

Organizational Behaviour MCQs with Answers:

Q1. Organization structure primarily refers to

- a. how activities are coordinated & controlled
- b. how resources are allocated
- c. the location of departments and office space
- d. the policy statements developed by the firm

Answer: a

Q2. The purpose of job enrichment is to

- a. expand the number of tasks an individual can do
- b. increase job efficiency
- c. increase job effectiveness
- d. increase job satisfaction of middle management

Answer: b

Q3. Strategic planning as a broad concept consists of

- a. corporate strategy and business strategy
- b. strategy formulation and strategy implementation
- c. inputs and outputs
- d. environmental analysis and internal analysis

Answer: b

Q4. According to Herzberg, which of the following is a maintenance factor?

- a. Salary
- b. Work itself
- c. Responsibility
- d. Recognition

Answer: d

Q5. A major problem with a task force type of management is

- a. there is no logical basis for task force information
- b. its status is too inflexible
- c. accountability
- d. lack of planning

Answer:b

Q6. Individuals such as Albert Einstein, Edwin Land and Steven Jobs lead through which type of power?

- a. Legitimate
- b. Reward
- c. Expert
- d. Charismatic

Answer: c

Q7. Communication begins with

- a. encoding
- b. idea origination
- c. decoding
- d. channel selection

Answer:b

Q8. Functional managers are responsible

- a. for a single area of activity
- b. to the upper level of management and staff
- c. for complex organizational sub-units

d. for obtaining copyrights and patents for newly developed processes and equipment

Answer: a

Q9. Policies are sometimes defined as a(n)

a. shortcut for thinking

b. action plan

c. substitute for strategy

d. substitute for management authority

Answer: d

Q10. The problem-solving process begins with

a. clarification of the situation

b. establishment of alternatives

c. identification of the difficulty

d. isolation of the cause

Answer: c

Q11. A study of the culture and practises in different societies is called

a) Personality

b) Anthropology

c) Perception

d) Attitudes

Answer:b

Q12. _____ is known as “the father of scientific management.”

a) Fredrick W. Taylor

b) Henry Fayol

- c) Robert Owen
- d) None of these

Answer: a

Q13. _____ a young Welsh factory owner was one of the first to emphasise the human needs of employees: He refused to employ young children

- a) Andrew Ure
- b) J.N. Tata
- c) Robert Owen
- d) None of these

Answer: c

Q14. _____ embodies a team concept, is based on the principle of mutual contribution by employer and employees

- a) Autocratic model
- b) Custodial model
- c) Supportive Model
- d) Collegial Model

Answer: d

Q15. Contribution/s of human relations movement is/are

- a) Great Depression
- b) Labour Movement
- c) Hawthorne Studies
- d) All of these

Answer: d

Q16. Edward Tolman is related to

- a) Behaviourist Framework
- b) Cognitive approach
- c) Social Cognitive Framework
- d) None of these

Answer:b

Q17. Forces affecting organisational behaviour are

- a) People
- b) Environment
- c) Technology
- d) All of the above

Answer:d

Q18. Hawthorne Studies is related to which stage of the organisational behaviour evolution

- a) Industrial revolution
- b) Scientific management
- c) Organisational behaviour
- d) Human relations movement

Answer:d

Q19. In present context, challenges for OB are

- a) Employee expectation
- b) Workforce diversity
- c) Globalization
- d) All of the above

Answer:d

Q20. Meso organisation behaviour is related with

- a) Individual behaviour
- b) Group behaviour
- c) Organisational behaviour
- d) None of these

Answer: b

Q21. “Leadership motivates the people to work and not the power of money”, this concept is related to

- a) Autocratic model
- b) Custodial model
- c) Supportive Model
- d) Collegial Model

Answer: b

Q22. Organisational behaviour is a field of study backed by a body of associated with growing concern for people at workplace

- a) Theory
- b) Research
- c) Application
- d) All of the above

Answer:d

Q23. Organisational behaviour is

- a) A science
- b) An art
- c) A science as well as an art

d) None of the above

Answer: c

Q24. 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

Answer: a

Q25. The term 'psychology' is derived from the word 'psyche', which means 'soul' or 'spirit'

a) Latin

b) French

c) Greek

d) None of these

Answer: c

Q26. The field of organisational behaviour is primarily concerned with

a) The behaviour of individual and groups.

b) How resources are effectively managed.

c) Control processes and interactions between organisations, external context.

d) Both a and c.

Answer:d

Q27. The study of organizational behaviour has certain basic assumptions. They are

a) An industrial enterprise is an organisation of people.

- b) These people must be motivated to work effectively.
- c) The goals of the employee and the employer may not necessarily coincide.
- d) All of the above.

Answer:d

Q28. Which of the following represents the correct sequencing of historical developments of Organisational Behaviour?

- a) Industrial revolution —> Scientific management —> Human relations movement —> OB
- b) Industrial revolution —> Human relations movement —> Scientific management —> OB
- c) Scientific management —> Human relations movement —> Industrial revolution —> OB
- d) None of these.

Answer:a

Q29. 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

Answer:d

Q30. Which of the following frameworks is based on the expectancy, demand and incentive concepts

- a) The cognitive framework
- b) The behaviouristic framework
- c) The social learning framework
- d) The supportive framework

Answer:a

Q31. Which of the following forms the basis for the autocratic model of OB

- a) Obedience
- b) Authority
- c) Power
- d) Dependence on boss

Answer: c

Q32. “Might is right” is the motto of

- a) Autocratic Model
- b) Custodial Model
- c) Supportive Mode
- d) Collegial Model

Answer:a

Q33. Which one of the following is the definition given by Fred Luthans

- a) “Organisational behaviour is to understand, predicting and controlling human behaviour at work”
- b) “Organisational behaviour is subset of management activities concerned to human behaviour”
- c) “Organisational behaviour is a branch of social sciences that seeks to build theories”
- d) “Organisational behaviour is a field of study that investigates the impact on behaviour”

Answer: a

Q34. Which of the following is not correct for the organisational behaviour?

- a) Organisational behaviour is an integral part of management
- b) Organisational behaviour is a disciplinary approach

- c) Organisational behaviour helps in analysis of behaviour
- d) “Organisational behaviour is goal-oriented

Answer:b

Q35. The _____ is based on the environment. Though _____ like thinking, expectations and perception do exist, and they are not needed to manage or predict behaviour.

- a) Behaviouristic approach, Cognitive processes,
- b) cognitive processes, behaviouristic approach
- c) Social cognitive, behaviouristic approach
- d) Cognitive processes, social cognitive

Answer: a

Q36. OB is the study of _____ in the organisation

- a. Human c. Human Behaviour
 - b. Employer d. Employees
- (Answer: c. Human Behaviour)

Q37. Nowadays a lot of stress is being put on the _____ of the employee in the organisation

- a. Character
- b. improvement
- c. Behaviour
- d. Rewards

(Answer:c Behaviour)

Q38. OB focuses at 3 Levels-

- a. Individuals, Organisation, Society
- b. Society, Organisation, Nation
- c. Employee, Employer, Management

d. Individual, Groups, Organisation.

(Answer:d. Individual, Groups, Organisation.)

Q39. Scope of OB does not include

a. Leadership

b. Perception

c. Job Design

d. Technology

(Answer:d. Technology)

Q40. High rate of _____ increase cost and tend to place less experienced employee in job

a. Training

b. Absenteeism

c. Employee Turnover

d. Strikes

(Answer: c. Employee Turnover)

Q41. Job Satisfaction have _____ related to Absenteeism and Turnover

a. Positively

b. Negatively

c. directly

d. Elastically

(Answer: b. Negatively)

Q42. _____ advocated that humans are essentially motivated by levels of needs

a. A. Maslow

B.Follet

c. Elton mayo

d. Ivon Pavlov

(Answer:a. A. Maslow)

Q43. Scientist of OB recognize that organisations are not static but dynamic and

a) Processing

b) systematic

c) ever changing

d) researching

(Answer:c. ever changing)

Q44. _____ and fringe benefits are no longer employees first priority

a) Wages

b) bonus

c) rewards

d) promotions

(Answer:a) Wages)

Q45) A manager with good _____ can make the work place more pleasant

a) Communication

b) knowledge

c) experience

d) Interpersonal Skills

(Answer: d. Interpersonal Skills)

Q46) _____ is called as father of scientific management

- a) Elton Mayo
- b) Hendry Fayol
- c) F.W.Taylor
- d) Robert Owen

Answer: c. F.W.Taylor

Q47) The book “The Psychology of management” was published by

- a) William Gilbreth
- b) Hendry Fayol
- c) F.W.Taylor
- d) Robert Owen

Answer: a. William Gilbreth

Q48) _____ is recognised as father of “Human relations”

- a) William Gilbreth
- b) Hendry Fayol
- c) F.W.Taylor
- d) Elton Mayo

Answer: d. Elton Mayo

Q49) The Hawthome experiment was conducted by

- a) William Gilbreth
- b) Hendry Fayol
- c) F.W.Taylor
- d) Elton Mayo

Answer: d) Elton Mayo

Q50) The most significant management skills are

- a) Technical, Human and Conceptual
- b) Technical, behavioural and Conceptual
- c) Systematic, Human and Conceptual
- d) Technical, Human and cognitive

Answer: a) Technical, Human and Conceptual

Q51) 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

Answer: b) Cognitive, Behaviouristic, Social

Q52) _____ explains internal processes of choice among different behaviours

- a) Equity Theory
- b) Expectancy theory
- c) Goal attain theory
- d) Goal setting Theory

Answer: b) Expectancy theory

Q53) _____ explains how and why people react when they feel unfairly treated

- a) Equity Theory
- b) Expectancy theory
- c) Goal attain theory

d) Goal setting Theory

Answer: a) Equity Theory

Q54) _____ focuses on how to set goals for people to reach

a) Equity Theory

b) Expectancy theory

c) Goal attain theory

d) Goal setting Theory

Answer: d) Goal setting Theory

Q55) Concerning organizational cultures,

a. a strong culture is a more productive environment

b. a weak culture is a more productive environment

c. the specific culture that contributes to positive effectiveness is well known

d. the stronger the culture, the more influential it is on employee behavior

Answer: d. the stronger the culture, the more influential it is on employee behavior

Q56) 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

Answer: c. different for the various components of a diverse work force

Q57) Which of the following best explains why an employee behaves as s/he does?

a. The environment is the most important consideration in understanding individual employee behavior.

b. Both the environment and individual differences are important considerations in understanding individual employee behavior.

c. Neither the environment nor individual differences are important considerations in understanding individual employee behavior.

d. Employee personality and attitudes are primarily dictated by the environment.

Answer: b. Both the environment and individual differences are important considerations in understanding individual employee behavior.

Q58) In order from lowest to highest, what are Maslow's five classes of needs?

a. Social-esteem-physiological-safety-self-actualization

b. Physiological-safety-social-self-actualization-esteem

c. Physiological-safety-social-esteem-self-actualization

d. Self-actualization-esteem-safety-social-physiological

Answer: c. Physiological-safety-social-esteem-self-actualization

Q59) A lack of clarity concerning what will happen is referred to as

a. temporal

b. predisposition

c. uncertainty

d. negation

Answer: c. uncertainty

Q60) Employees with relatively weak higher- order needs are _____ concerned with variety and autonomy.

a. less

b. more

c. very

d. extremely

Answer: a. less

Q61) Which of the following is a strategy of job design that increases job depth by meeting employees needs for psychological growth?

- a. Job rotation
- b. Job enrichment
- c. Job enlargement
- d. Job engagemnt

Answer: b. Job enrichment

Q62) What is the key word in understanding organization structure?

- a. Control
- b. Change
- c. Process
- d. Delegation

Answer: a. Control

Q63) Organization structures

- a. affect group behavior more than individual behavior
- b. change rapidly to meet environmental and market changes
- c. contribute positively to organizational performance
- d. can be defined simply as activities that occur regularly

Answer: d. can be defined simply as activities that occur regularly

Q64) Groups created by managerial decision in order to accomplish stated goals of the organization are called

- a. formal groups
- b. informal groups

- c. task groups
- d. interest groups

Answer: a. formal groups

Q65) Continued membership in a group will usually require

- a. supporting the group leader
- b. conforming to group norms
- c. encouraging cohesiveness in the group
- d. developing a status system

Answer: b. conforming to group norms

Q66) The definition of communication implies that

- a. communication is mostly verbal
- b. communication is mostly written
- c. most communication is in a vertical direction
- d. understanding must occur to have communication

Answer: d. understanding must occur to have communication

Q67) The Least used communication channel in an organization is usually

- a. upward
- b. downward
- c. diagonal
- d. Horizontal

Answer: d. horizontal

Q68) _____ means the mental action or process of acquiring knowledge and understanding through thought, experience, and the senses.

- a) Learning
- b) development
- c) Cognition
- d) Training

Answer: c) Cognition

Q69) _____ framework is based on the concept of Expectancy, demand and Intention of the human being.

- a) Behaviouristic
- b) Expectancy
- c) Cognitive
- d) Social learning

Answer: c) Cognitive

Q70) According to Edward Tolman, _____ consists of the expectancy that a particular event will lead to a particular consequence.

- a) eventual
- b) Behaviour
- c) Learning
- d) Attitude

Answer: c) Learning

Q71) Every individual sets his goal and he also knows the _____ which will take him to achieve the goal.

- a) Process
- b) Behaviour
- c) Event
- d) way

Answer: b) Behaviour

Q72) _____ insist that it is advisable and fruitful to study the behaviour of the human being which is visible rather than studying the mind which is elusive in nature.

- a) Ivan Pavlov and Jon B. Watson

b) Ivan Pavlov

c) Jon B. Watson Ivan Pavlov and A.Maslow

Answer: a) Ivan Pavlov and Jon B. Watson

Q73) _____ is the force of action or motivation.

a) Behaviour

b) Stimulus

c) Perception

d) Attitude

Answer: b) Stimulus

Q74) _____ is the behaviour for a stimulus.

a) Stimulus

b) response

c) Perception

d) Attitude

Q75) Behavioural framework based on _____ behaviour and _____ environmental variables.

a) Observable — Non Observable

b) Observable — Observable

c) Non Observable — Observable

d) Non observable — Non Observable

Answer: b) Observable — Observable

Q76) Human can project _____ behaviour for _____ stimulus and he exhibit a response depending on environmental consequences.

a) different— different

- b) same——same
- c) same——different
- d) different—— same

Answer: d) different—— same

Q77) As per _____ Behaviour is not the outcome of stimulus alone, but it is an outcome which also depends on contingent environmental consequences of a behaviour

- a) Behaviouristic Framework
- b) Cognitive Framework
- c) Sinner Framework
- d) Behaviour Theory

Answer: a) Behaviouristic Framework

Q78) The social cognitive theory states that the person and the external situations are _____ with each other along with the behaviour itself to determine the behaviour.

- a) related
- b) linked
- c) interdependence
- d) combined

Answer: c) interdependence

Q79) _____ states that along with cognitive and external situation the experiences faced through relevant past events determines what a person becomes and this will create an impact in subsequent behaviour.

- a) Behaviouristic Framework
- b) Cognitive Framework
- c) Social Cognitive Framework
- d) Social Framework

Answer: c) Social Cognitive Framework

Q80) _____ developed social learning theory into the more comprehensive social cognitive theory (SCT).

- a) Bandura
- b) Luthans
- c) Sinner
- d) I Pavlo

Answer: a) Bandura

Q81) ____ have translated this SCT into the theoretical framework for organizational behavior.

- a) Stajkovic and Luthans
- b) Stajkovic and Sinner
- c) Sinner and Luthans
- d) Stajkovic and Pavlo

Answer:a) Stajkovic and Luthans

Q82) Bandura identified _____ basic human capabilities as a part of SCT.

- a) 4
- b) 3
- c) 5
- d) 6

Answer: c) 5

Q83) People process visual experiences into cognitive models. They help in future action is

- a) Symbolizing
- b) Forethought

c) Observational

d) SelfAnswer:regulatory

Answer: a) Symbolizing

Q84) Employees plan their actions is called as

a) Symbolizing

b) Forethought

c) Observational

d) Self-regulatory

Answer: b) Forethought

Q85) Employees learn by observing the performance of the referent group (peers, supervisors and high performers) and the consequences of their actions is referred as.

a) Symbolizing:

b) Forethought

c) Observational

d) Self-regulatory

Answer: c) Observational

Q86) Employees self regulate their actions by setting internal standards

a) Self-reflective

b) Forethought

c) Observational

d) Self-regulatory

Answer d) Self-regulatory

Q87) Employees reflect back on their actions (how did I do?) and perceptually determine how they believe then can successfully accomplish the task in the future given the context

- a) self- reflective
- b) Forethought
- c) Observational
- d) Self-regulatory

Answer a) self-reflective

Q88) OB Helps to understand behaviour of human in _____.

- a) work place and Society
- b) work place only
- c) Society only
- d) Department only

Answer: b) work place only

Q89) OB does Not contributed to improve

- a) Motivation
- b) Efficiency
- c) interpersonal relations
- d) Communication

Answer c) interpersonal relations

Q90) Common uniform, canteen, office does not mean common treatment is a limitation of

- a) Organizational Cultural
- b) Organizational Structure
- c) Organizational Behaviour
- d) Organisational Value

Answer: c) Organizational Behaviour

Q91) Due to emphasis on productivity & efficiency employee are not allowed work with harmony with one another is a limitation of

- a) Organizational Cultural
- b) Organizational Structure
- c) Organizational Behaviour
- d) Organisational Value

Answer: c) Organizational Behaviour

Q92) If modern day managers donot positively address and manage work force diversity of the following may become negative outcomes for an organisation except

- a) more difficult communication
- b) Increased creativity and innovation
- c) more interpersonal conflicts
- d) potential for higher employee turnover

Answer: b) Increased creativity and innovation

Q93) The structure of an OB model includes 3 levels of analysis individual, group and organizational systems. Issues that influence all 3 levels in various ways and thus affect behavioural dynamics are

- a) change and stress
- b) Organisational culture and commitment
- c) Power and politics
- d) work design and technology

Answer: a) change and stress

Q94) some of OB's challenges and opportunities include all of the following except

- a) reinforcing the importance of traditional methods of management
- b) offering specific insights to improve interpersonal and people skills

- c) helping us learnt to cope in a continues changing world
- d) facilitating the improvement of quality and employee productivity

Answer: a) reinforcing the importance of traditional methods of management

Q95) A program that asks managers to reconsider how work would be done and the organisation structured if they were starting to develop the company from the beginning is

- a) reengineering
- b) MBO
- c) TQM
- d) Diversity training

Answer: a) reengineering

Q96) Which of the following is not a contributing discipline of OB

- a) Anthropology
- b) Psychology
- c) physiology
- d) sociology

Answer: c) physiology

Q97) _____ is a Study of individual Behaviour

- a) Anthropology
- b) Psychology
- c) political science
- d) sociology

Answer: b) Psychology

Q98) _____ is a Study of Group Behaviour

- a) Anthropology
- b) Psychology
- c) physiology
- d) sociology

Answer: d) sociology

Q99) _____ is a Study of man, his work and Culture

- a) Anthropology
- b) Psychology
- c) Social psychology
- d) sociology

Answer: a) Anthropology

Q100) _____ focuses on the influence of people on one another

- a) Anthropology
- b) Psychology
- c) Social psychology
- d) sociology

Answer: c) Social psychology

Q101) The job satisfaction of an employee depends on the

- a) behaviour b) attitude
- c) personality d) employer

Answer: b) attitude

Q102) The success of each organization is depending upon the performance of

- a) employer b) management
- c) vendor d) employee

Answer: d) employee

Q103) A satisfied employee will be a

a) motivator to others b) manager c) High performer d) Team Leader

Answer: c) High performer

Q104) _____ is not a capability of an employee having Positive attitude

a) Focus b) creativity c) Pessimism d) Confidence

Answer: c) Pessimism

Q105) Which one is not a benefit to employee which results through positive attitude of an employee

a) Promotion b) Less stress c) Job security d) enjoying life

Answer: a) Promotion

Q106) Belief, opinion, knowledge, emotions feelings intention are the components of

a) OB b) Job satisfaction c) Attitude d) Personality

Answer: c) Attitude

Q107) Components of Attitude can majorly be segregated in to _____ types

a) 7 b) 4 c) 3 d) 6

Answer: c) 3

Q108) The attitude based on Beliefs, opinion, Knowledge, or information about the particular event which the employee possesses is under _____ component of Attitude.

a) Behavioral b) Cognitive c) Affective d) Positive

Answer: b) Cognitive

Q109) The attitude based on the concept that “every individual will have an Intention to react in a certain way toward something is “ under _____ component of Attitude.

a) Behavioral b) Cognitive c) Affective d) Positive

Answer: a) Behavioral

Q110) The attitude based on Feelings, sentiments and emotions of any person is under _____ component of Attitude.

a) Behavioral b) Cognitive c) Affective d) Positive

Answer: c) Affective

Q111) _____ is the only component of attitude which is visible and can be observed directly.

a) Behavioural b) Cognitive c) Affective d) Positive

Answer: a) Behavioral

Q112) The statement “My friends are good” is an example of _____ component of attitude

a) Behavioral b) Cognitive c) Affective d) Positive

Answer: b) Cognitive

Q113) The statement “I don’t feel comfortable in crowd” is an example of _____ component of attitude.

a) Behavioral b) Cognitive c) Affective d) Positive

Answer: c) Affective

Q114) The statement “I am going to apologies for my mistake” is an example of _____ component of attitude.

a) Behavioral b) Cognitive c) Affective d) Positive

Answer: a) Behavioral

Q115) _____ component of attitude is a result of family condition, childhood experiences etc...

a) Behavioral b) Cognitive c) Affective d) Positive

Answer: c) Affective

Q116) Which is not a method used for changing the attitude of Employee

a) use of fear b) Providing new information

c) Performance appraisal d) Giving Feedback

Answer: c) Performance appraisal

Q117) Among the following which is not a problem in changing the attitude of the employee

a) Insufficient Information b) Resistant by employee

c) Cognitive Dissonance d) Cognitive Dissonance

Answer: b) Resistant by employee

Q118) Motivation includes

a) job enrichment b) Job rotation c) Job enlargement d) all of the above

Answer: d) all of the above

Q119) “The combination of characteristics or qualities that form an individual’s distinctive character” is the definition of

a) Personality b) Motivation c) Attitude d) behaviour

Answer: a) Personality

Q120) The family condition and impact of the parents is the main base for the personality of a person. Later it might change by _____.

a) thinking b) external influences c) own ability d) learning experiences

Answer: b) external influences

Q121) Every individual is _____ by their personality.

- a) Intellectual b) Specific c) Unique d) systematic

Answer: c) Unique

Q122) Sometimes due to any hard situation _____ of an individual will change but will take a long time.

- a) objective b) attitude c) motivation d) Personality

Answer: d) Personality

Q123) From the below which is not a outcome from person having good personality

- a) good Performer b) Good team player c) Lead a team well d) Make Profit

Answer: d) Make Profit

Q124) The five personality traits as per Big Five Personality Traits are

- a) Extroversion, Agreeableness, Conscientious, Emotional Stability, Openness to experience
b) Extroversion, Agreeableness, Friendly, Emotional Stability, Openness to experience
c) Extroversion, Agreeableness, Courage, Friendly, Openness to experience
d) Extroversion, Agreeableness, Conscientious, Emotional Stability, Easy going

Answer: a) Extroversion, Agreeableness, Conscientious, Emotional Stability, Openness to experience

Q125) Outgoing, talkative, social are part of _____ Personality Trait as per big 5 personality trait

- a) Friendly b) Openness to experience c) Introversion d) Extroversion

Answer: d) Extroversion

Q126) Trust, nature, cooperative are part of _____ Personality Trait as per big 5 personality trait

- a) Agreeableness b) Emotional Stability c) Openness to experience d) Introversion

Answer: a) Agreeableness

Q127) Dependable, responsible are part of _____ Personality Trait as per big 5 personality trait

- a) Emotional Stability b) Conscientious c) Openness to experience d) Introversion

Answer: b) Conscientious

Q128) Relaxed and Secure are part of _____ Personality Trait as per big 5 personality trait

- a) Agreeableness b) Emotional Stability c) Openness to experience d) Introversion

Answer: b) Emotional Stability

Q129) Sensitive and intellectual are part of _____ Personality Trait as per big 5 personality trait

a) Agreeableness b) Emotional Stability c) Openness to experience d) Introversion
Answer: c) Openness to experience

Q130) _____ are the theories which gives an Idea about what employees wants or needs and what are the key factors the managers can utilize to motivate the employees.

a) Maslow theory b) Herzberg Theory c) Process Theory d) Content Theory
Answer: d) Content Theory

Q131) _____ theory states the ways or process by which the needs can be converted into behavior or performance.

a) Maslow theory b) Expectancy Theory c) Process Theory d) Content Theory
Answer: c) Process Theory

Q132) Myers-Briggs Personality is called as

a) MBIT b) MBET c) MBTI d)MIBT
Answer: c) MBTI

Q133) _____ are stimulated by events and people external to themselves. They show their feelings, learn by talking, and work well in groups.

a) positive personalities b) Introverts c) Extroverts d) none of the above
Answer: c) Extroverts

Q134) _____ prefers private reflection, self-examination, and self-discovery. They hide their feelings, prefer to work alone, and learn by watching.

a) Private personalities b) Introverts c) Extroverts d) none of the above
Answer: b) Introverts

Q135) MBTI test the personalities in _____ categories

a) 3 b) 4 c) 5 d) 6
Answer: b) 4

Q136) As per MBTI _____ personality people like real-life examples, prefer practical exercises, and get the facts while possibly missing the main idea.

a) Introversion b) Sensing c) intuition d) Thinking

Answer: b) Sensing

Q137) As per MBTI _____ personality people work based on hunches and feelings, use their imagination, and get the main idea while missing some of the facts.

a) Introversion b) Sensing c) Intuition d) Thinking
Answer: c) Intuition

Q138) As per MBTI _____ personality people take a laid back, relaxed approach. They're flexible, open to change, and like to explore.

- a) Introversion
- b) Sensing
- c) Perceiving
- d) Thinking

Answer: c) Perceiving

Q139) MBTI stands for

- a) Myers- Briggs Test indicator
- b) Myers- Briggs Test investigator
- c) Myers- Briggs Type indicator
- d) Myers- Briggs Type investigator

Answer: c) Myers- Briggs Type indicator

Q140) Psychological process by which individuals organize and interpret their sensory impressions in order to give meaning to their environment is definition of

- a) Attitude
- b) thinking
- c) Perception
- d) Personality

Answer: c) Perception

Q141) A Process of receiving, selecting, organizing, interpreting, checking and reacting to sensory stimuli or data so as to form a meaningful and coherent picture of the world is

- a) Attitude
- b) thinking
- c) Perception
- d) Communication

Answer: c) Perception

Q142) The _____ theory states that human mind will receive or accept only those information which it feels that it is relevant.

- a) Perception theory
- b) Selective Perception
- c) relevance Theory
- d) none of the above

Answer: b) Selective Perception

Q143) _____ deals with how the social perceiver uses information to arrive at causal explanations for events.

- a) Attribution theory
- b) Social Perception Theory
- c) Selective Perception
- d) social Theory

Answer: a) Attribution theory

Q144) _____ is the sequence of psychological steps that a person uses to organize and interpret information from the outside world.

- a) Perceptual process
- b) Thinking process
- c) Selection Process
- d) Sequential theory

Answer: a) Perceptual process

Q145) Which of the following is not a step in perceptual Process?

- a) Object

- b) selection
- c) Perception
- d) Response

Answer: c) Perception

Q146) Putting people into a convenient group on basis of some characteristics and make an assumption to perceive is called as

- a) Stereotyping b) Perception c) Perceiving d) Group perception

Answer: a) Stereotyping

Q147) Stereotyping generally affects the _____

- a) Organization Structure b) Behavior c) Interpersonal Relations d) Communication

Answer: c) Interpersonal Relations

Q148) “Girls are not good at sports” is an example of

- a) Perception
- b) Halo effect
- c) Stereotyping
- d) Individual Personality

Answer: c) Stereotyping

Q149) _____ is our perception of one personality trait influences how we view a person’s entire personality.

- a) Perception
- b) Halo effect
- c) Stereotyping
- d) Individual Personality

Answer: b) Halo effect

Q150) _____ is the process of stimulating people to actions to accomplish the goals.

- a) Bonus
- b) Motivation
- c) Performance-based Incentive
- d) Promotion

Answer: b) Motivation

Q151) _____ contains the theories which gives an Idea about what employees wants or needs.

- a) Expectancy theory
- b) Maslow theory
- c) Process Theory
- d) Content Theory

Answer: d) Content Theory

Q152) Which of the following is not an example of Content Theory?

- a) Maslow Theory
- b) Herzberg's Theory
- c) Expectancy theory
- d) Alderfer's ERG theory

Answer: c) Expectancy theory

Q153) _____ theory emphasis that, Unsatisfied need can influence the behaviour satisfied one will not act as a motivator.

- a) Maslow Theory
- b) Herzberg's Theory
- c) Expectancy theory
- d) Alderfer's ERG theory

Answer: a) Maslow Theory

Q154) Maslow says that Human beings are full of needs & wants. And these needs will lead to their?

- a) Job
- b) Behavior
- c) Attitude
- d) Motivation

Answer: b) Behavior

Q155) The person will try for the complex level need when his _____ is satisfied.

- a) Basic need
- b) family
- c) Income
- d) Job

Answer: a) Basic need

Q156) In _____ the needs are arranged in an order as per their importance (basic to complex)

- a) Maslow need Theory
- b) Herzberg theory
- c) Satisfaction theory
- d) Mayo theory

Answer: a) Maslow need Theory

Q157) The individuality, humanness and mental health of the person will improve _____ the level of need he satisfied.

- a) less than
- b) Greater than
- c) at Per with
- d) None of the above

Answer: c) at Per with

Q158) Salary, and basic working condition will come under _____ Needs

a) Safety b) Physiological need c) social need d) organizational
Answer: b) Physiological need

Q159) _____ need improves the confidence level of an employee when satisfied.

a) Social b) Safety c) Basic d) Esteem
Answer: d) Esteem

Q160) Which of the following is not a part of the hygiene factor of two-factor theory

a) Company policy b) Administration c) responsibilities d) Interpersonal Relations
Answer: c) responsibilities

Q161) Responsibility, Advancement etc are an example of

a) Motivators b) hygiene factors c) improvement factors d) advance factors
Answer: a) Motivators

Q162) The higher-order needs specified by Maslow is considered as _____ as per Herzberg.

a) Motivators b) hygiene factors c) improvement factors d) advance factors
Answer: a) Motivators

Q163) Expectancy theory is a theory comes under _____ theory

a) Process b) Content c) Attribution d) perception
Answer: a) Process

Q164. All of the following topics and areas of concentration generally constitute the field of OB except

A.	International influences.
B.	Interpersonal communication.
C.	Group structure and process.
D.	Leadership.

Ans: A

Q165. Which is not the Maslow's needs?

A.	Esteem
B.	Control
C.	Self actualisation
D.	Social

Ans: B

Q166. The approaches to organisational changes are

A.	Structural approach
B.	Value centered approach
C.	Technological approach
D.	All of the above

Ans: D

Q167. The structure of an OB model includes three levels of analysis: individual, group, and organization systems. Issues that influence all three levels in various ways and thus affect behavioural dynamics are

A.	change and stress.
B.	organizational culture and commitment.
C.	power and politics.
D.	work design and technology.

Ans: A

Q168. 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

Ans: A

Q169. Engaging in work behaviour and striving hard to perform well for the primary purpose of fulfilling one's own satisfaction, pride and happiness is called

A.	Social Motivation
B.	Intrinsic Motivation
C.	Extrinsic Motivation
D.	Esteem Motivation

Ans: B

Q170. Hygiene factors related to the work context includes

A.	Relations with supervisor
B.	Supervision
C.	Company Policy and Administration
D.	All of the above

Ans: D

Q171. Which of the following is/are importance of Motivation?

A.	Success in competition
B.	Increases Morale
C.	Measurement of Managerial action
D.	All of the above

Ans: D

Q172. Some of OB's challenges and opportunities include all of the following except

A.	reinforcing the importance of traditional methods of management.
B.	offering specific insights to improve interpersonal and people skills.
C.	helping us learn to cope in a continuously changing world.
D.	facilitating the improvement of quality and employee productivity.

Ans: A

Q173. "Leadership is the activity of influencing people to strive willingly for group objectives."
This statement is given by

A.	George R. Terry
B.	Harris Thomas A.
C.	Davis, Keith
D.	Rensis Likert

Ans: A

Q174. In Vroom's Expectancy Theory, Valence means

A.	Strength of an individual's preference for a particular outcome
B.	Salary
C.	Supervision
D.	Knowledge of planning

Ans: A

Q175. Which is not correct about the nature of leadership?

A.	Ideal Conduct
B.	Leadership is a personal quality
C.	Dynamic Process
D.	Unity of Accounting

Ans: D

Q176. Which of the following is a phenomenon in which group pressures for conformity deter the group from critically appraising unusual, minority, or unpopular views?

- A. Group conformity
- B. Group shift
- C. Group think
- D. Compromise
- E. Risk transfer

Ans: C

Q177. What is brainstorming?

- A. A technique used to build group cohesiveness
- B. A technique that tends to restrict independent thinking
- C. A process for generating ideas
- D. A process used mainly when group members cannot agree on a solution
- E. The most effective means of generating answers

Ans: C

Q178. Vroom and Yetton's leadership theory could also be described as a _____ theory.

- A. Contingency
- B. Decision
- C. Behavioral
- D. Trait
- E. Cognitive dissonance

Ans: B

- Q179. What does a positive organizational culture do?
- A. uses positive reinforcement instead of punishment
 - B. rarely uses rewards
 - C. emphasizes individual growth
 - D. emphasizes building on the organization's strengths
 - E. emphasizes organizational vitality

Ans: C

- Q180. Organizations that promote a spiritual culture _____.
- A. Have organized religious practices
 - B. Adopt a corporate religion
 - C. Recognize that people have both a mind and a spirit
 - D. De-emphasize community in the work place
 - E. Tend to downplay the importance of employee satisfaction

Ans: C

- Q181. Herzberg proved that job satisfaction and job dissatisfaction are not exact opposites.
- A. True
 - B. False

Ans: A

- Q182. Charismatic leaders are perceived as initiators and managers of change rather than custodians of the status quo.

- A. True
- B. False

Ans: A

- Q183. _____ studies behavior as it relates to concerns such as absenteeism, turnover, productivity, and performance.

- A. Psychology
- B. Kinetics
- C. Organizational behavior
- D. Ergonomics

Ans: C

- Q184. A number of approaches may be used to bring about effective change within an organisation, often called intervention strategies, these include:

- A. Survey research and feedback.
- B. Sensitivity training and team building.
- C. Grid training.
- D. All of the above.

Ans: D

Q185. Which terms does Lewin use to describe the process of behaviour modification?

- A. Refreezing.
- B. Conflict.
- C. Unfreezing.
- D. Storming.

Ans: C

Q186. The knowledge, language, values, customs, and material objects that are passed from person to person and from one generation to the next in society is called

- A. Culture
- B. The latent function
- C. The manifest function
- D. Social perspective

Ans: A

Q187. Which approach is adopted by attribution theories?

- A. Behavioral perspective
- B. Social cognitive perspective
- C. Cognitive behavioral perspective
- D. Social constructionist perspective

Ans: B

Q188. Attribution theories posit that there is constant bidirectional interaction between which two factors?

- A. Between physiology and cognition
- B. Between groups and individuals
- C. Between construction and interpretation
- D. Between cognition and the environment

Ans: D

Q189. Attribution theory says that when we observe behaviour, we attempt to determine whether its cause is:

- A. typical or unusual
- B. internal or external
- C. Individual or external
- D. Consistent or erratic
- E. Distinctive or normal

Ans: B

Q190. Stereotyping, halo effects, projection and contrast effects are all selective perception tools that we use to:

- A. Communicate opinions
- B. Form hypotheses
- C. Speed-read others
- D. Influence opinions

Ans: C

Q191. When we judge someone on the basis of our perception of the group to which he or she belongs,

we are using the shortcut called:

- A. Grouping.
- B. Stereotyping.
- C. Categorizing.
- D. Contrasting

Ans: B

Q192. An individual's personality is determined by all the following except:

- A. Environment.
- B. Heredity.
- C. Situational factors.
- D. Perceptual process.

Ans: D

Q193. In reference to personality, what is a psychological construct?

- A. A mental concept that influences behaviour via the mind-body interaction.
- B. A mental concept that leads to self-awareness via the mind-body interaction.
- C. A mental concept that remembers events via the mind-body interaction.
- D. A mental concept that suppresses behaviour via the mind-body interaction.

Ans: A

Q194. In terms of personality theories, what are development theories?

- A. Development theories are concerned with how we develop theories in psychology.
- B. Development theories are concerned with how develop implicit theories.
- C. Development theories are concerned with how personality degenerates as we age.
- D. Development theories are concerned with how personality develops as we age.

Ans: D

Q195. The five needs expressed in Maslow's hierarchy are:

- A. Psychological, safety, social, esteem and self-actualisation.
- B. Physiological, safety, social, esteem and self-actualisation.
- C. Physiological, safety, responsibility, motivation and self-actualisation.
- D. Physiological, intrinsic, social, esteem and self-actualisation.

Ans: B

Q196. According to Herzberg's motivation-hygiene theory, the four hygiene factors are:

- A. Working conditions, relationship with subordinates, supervision and work itself.

- B. Advancement, salary, status, company policy.
- C. Relationship with peers, status, supervision and security.
- D. Personal life, security, salary and recognition.

Ans: C

Q197. Which of the following is a contemporary theory of motivation?

- A. McGregor's Theory X and Theory Y.
- B. Maslow's hierarchy of needs.
- C. Three needs theory.
- D. Herzberg's motivation-hygiene theory.

Ans: C

Q198. A strong organizational culture increases behavioural consistency and, therefore, can act as a substitute for:

- A. Followership.
- B. Socialization.
- C. Institutionalization.
- D. Formalization.

Ans: D

Q199. The ultimate source of an organization's culture is:

- A. Its founders.
- B. The business planning process.
- C. Top management.
- D. The country in which it operates.

Ans: A

Q200. Which statement is true?

A.	Perception is the means by which stimuli affect an organism or individual
B.	Human behaviour is generally determined on the basis of 'what is perceived', rather than on 'what is'
C.	Behaviour is determined only by perceived stimuli; in other words, a stimulus that is not perceived has no effect on human behaviour
D.	All of the above

Ans: D