

102 - Organizational Behaviour

1. ****Answer: a. Total Cost = What is the fundamental difference between autocratic and supportive models of organizational behaviour?**

- a. Decision-making authority
- b. Employee relationships
- c. Leadership style
- d. Communication channels

Answer: c. Leadership style

2. **Which model of OB emphasizes a friendly and caring organizational culture?**

- a. Custodial
- b. Supportive
- c. Collegial
- d. SOBC

Answer: c. Collegial

2. **What does SOBC stand for in the context of OB models?**

- a. System-Oriented Behavioral Culture
- b. Supportive Organizational Behavior Concept
- c. Societal Organizational Balance Culture
- d. Self-Organized Behavioral Collaboration

Answer: b. Supportive Organizational Behavior Concept

3. **Which of the following is a limitation of Organizational Behavior?**

- a. Lack of practical applications
- b. Overemphasis on individual behavior
- c. Difficulty in measuring attitudes
- d. Limited focus on employee motivation

Answer: c. Difficulty in measuring attitudes

4. **What is the primary focus of Emotional Intelligence (EI)?**

- a. Logical reasoning
- b. Academic intelligence
- c. Social and emotional skills
- d. Physical strength

Answer: c. Social and emotional skills

5. Which model describes personality traits based on openness, conscientiousness, extraversion, agreeableness, and neuroticism?

- a. Myers-Briggs Type Indicator
- b. Johari Window
- c. Big Five Personality Model
- d. Transactional Analysis

Answer: c. Big Five Personality Model

6. In the Johari Window, what does the "Open Area" represent?

- a. Known to self and others
- b. Known to self only
- c. Known to others only
- d. Unknown to self and others

Answer: a. Known to self and others

7. Which of the following is a component of attitude in the organizational context?

- a. Personality
- b. Emotion
- c. Perception
- d. Values

Answer: c. Perception

8. Why is attitude considered important in an organization?

- a. It reflects an individual's intelligence
- b. It influences behaviour and performance
- c. It determines physical appearance
- d. It establishes job experience

Answer: b. It influences behaviour and performance

9. What is the relationship between behaviour and attitude in organizational behaviour?

- a. One-way influence from behaviour to attitude
- b. No significant relationship
- c. Reciprocal influence
- d. Attitude determines behaviour

Answer: c. Reciprocal influence

11. What is selective perception in the context of organizational behaviour?

- a. Focusing on specific stimuli and ignoring others
- b. Perception influenced by external factors only
- c. Viewing all stimuli equally
- d. Immediate understanding of stimuli

Answer: a. Focusing on specific stimuli and ignoring others

12. Which theory suggests that individuals attribute others' behaviour to internal or external factors?

- a. Expectancy Theory
- b. Attribution Theory
- c. Equity Theory
- d. Hierarchy of Needs Theory

Answer: b. Attribution Theory

13. What is the perceptual process in organizational behaviour?

- a. The interpretation of sensory information
- b. The selective process of information intake
- c. The identification of external stimuli
- d. The immediate reaction to stimuli

Answer: a. The interpretation of sensory information

14. Which of the following is an example of the halo effect in social perception?

- a. Positive impression of an employee based on a single achievement
- b. Negative perception of an employee due to a recent mistake

- c. Neutral perception of an employee's overall performance
- d. Ignoring an employee's behavior completely

Answer: a. Positive impression of an employee based on a single achievement

15. What is the primary focus of Maslow's Need Hierarchy in motivation theories?

- a. Physiological needs
- b. Social needs
- c. Self-actualization
- d. Safety needs

Answer: c. Self-actualization

16. According to Herzberg's Two-Factor Model, what are the hygiene factors that can lead to dissatisfaction?

- a. Achievement and recognition
- b. Salary and job security
- c. Responsibility and advancement
- d. Work itself and personal growth

Answer: b. Salary and job security

17. Vroom's Expectancy Theory suggests that motivation depends on:

- a. The hierarchy of needs
- b. Perceived efforts and rewards
- c. Hygiene factors
- d. Job enrichment

Answer: b. Perceived efforts and rewards

18. What is the main idea behind the Equity Theory of Work Motivation?

- a. Employees are motivated by fair treatment
- b. Employees seek job security above all
- c. Motivation is solely based on intrinsic factors
- d. Hierarchical needs drive motivation

Answer: a. Employees are motivated by fair treatment

19. In the context of motivation, what does the Porter Lawler model focus on?

- a. Hierarchy of needs
- b. Expectancy and valence
- c. Two-factor theory
- d. Equity and fairness

Answer: b. Expectancy and valence

20. Which case study would be most relevant to understanding the impact of selective perception on decision-making?

- a. Case study on employee motivation
- b. Case study on organizational change
- c. Case study on leadership styles
- d. Case study on team dynamics

Answer: b. Case study on organizational change

21. What is the primary focus of group dynamics in organizational behavior?

- a. Individual behavior within a group
- b. Overall performance of a team
- c. Interaction patterns within a group
- d. Hierarchical structure of a group

Answer: c. Interaction patterns within a group

22. According to the Five-Stage Model of Group Development, what is the final stage?

- a. Norming
- b. Performing
- c. Storming
- d. Adjourning

Answer: b. Performing

23. Which type of group is formed for a specific purpose and usually disbands after achieving its goal?

- a. Formal group
- b. Informal group
- c. Task group
- d. Friendship group

Answer: c. Task group

24. What is the key difference between managers and leaders, as mentioned in the overview of leadership?

- a. Leaders focus on individual tasks; managers focus on the overall vision
- b. Managers control tasks; leaders inspire and motivate
- c. Leaders are appointed; managers emerge naturally
- d. Managers work independently; leaders work collaboratively

Answer: b. Managers control tasks; leaders inspire and motivate

25. What is the primary emphasis of trait theories of leadership?

- a. Situational adaptability
- b. Personal characteristics of effective leaders
- c. Behavioral aspects of leadership
- d. Leadership as a learned skill

Answer: b. Personal characteristics of effective leaders

26. Which leadership theory emphasizes that effective leadership is dependent on the situation?

- a. Trait theory
- b. Behavioural theory
- c. Situational leadership theory
- d. Contingency theory

Answer: c. Situational leadership theory

27. What does the behavioural theory of leadership focus on?

- a. Personal traits of leaders
- b. Specific behaviours of effective leaders
- c. Situational factors influencing leadership
- d. The interaction between leaders and followers

Answer: b. Specific behaviours of effective leaders

28. In team building, what is the significance of the forming stage?

- a. Conflict resolution
- b. Task accomplishment
- c. Establishing relationships and trust
- d. Evaluating team performance

Answer: c. Establishing relationships and trust

29. Which case study would be most relevant to understanding the challenges of team effectiveness during the storming stage?

- a. Case study on employee motivation
- b. Case study on organizational change
- c. Case study on leadership styles
- d. Case study on team dynamics

Answer: d. Case study on team dynamics

30. What is the primary focus of the adjourning stage in the Five-Stage Model of Group Development?

- a. Task completion and goal achievement
- b. Celebrating team success
- c. Establishing team norms
- d. Resolving conflicts within the group

Answer: b. Celebrating team success

31. What is the primary goal of conflict management in organizational behavior?

- a. Elimination of all conflicts
- b. Transformation of conflicts into positive outcomes
- c. Avoidance of conflicts
- d. Encouragement of conflicts

Answer: b. Transformation of conflicts into positive outcomes

32. Which of the following is an example of an interpersonal source of conflict?

- a. Scarce resources
- b. Ambiguous rules
- c. Differences in values
- d. Task interdependence

Answer: c. Differences in values

33. In the context of conflict, what is the key difference between substantive and emotional conflicts?

- a. Substantive conflicts involve tangible issues; emotional conflicts involve personal feelings
- b. Substantive conflicts are easy to resolve; emotional conflicts are complex
- c. Substantive conflicts are interpersonal; emotional conflicts are intrapersonal
- d. Substantive conflicts always lead to emotional conflicts

Answer: a. Substantive conflicts involve tangible issues; emotional conflicts involve personal feelings

34. What is the primary focus of the collaborating conflict management approach?

- a. Maintaining neutrality
- b. Win-win solutions
- c. Avoidance of conflict
- d. Imposing authority

Answer: b. Win-win solutions