

BM 41- PPM and OB

1. What does "management" refer to?

- A) Controlling resources
- B) Achieving organizational goals through efficient use of resources
- C) Setting objectives
- D) Monitoring employee performance

Answer: B) Achieving organizational goals through efficient use of resources

2. What encompasses the scope of management?

- A) Only planning and organizing
- B) Only staffing and controlling
- C) Planning, organizing, staffing, directing, and controlling
- D) Only directing and controlling

Answer: C) Planning, organizing, staffing, directing, and controlling

3. Which term refers to the top-level managers in an organization?

- A) Operational managers
- B) Middle managers
- C) Frontline managers
- D) Top-level managers

Answer: D) Top-level managers

4. Which managerial function involves setting goals and deciding on the course of action to achieve them?

- A) Organizing
- B) Staffing

C) Planning

D) Directing

Answer: C) Planning

5. What type of manager is responsible for a specific department, such as marketing or finance?

A) Functional manager

B) Specialized manager

C) General manager

D) Project manager

Answer: A) Functional manager

6. What does the social responsibility of management entail?

A) Maximizing profits regardless of societal impact

B) Balancing the interests of stakeholders with societal expectations

C) Focusing solely on shareholder interests

D) Ignoring environmental concerns

Answer: B) Balancing the interests of stakeholders with societal expectations

7. Which perspective focuses on the evolution of management ideas over time?

A) Historical perspective

B) Contemporary perspective

C) Functional perspective

D) Behavioral perspective

Answer: A) Historical perspective

8. Who is known as the father of scientific management?

- A) Henri Fayol
- B) Frederick Taylor
- C) Peter Drucker
- D) Max Weber

Answer: B) Frederick Taylor

9. What approach emphasizes the interdependence and interactions between various components within an organization?

- A) Functional approach
- B) System approach
- C) Hierarchical approach
- D) Contingency approach

Answer: B) System approach

10. Which approach to management suggests that there is no one best way to manage and that the most effective approach depends on the situation?

- A) Scientific management
- B) Administrative management
- C) Behavioral management
- D) Contingency management

Answer: D) Contingency management

11. What is the primary focus of decision making?

- A) Implementing strategies
- B) Solving problems

C) Allocating resources

D) Setting goals

Answer: B) Solving problems

12. Under what condition does decision making occur with complete information about possible outcomes?

A) Under certainty

B) Under risk

C) Under uncertainty

D) Under ambiguity

Answer: A) Under certainty

13. What is a tool used in the decision-making process to visually represent possible outcomes and their probabilities?

A) Decision tree

B) Pareto chart

C) Scatter plot

D) Histogram

Answer: A) Decision tree

14. How does group decision making differ from individual decision making?

A) Group decision making is slower.

B) Group decision making involves more information.

C) Group decision making is less creative.

D) Group decision making avoids biases.

Answer: B) Group decision making involves more information

15. Which model of decision making suggests that individuals make decisions based on rationality and logical analysis?

- A) Bounded rationality model
- B) Satisficing model
- C) Incremental model
- D) Rational decision-making model

Answer: D) Rational decision-making model

16. What is the purpose of an organization?

- A) Maximizing profits
- B) Providing employment
- C) Achieving specific goals
- D) Generating revenue

Answer: C) Achieving specific goals

17. What does OB stand for?

- A) Organizational Behavior
- B) Operational Behavior
- C) Organizational Balance
- D) Operational Balance

Answer: A) Organizational Behavior

18. What type of organizational structure groups employees based on their function, such as marketing or finance?

- A) Functional organization
- B) Product organization

C) Territorial organization

D) Matrix organization

Answer: A) Functional organization

19. What is organizational culture?

A) The physical layout of the workplace

B) The written policies and procedures of the organization

C) The shared values and beliefs of the organization's members

D) The financial performance of the organization

Answer: C) The shared values and beliefs of the organization's members

20. Which type of corporate culture emphasizes innovation, risk-taking, and flexibility?

A) Clan culture

B) Adhocracy culture

C) Market culture

D) Hierarchy culture

Answer: B) Adhocracy culture

21. What is motivation?

A) The process of setting goals

B) The process of influencing others

C) The process of satisfying needs

D) The process of controlling resources

Answer: C) The process of satisfying needs

22. According to Maslow's hierarchy of needs theory, which need is the highest level need?

- A) Physiological needs
- B) Safety needs
- C) Social needs
- D) Self-actualization needs

Answer: D) Self-actualization needs

23. What does Herzberg's Motivation-Hygiene theory propose?

- A) Motivation factors are related to job satisfaction, while hygiene factors are related to job dissatisfaction.
- B) Motivation factors are extrinsic, while hygiene factors are intrinsic.
- C) Motivation factors are related to job dissatisfaction, while hygiene factors are related to job satisfaction.
- D) Motivation factors and hygiene factors are interchangeable.

Answer: A) Motivation factors are related to job satisfaction, while hygiene factors are related to job dissatisfaction.

24. Theory X and Theory Y were proposed by whom?

- A) Douglas McGregor
- B) Abraham Maslow
- C) Frederick Taylor
- D) Elton Mayo

Answer: A) Douglas McGregor

25. What is a key difference between a leader and a manager?

- A) A manager focuses on short-term goals, while a leader focuses on long-term goals.
- B) A leader has formal authority, while a manager does not.
- C) A manager controls resources, while a leader inspires and motivates.
- D) A leader implements strategies, while a manager sets objectives.

Answer: C) A manager controls resources, while a leader inspires and motivates.

26. Which leadership style involves making decisions without consulting others?

- A) Autocratic leadership
- B) Participative leadership
- C) Laissez-faire leadership
- D) Transformational leadership

Answer: A) Autocratic leadership

27. What is a team?

- A) A group of individuals working independently toward a common goal
- B) A group of individuals working interdependently toward a common goal
- C) A group of individuals with similar skills
- D) A group of individuals with different objectives

Answer: B) A group of individuals working interdependently toward a common goal

28. What are the benefits of effective teams?

- A) Increased competition among team members
- B) Decreased productivity

- C) Improved communication and collaboration
- D) Higher turnover rates

Answer: C) Improved communication and collaboration

29. How can individuals be turned into team players?

- A) By emphasizing individual achievements
- B) By encouraging competition
- C) By fostering a collaborative environment
- D) By discouraging teamwork

Answer: C) By fostering a collaborative environment

30. What is stress?

- A) A state of mental peace and tranquility
- B) A state of emotional stability
- C) A physiological response to external pressures
- D) A state of physical fitness

Answer: C) A physiological response to external pressures

31. How can stress be managed?

- A) By avoiding challenging tasks
- B) By increasing workload
- C) By developing coping strategies
- D) By ignoring the symptoms

Answer: C) By developing coping strategies

32. What is functional conflict?

- A) Conflict that disrupts organizational goals

- B) Conflict that enhances performance
- C) Conflict that leads to personal animosity
- D) Conflict that is avoided by the parties involved

Answer: B) Conflict that enhances performance

33. Which stage of the conflict process involves awareness of the existence of a conflict?

- A) Latent conflict
- B) Manifest conflict
- C) Perceived conflict
- D) Felt conflict

Answer: C) Perceived conflict

34. What intervention strategies can be used to manage conflict?

- A) Avoidance
- B) Collaboration
- C) Competition
- D) Compromise

Answer: B) Collaboration

35. What is personality?

- A) A set of innate traits
- B) A fixed pattern of behavior
- C) An individual's unique pattern of thoughts, feelings, and behaviors
- D) A learned behavior

Answer: C) An individual's unique pattern of thoughts, feelings, and behaviors

36. According to Freud's psychoanalytic theory, what are the three components of personality?

- A) Id, ego, superego
- B) Ego, libido, superego
- C) Ego, unconscious, conscious
- D) Conscious, unconscious, preconscious

Answer: A) Id, ego, superego

37. What is the Johari window?

- A) A model of personality development
- B) A tool for self-awareness and understanding relationships
- C) A framework for understanding organizational behavior
- D) A theory of motivation

Answer: B) A tool for self-awareness and understanding relationships

38. What is Transactional Analysis?

- A) A theory of personality that focuses on unconscious conflicts
- B) A method for resolving conflicts in organizations
- C) A model of communication that focuses on ego states
- D) A technique for behavior modification

Answer: C) A model of communication that focuses on ego states