following is / are not a method of managing stress
- | | |
|-----------------------------------|------------------------|
| a) Time management | b) Supervisor training |
| c) Role Analysis techniques (RAT) | d) Rorschach test |
- (19) refers to the negotiation or an agreement between two groups
- | | |
|---------------------|------------------|
| a) Contracting | b) Co-opting |
| c) Pressure tactics | d) None of these |
- (20) Which of the following methods is/are used to solve intergroup conflicts indirectly
- | | |
|---------------|------------------|
| a) Avoidance | b) Encouragement |
| c) Bargaining | d) All of these |

- (21) A technique to bring changes in the entire organization, rather than focusing attention on individuals to bring changes easily is known as
- a) Organizational development
 - b) Organizational change
 - c) Organizational culture
 - d) Organizational conflicts
- (22) Which of the following is NOT an important issue relating to goal-setting theory?
- a) Goal specificity
 - b) Equity among workers
 - c) Feedback
 - d) Defining the goal
- (23) What do we call it when we judge someone on the basis of our perception?
- a) Stereotyping
 - b) Categorizing
 - c) Halo effect
 - d) Prototyping
- (24) Raju believes that men perform better in oral presentations than women. What shortcut has been used in this case?
- a) The halo effect
 - b) The contrast effect
 - c) Projection
 - d) Stereotyping
- (25) Today's managers understand that the success of any effort at improving quality and productivity must include _____.
- a) Quality management programs
 - b) Customer service improvements
 - c) Employee's participation
 - d) Manufacturing simplification
- (26) Which of the following would be least likely to pose a barrier to cross-cultural communications?
- a) Tone difference
 - b) Word connotations
 - c) Political correctness
 - d) Differences among perceptions
- (27) Which of the following theory is proposed by Clayton Alderfer?
- a) Theory X and Theory Y
 - b) Hierarchy of Needs
 - c) ERG Theory
 - d) N Ach Theory
- (28) Mr. Sunil's one-day salary was deducted because of his uninformed leave, as he was already warned about this behaviour. It is an example of which method of shaping behaviours?
- a) Reinforcement
 - b) Positive Reinforcement
 - c) punishment
 - d) Negative Reinforcement
- (29) People with which type of personality trait commonly make poor decisions because they make them too fast?
- a) Type As
 - b) Type Bs
 - c) Self-monitors
 - d) Extroverts
- (30) Factors other than satisfaction that impact one's decision to leave a current job include all of the following EXCEPT:
- a) Labour market conditions
 - b) Length of tenure with the organization
 - c) Organizational citizenship behavior
 - d) Exceptions about labour market job opportunities
- (31) 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

- (32) In which stage of the conflict process does conflict become visible?
- | | |
|-----------------|---------------|
| a) Illumination | b) Intentions |
| c) Behaviour | d) Cognition |
- (33) _____ refers to the network of personal and social relations that is developed spontaneously between people associated with each other.
- | | |
|--------------------------|----------------------------|
| a) Formal organization | b) Informal organization |
| c) Business organization | d) Government organization |
- (34) The more consistent behaviour, the more the observer is inclined to ____.
- | | |
|--------------------------------------|------------------------------------|
| a) a. Attribute it to interpretation | b) Attribute it to internal causes |
| c) Attribute it to consensus | d) Attribute it to external causes |
- (35) In Maslow's hierarchy needs which of the following pair of needs is ranked as "lower order needs"?
- | | |
|----------------------------------------|----------------------------------|
| a) Physiological and safety needs | b) Physiological and social need |
| c) Self actualization and safety needs | d) Social and esteem needs |
- (36) Management is _____
- | | |
|-------------------------|--------------|
| a) An art | b) A science |
| c) Both art and science | d) Neither |
- (37) How are principles of management formed?
- | | |
|--------------------------------|----------------------------------------|
| a) In a laboratory | b) By experiences of management |
| c) By experiences of customers | d) By propagation of social scientists |
- (38) 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 |
- (39) The principals of management are significant because of _____.
- | | |
|-------------------------------------|--------------------------------------|
| a) increase in efficiency | b) Adaptation of changing technology |
| c) optimum utilization of resources | d) All of the above |
- (40) Observe the following management principles and pick the odd one out.
- | | |
|---------------------|-----------------------|
| a) Unity of command | b) Unity of direction |
| c) Maximum output | d) Equity |
- (41) 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 |
- (42) Who is known as 'the Father of Modern Theory of Management'?
- | | |
|-------------------|----------------|
| a) Harold Koontz. | b) Henry Fayol |
| c) F.W. Taylor | d) Max Weber |
- (43) Psychology's major contributions to the field of organizational behavior have been primarily at what level of analysis?
- | | |
|----------------------------------|--------------------------------|
| a) the level of the group | b) the level of the individual |
| c) the level of the organization | d) the level of the culture |
- (44) The science that seeks to measure, explain, and sometimes change the behaviour of humans and other animals is known as .
- | | |
|---------------|----------------------------|
| a) Psychiatry | b) Psychology |
| c) Sociology | d) organizational behavior |

- (45) Which of the following fields has most helped us understand differences in fundamental values, attitudes, and behaviour among people in different countries?
- a) Anthropology
 - b) Psychology
 - c) political science
 - d) operations research
- (46) Which of the following OB topics is not central to managing employees' fears about terrorism?
- a) Emotion
 - b) Motivation
 - c) Communication
 - d) work design
- (47) Today's managers understand that the success of any effort at improving quality and productivity must include
- a) process reengineering
 - b) quality management programs
 - c) customer service improvements
 - d) employees
- (48) What term is used to describe voluntary and involuntary permanent withdrawal from an organization?
- a) Absenteeism
 - b) Turnover
 - c) Downsizing
 - d) truancy
- (49) Individual-level independent variables include all of the following except
- a) Leadership
 - b) Learning
 - c) Perception
 - d) motivation
- (50) Which of the following is not a biographical characteristic?
- a) political affiliation
 - b) age
 - c) Sex
 - d) tenure
- (51) What role did the meat play in Pavlov's experiment with dogs?
- a) a. an unconditioned response
 - b) a conditioned stimulus
 - c) a conditioned response
 - d) an unconditioned stimulus
- (52) Which of the following is not true of classical conditioning?
- a) Classical conditioning is passive.
 - b) Classical conditioning can explain simple reflexive behaviors.
 - c) Learning a conditioned response involves building an association between a conditioned stimulus and an unconditioned stimulus.
 - d) A neutral stimulus takes on the properties of a conditioned stimulus.
- (53) Which of the following researchers thought that reinforcement was the central factor involved in behavioural change?
- a) Pavlov
 - b) Fayol
 - c) Skinner
 - d) Deming
- (54) What do we call the view that we can learn both through observation and direct experience? a. situational learning theory b. classical learning c. social learning theory d. the Pavlov principle
- a) situational learning theory
 - b) classical learning
 - c) social learning theory
 - d) the Pavlov principle
- (55) Which of the following processes deals with how well an individual remembers a model's action after it is no longer readily available?
- a) Attitudinal
 - b) Retention

- c) motor reproduction
 (56) Suspending an employee for dishonest behaviour is an example of which method of shaping behaviour?
 a) Extinction
 b) negative reinforcement
 c) punishment
 d) reaction
- (57) Who said "Give me a child at birth and I can make him into anything you want"?
 a) B.F. Skinner
 b) Pavlov
 c) Sigmund Freud
 d) James Emery
- (58) Two people see the same thing at the same time yet interpret it differently. Where do the factors that operate to shape their dissimilar perceptions reside?
 a) the perceivers
 b) the target
 c) the timing
 d) the context
- (59) What is the name of the theory that deals with how we explain behaviour differently depending on the meaning we assign to the actor?
 a) behavioral theory
 b) judgment theory
 c) selective perception theory
 d) attribution theory
- (60)is one's view of reality
 a) Attitude
 b) Perception
 c) Outlook
 d) Personality