



# BRAINWARE UNIVERSITY

Term End Examination 2021 - 22

Programme – Bachelor of Technology in Computer Science & Engineering

Course Name – Organizational Behavior

Course Code - OEC-802C

( Semester VIII )

Time allotted : 1 Hrs.25 Min.

Full Marks : 70

[The figure in the margin indicates full marks.]

## Group-A

(Multiple Choice Type Question)

1 x 70=70

Choose the correct alternative from the following :

- (1) Management is \_\_\_\_\_
  - a) An art
  - b) A science
  - c) Both art and science
  - d) Neither
- (2) Observe the following management principles and pick the odd one out. Justify your answer.
  - a) Unity of command
  - b) Unity of direction
  - c) Maximum output
  - d) Equity
- (3) Top management is concerned with \_\_\_\_\_.
  - a) Carrying suggestions upwards
  - b) Maintaining liaison with the outside world
  - c) Transmitting orders downwards
  - d) None of these
- (4) Middle management
  - a) Consists of departmental managers
  - b) Motivates lower management
  - c) Both Consists of departmental managers& Motivates lower management
  - d) None of these
- (5) Top management consists of
  - a) Financial managers
  - b) Sales manager
  - c) Personnel manager
  - d) Board of directors and chief executives
- (6) Henry Fayol was a \_\_\_\_\_.
  - a) Social scientists
  - b) Accountant
  - c) Mining engineer
  - d) Production engineer
- (7) Which of the following is Not a principle of management given by Taylor?
  - a) Science, not rule of Thumb
  - b) Functional foreman ship
  - c) Maximum, not restricted output
  - d) Harmony not discord
- (8) Who is known as 'the Father of Modern Theory of Management'?
  - a) Harold Koontz.
  - b) Henry Fayol
  - c) F.W. Taylor
  - d) Max Weber

- (9) Who is known as the father of scientific management?
- a) F.W. Taylor  
b) Max Weber  
c) Henry Fayol  
d) S.George
- (10) Classical Management Theory is
- a) Human oriented  
b) Organization centered  
c) Complete employee view  
d) All these
- (11) The most popular form of business organisation is
- a) Sole proprietorship  
b) company  
c) Partnership  
d) Joint Hindu family business
- (12) Plan which is firstly discussed in business plan is mostly
- a) Production plan  
b) Financial plan  
c) Personnel plan  
d) Marketing plan
- (13) 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
- (14) 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
- (15) In Management by Objective (MBO), the manager and subordinate jointly
- a) Identify Common goals  
b) Defines each individual's major areas of responsibility  
c) Assess the contribution of each of its members  
d) All of these
- (16) In MBO, objectives should provide direction to
- a) Managerial activities  
b) Marketing  
c) Financing  
d) All of these
- (17) Which of the followings is not true for MBO?
- a) It acts an effective Performance appraisal tool  
b) The superior evaluate the individual concerned  
c) It forces the management to plan the activities in a systematic way  
d) Better management and improved communication
- (18) \_\_\_\_\_ is a time table of work.
- a) Budget  
b) Project  
c) Schedules  
d) Programmes
- (19) Which are the prescribe guidelines for conducting an action?
- a) Rules  
b) Method  
c) Budget  
d) policy
- (20) 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
- (21) Which among the following is a factor determining centralization?
- a) Integration  
b) Desire for independence  
c) Availability of managers  
d) Control techniques
- (22) Span of management refers to
- a) Number of managers  
b) Length of term for which a manager is appointed

- c) Number of subordinates under a superior  
d) Number of members in top management
- (23) The form of organization known for giving rise to rumours is called \_\_\_\_\_.
- a) Centralized organization  
b) Functional organization  
c) Decentralized organization  
d) Informal organization
- (24) Line organisation is also called \_\_\_\_\_.
- a) Military organisation  
b) Functional organisation  
c) Line and staff organisation  
d) Project organisation
- (25) Which of these is the most important external factor governing recruitments?
- a) Size of the firm  
b) Image of the job  
c) Supply and demand  
d) Image of the organization
- (26) Who is the developer of 'Two Factors theory' of Motivation?
- a) Herzberg  
b) Lawless, David. J.  
c) A. H. Maslow  
d) Porter, Lyman W. and Hackman
- (27) Hygiene factors related to the work context includes
- a) Relations with supervisor  
b) Supervision  
c) Company Policy and Administration  
d) All of the above
- (28) 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
- (29) 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
- (30) Which of the following is/are importance of Motivation?
- a) Success in competition  
b) Increases Morale  
c) Measurement of Managerial action  
d) All of these
- (31) Which of the following is/are not 'Non financial incentives'?
- a) Job Enlargement  
b) Welfare activities  
c) Person  
d) Responsibility
- (32) \_\_\_\_\_ is an example of cooperative society of India
- a) Amul  
b) Wipro  
c) Infosys  
d) All of these
- (33) \_\_\_\_\_ company does not invite the public to subscribe to its share capital.
- a) Both Private and Public Company  
b) Public Company  
c) Private Company  
d) None of the above
- (34) \_\_\_\_\_ 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
- (35) Which is NOT a dimension in Maslow's Hierarchy of Needs?
- a) Ego  
b) Physiological  
c) Safety  
d) Esteem
- (36) According to \_\_\_\_\_ theory, allocating extrinsic rewards for behaviour that had been previously intrinsically rewarding tends to decrease the overall level of motivation.

- a) Management by objectives  
c) Self-efficacy
- b) Goal- setting  
d) Cognitive evaluation
- (37) \_\_\_\_\_ theory argues that behaviour is a function of its consequences.
- a) Equity  
c) Goal-setting
- b) Reinforcement  
d) Expectancy
- (38) -----is/are a key trend that is having a significant impact on behaviour management today.
- a) Information technology  
c) Stay-at-home mothers
- b) Decreasing the amount of training for managers  
d) Reverse discrimination
- (39) You are working as an assistant to an OB specialist doing research on a project to determine relationships between certain variables and cause-effect situations. The specialist is attempting to determine when people are motivated by pay or salary and when they are motivated by recognition, support and encouragement. By examining the connection between rewards and incentives and motivation under various conditions, the specialist appears to be using which of the following approaches in research?
- a) open-systems approach  
c) human resources approach
- b) contingency approach  
d) observational approach
- (40) Herzberg's factors include
- a) Possibility of growth  
c) Advancement and Recognition
- b) Status  
d) All of the above
- (41) Teams occur when a number of people have \_\_\_\_\_ and recognise that their personal success is dependent on the success of others.
- a) A common goal  
c) The same manager
- b) A shared work environment  
d) Similar jobs
- (42) In the Tuckman model, groups at the \_\_\_\_\_ stage develop guidelines and standards of acceptable behaviour.
- a) Forming  
c) Norming
- b) Storming  
d) Adjourning
- (43) Which of the following is not a characteristic of an effective work group?
- a) The open expression of feelings and disagreements  
c) A belief in shared aims and objectives.
- b) The resolution of conflict by members themselves.  
d) A sense of commitment by individual member's to their own goals and objectives.
- (44) \_\_\_\_\_ are social inventions for accomplishing goals through group efforts"
- a) Management  
c) Leadership
- b) Organization  
d) Behavior
- (45) Which of the following is not a function of management?
- a) Planning  
c) Co-operation
- b) Staffing  
d) Controlling
- (46) Policy formulation is the function of \_\_\_\_\_.
- a) Top level management  
c) Operational management
- b) Middle level management  
d) All of these
- (47) Which of following is not among the levels of management?
- a) Top level management  
c) Middle level management
- b) Intermediate Level  
d) Lower level management
- (48) Which of the following statement best described the principle of 'Division of work'?
- a) Work should be divided into small tasks  
c) Resource should be divided among jobs
- b) Labour should be divided  
d) It leads to specialization

- (49) Who is considered as the father of the human relations movement
- |               |                |
|---------------|----------------|
| a) F W Taylor | b) Henry Fayol |
| c) Elton Mayo | d) W.J Dickson |
- (50) 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   |
- (51) Management by Objective (MBO) is also known as
- |                           |                             |
|---------------------------|-----------------------------|
| a) Management by results  | b) Management by goals      |
| c) Management by planning | d) Management by evaluation |
- (52) Objectives in MBO are decided by
- |   |                  |
|---|------------------|
| a) Superior   | b) Subordinates  |
| c) Mutual consultations of both superior and subordinates | d) None of these |
- (53) Budget is an instrument of \_\_\_\_\_.
- |                              |                  |
|------------------------------|------------------|
| a) Planning only             | b) Control only  |
| c) Both planning and control | d) None of these |
- (54) Planning process begins with \_\_\_\_\_.
- |                                |                           |
|--------------------------------|---------------------------|
| a) Identity alternatives       | b) Setting objectives     |
| c) Developing planning premise | d) Selecting alternatives |
- (55) \_\_\_\_\_ co-ordination refers to the description of the behaviour and relationships of the organization.
- |               |                |
|---------------|----------------|
| a) Vertical   | b) Horizontal  |
| c) Procedural | d) Substantive |
- (56) Organizing process involves
- |                     |                               |
|---------------------|-------------------------------|
| a) Division of work | b) Grouping of identical work |
| c) All of these     | d) None of these              |
- (57) Which of the following is/are not job related source of stress
- |                     |                    |
|---------------------|--------------------|
| a) Role ambiguity   | b) Role overload   |
| c) Ethical dilemmas | d) Career concerns |
- (58) Which of the following forms of business enterprises suffer from a lack of public confidence because they are not required to publish their accounts legally?
- |                |                        |
|----------------|------------------------|
| a) Partnership | b) Cooperative Society |
| c) Company     | d) None of the above   |
- (59) 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                             |
- (60) The 3 Theoretical Framework of OB are
- |  |   |
|--|---|
| a) Cognitive, Social and Technical     | b) Cognitive, Behaviouristic, Social      |
| c) leadership, attribution, motivation | d) attribution, Perception and motivation |
- (61) "Unity of Command " principle of effective direction means:
- |   |  |
|---|--|
| a) Subordinates should be responsible to one superior | b) There should be unity amongst subordinates                |
| c) There should be unity amongst superiors            | d) A superior can supervise a limited number of subordinates |
- (62) 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
- (63) Which of the following is a need that motivates human behaviour as per the achievement motivation theory?
- a) Power
  - b) Affiliation
  - c) Achievement
  - d) All of these
- (64) According to Edwin Locke, \_\_\_\_\_ goals produce the greatest degree of achievement.
- a) Ambiguous and difficult
  - b) Specific and difficult
  - c) Specific and easy
  - d) Ambiguous and easy
- (65) \_\_\_\_\_ programs emphasize participatively set goals that are tangible, verifiable, and measurable.
- a) Self-efficacy
  - b) Management by objectives
  - c) Reinforcement
  - d) Organizational
- (66) 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
- (67) The first thing to do when resolving conflict with someone else is to
- a) Assertively but diplomatically state your perspective
  - b) Brainstorm possible solutions to the problem
  - c) Slap some sense into them
  - d) Listen to their perspective
- (68) A partner whose association with the firm is unknown to the general public is called
- a) Active partner
  - b) Sleeping partner
  - c) Nominal partner
  - d) Secret partner
- (69) Which of the following is/are the key features of organization
- a) Social invention
  - b) Accomplishing goals
  - c) Group efforts
  - d) All of these
- (70) A study of human behavior in organizational settings is
- a) Individual behavior
  - b) Group behavior
  - c) Organizational behavior
  - d) None of these