MGT502 - Organizational Behaviour

Question # 1 of 10 (Start time: 10:48:09 PM) Total Marks: 1
What are the three classes of factors that influence perception?
Select correct option:

Factors in the setting, factors in the environment and factors in the motives
Factors in the perceiver, factors in the target and factors in the situation
Factors in the character, factors in knowledge and factors in experience
Factors in the personality, factors in the character and factors in the values

Question # 2 of 10 (Start time: 10:49:22 PM) Total Marks: 1
Job satisfaction is best described as _____.
Select correct option:

A result
A value
An attitude
A discipline

Question # 3 of 10 (Start time: 10:50:30 PM) Total Marks: 1
In the following steps in decision making, which would come first?
Select correct option:

Generate alternatives
Rating of alternative
Make a choice
Implement the decision

Question # 4 of 10 (Start time: 10:51:00 PM) Total Marks: 1
Values like working hard, being creative and honest are the means which lead towards achieving organizational goals. Which of the following term best describes these values?
Select correct option:

Terminal values
Instrumental values
Theoretical values
Social values

Question # 5 of 10 (Start time: 10:52:23 PM) Total Marks: 1
Which of the following is the most productive stage in group development?
Select correct option:

Producing
Increasing
Maturity
Performing

Question # 6 of 10 (Start time: 10:53:23 PM) Total Marks: 1
What does consensus refer to in attribution theory?
Select correct option:

There is general agreement about a perception
Different people perceive a situation similarly
Different people respond the same way in the same situation
All people behave precisely the same way in certain situations

Question # 7 of 10 (Start time: 10:54:40 PM) Total Marks: 1
In attribution theory, what is distinctiveness?
Select correct option:

Whether an individual displays consistent behaviors in different situations
Whether an individual displays different behaviors in different situations
Whether an individual displays consistent behaviors in similar situations
Whether an individual displays different behaviors in similar situations

Question # 8 of 10 (Start time: 10:55:08 PM) Total Marks: 1
Organizational members who intentionally violate established norms that result in negative consequences for the organization, its members, or both, show:
Select correct option:

Deviant Workplace Behavior
Emotional Labor
Interpersonal Skills
Social Skills

Question # 9 of 10 (Start time: 10:55:46 PM) Total Marks: 1
Today's managers understand that the success of any effort at improving quality and productivity must include _____.
Select correct option:

Quality management programs
Customer service improvements
Employee's participation
Manufacturing simplification
Reference

Question # 10 of 10 (Start time: 10:56:21 PM) Total Marks: 1
What does MBO provide for the individual employee?
Select correct option:

Specific personal performance objectives
Precise job descriptions
Explicit task objectives
Clear direction and purpose

MGT502 - Organizational Behaviour

All of the following are true about learning EXCEPT that it :

Select correct option:

Can have a very short duration

Requires a change in behavior

Requires some form of experience

Affects aptitude

_____ is a measure of how organizations are becoming more heterogeneous in terms of gender, race, and ethnicity. Select correct option:

Workforce diversity

Affirmative action

Organizational culture

Operational homogeneity

The degree, to which a person identifies with his or her job, actively participates in it, and considers his or her performance as being important to self-worth is _____. Select correct option:

Job satisfaction

Job involvement

Job stability

Job enrichment

Reference

What is/are the key element(s) of motivation? Select correct option:

Intensity

Direction

Persistence

All of the given options

Ref: “The processes that account for an individual’s intensity, direction and persistence of effort toward attaining a goal”

Eden Corp has installed a new email system, but many staff members do not know of its features. Upper management decides to allocate a small portion of the company’s budget to solving this problem. A team that uses rational decision making to arrive at a solution should be aware that this case deviates from the assumptions of the rational decision making model in what way? Select correct option:

There are cost constraints

The problem is not clearly defined

The options available to the team are not known

There are constraints on the options available

Mr. Hussain is a salesperson. He remembers the names of his customers easily because he is able to retain and recall past experience. He is able in which of the following dimensions of intellectual ability? Select correct option:

Memory

Number Aptitude

Deductive Reasoning

Perceptual speed

What is the term used for a general impression about an individual based on a single characteristic such as intelligence, sociability, or appearance? Select correct option:

The contrast effect

Personal bias

The halo effect

Projection

Which one of the following words is the best synonym for “ability”, as the term is used in organizational behavior? Select correct option:

Motivation

Capacity

Experience

Wisdom

Factors other than satisfaction that impact one’s decision to leave a current job include all of the following EXCEPT: Select correct option:

Labor market conditions

Length of tenure with the organization

Expectations about alternative job opportunities

Organizational citizenship behavior

What do we call it when we judge someone on the basis of our perception of the group to which he/she belongs? Select correct option:

Stereotyping

Categorizing

Halo effect

Prototyping

MGT502 - Organizational Behaviour (Online quiz # 2) 3

Question # 1 of 10 (Start time: 10:48:09 PM) Total Marks: 1
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Factors in the setting, factors in the environment and factors in the motives

Factors in the perceiver, factors in the target and factors in the situation

Factors in the character, factors in knowledge and factors in experience

Factors in the personality, factors in the character and factors in the values

Question # 2 of 10 (Start time: 10:49:22 PM) Total Marks: 1
Job satisfaction is best described as _____.
Select correct option:

A result

A value

An attitude

A discipline

Two important work attitudes are job satisfaction and organizational commitment. Job satisfaction is the collection of feelings and beliefs that people have about their organization as a whole. Work attitudes have three components: an affective component (how a person feels about a job), a cognitive component (what a person thinks about a job), and a behavioral component (what a person thinks about how to behave on the job).

Question # 3 of 10 (Start time: 10:50:30 PM) Total Marks: 1
In the following steps in decision making, which would come first?
Select correct option:

Generate alternatives

Rating of alternative

Make a choice

Implement the decision

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Values like working hard, being creative and honest are the means which lead towards achieving organizational goals. Which of the following term best describes these values?
Select correct option:

Terminal values

Instrumental values

Theoretical values

Social values

(Instrumental values. • Preferences for the means to be used in achieving desired ends.)
Question # 5 of 10 (Start time: 10:52:23 PM) Total Marks: 1
Which of the following is the most productive stage in group development?
Select correct option:

Producing

Increasing

Maturity

Performing

There is no such thing producing rather performing

Question # 6 of 10 (Start time: 10:53:23 PM) Total Marks: 1
What does consensus refer to in attribution theory?
Select correct option:

There is general agreement about a perception

Different people perceive a situation similarly

Different people respond the same way in the same situation

All people behave precisely the same way in certain situations

Consensus occurs if everyone who is faced with a similar situation responds in the same way. If consensus is high, you would be expected to give an external attribution to the employee's tardiness, whereas if other employees who took the same route made it to work on time, your conclusion as to causation would be internal.

Question # 7 of 10 (Start time: 10:54:40 PM) Total Marks: 1

In attribution theory, what is distinctiveness?
Select correct option:

Whether an individual displays consistent behaviors in different situations

Whether an individual displays different behaviors in different situations

Whether an individual displays consistent behaviors in similar situations

Whether an individual displays different behaviors in similar situations

Question # 8 of 10 (Start time: 10:55:08 PM) Total Marks: 1
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Emotional Labor

Interpersonal Skills

Social Skills

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Employee's participation

Manufacturing simplification

Question # 10 of 10 (Start time: 10:56:21 PM) Total Marks: 1
What does MBO provide for the individual employee?
Select correct option:

Specific personal performance objectives

Precise job descriptions

Explicit task objectives

Clear direction and purpose

MGT502 Solved MCQ from Quiz #3

1. An OB study is least likely to be used to focus in which of the following problems?

A. An increase in absenteeism at a certain company

B. A fall in productivity in one shift of a manufacturing plant
C. A decrease in sales due to growing foreign competition
D. Excessive turnover in volunteer workers at a non-profit organization

2. The topic of motivation in OB has been most influenced by which behavioral science discipline?

A. Psychology
B. Sociology
C. Political science
D. Corporate strategy

3. As a manager, one of Ali's duties is to present awards to outstanding employees within his department. Which Mintzberg's managerial role is Ali performing, when he does this?

A. Leadership role
B. Monitor role
C. Figurehead role
D. Spokesperson role

4. Which one of the following would NOT be considered a human skill in Katz's structure?

A. **Decision making**
B. Communicating
C. Working as part of a team
D. Listening to others

5. Using operant conditioning, which of the following is NOT a method that can be used to change behavior?

A. Negative reinforcement
B. Punishment
C. Counseling
D. Positive reinforcement

6. Suspending an employee for dishonest behavior is an example of which method of shaping behavior?

A. Extinction
B. Punishment
C. Positive reinforcement
D. Negative reinforcement

7. Which of the following terminal values was ranked as the most important by executives?

A. Freedom
B. Self-respect
C. Family security
D. Social security

8. A high score in which dimension of the Big Five model predicts good job performance for all occupational groups?

A. Agreeableness
B**. Conscientiousness**
C. Emotional stability
D. Openness to experience

10. Which of the following is an example of an attitude?

A. Satisfaction of a person with a job well done
B. The opinion that it is never acceptable to steal
C. Anger at being unfairly accused of a wrongdoing
D. The avoidance of a restaurant where one once received bad service

11. Factors other than satisfaction that impact one's decision to leave a current job include all of the following EXCEPT:

A. Labor market conditions
B. Length of tenure with the organization
C. Expectations about alternative job opportunities
D. Organizational citizenship behavior

12. Job satisfaction is best described as _____.

A. A result
B. A value
C. An attitude
D. A discipline

13. Hanif is dissatisfied with his job but believes that his supervisor is a good man who will do the right thing. Hanif has decided that if he just waits, conditions will improve. Hanif's approach to this problem is termed _____.

A. Exit
B. Voice
C. Loyalty
D. Neglect

14. "Fawad is easy-going at home, but at work he becomes very tense and anxious." This statement attributes Fawad's personality more to which of the following?

A. Heredity
B. Environment
C. Situation
D. Locus of control

15. People with which type of personality trait commonly make poor decisions because they make them too fast.

A. Self-monitors
B. Extroverts
C. Type As
D. Type Bs

16. Asad, one of your newest employees, is an extravert. Which of the following statements is least likely to be true?

A. Asad will probably attend the company picnic
B. Asad will be suited to a managerial or sales position
C. Asad will probably have a large number of relationships
D. Asad will perform well on specialized, detail-oriented tasks

17. Sadaf has a low absenteeism rate. She takes responsibility for his health and has good health habits. She is likely to have a(an):
A. Internal locus of control
B. External locus of control
C. Core locus of control
D. High emotional stability level

18. Rizwan is low on conscientiousness. This would lead you to suspect that which of the following statements is most likely to be true about Rizwan?

A. He will find comfort in the familiar
B. He will be easily distracted
C. He will be comfortable with solitude
D. He will be nervous, depressed, and insecure

19. Emotional intelligence appears to be especially relevant in jobs that demand which of the following?

A. Charisma
B. Commitment
C. Social Interaction
D. Leadership Skills

20. Asma is an honest and straightforward lady. She believes her employees are all similarly honest and straightforward, ignoring signs that they may be manipulating her. What perceptual shortcut is Asma most likely using?

A. Contrast effect
B. Halo effect
C. Stereotyping
D. Projection

The time at which an object or event is seen is an example of what type of factor influencing the perceptual process?

Select correct option:

Perceiver

Target

Reality

Situation

The time at which an object or event is seen can influence

attention, as can location, light, heat or any number of situational factor**s**

Mrs. Hillary Clinton gained political capital by her marriage to the President Clinton is an example of which of the following power?

Select correct option:

Referent power

Legitimate power

Reward power

Expert power

Some examples of referent power are: (a) each of the last seven White House press secretaries have been paid handsomely for their memoirs relating to their presence at the seat of government;

(b) Mrs. Hillary Clinton gained political capital by her marriage to the President;

These MCQ are not crossed checked these are just for idea

A threatened strike action by a labor union to force the management to accept their demands is an example of which of the following power?
Select correct option:

Referent power
Legitimate power
Reward power
Coercive power

When a bank robber points a gun at a bank employee, his base of power is:

Select correct option:

Coercive
Punitive
Positional
Authoritative

Which of the following departmentalization can be considered necessary in an organization where the company's products fall into several categories with very different production methods for each category?
Select correct option:

Customer
Production

Process
Matrix

What sort of actions is most likely to be attributed to external causes?
Select correct option:

Actions that have high distinctiveness, high consensus and high consistency
Actions that have high distinctiveness, high consensus and low consistency
Actions that have high distinctiveness, low consensus and low consistency
Actions that have low distinctiveness, low consistency and high consensus

Values like working hard, being creative and honest are the means which lead towards achieving organizational goals. Which of the following term best describes these values?
Select correct option:

Terminal values
Instrumental values
Theoretical values
Social values

Instrumental values. • Preferences for the means to be used in achieving desired ends.)

Which of the following techniques most restricts discussion or interpersonal communication during the decision-making process?
Select correct option:

Nominal group
Brainstorm
Electronic meeting
Groupthink

According to attribution theory, which of the following is an example of externally caused behavior?
Select correct option:

An employee is late because of a flat tire
An employee was promoted because of his abilities
An employee was fired because he slept on the job
An employee was promoted because he was hard working

Several key dimensions to any organization's environment have been found. Which of the following is one of these key dimensions?
Select correct option:
Productivity
Complexity
Interdependence
Collaboration

which of the following tactics involves an individual in the decision-making process?
Select correct option:
Ingratiation
Exchange
Pressure
Inspirational appeals

As a manager, one of Ali's duties is to present awards to outstanding employees within his department. Which Mintzberg managerial role is Ali performing, when he does this?
Select correct option:
Leadership role
Monitor role
Figurehead role
Spokesperson role

Which of the following types of teams would most likely empower its team members to make work-related decisions?

Select correct option:
Technical
Self-managed
Problem-solving
Management

What do we call the process by which individuals organize and interpret their sensory impressions in order to give meaning to their environment?
Select correct option:

Perception
Interpretation
Social verification
Environmental analysis

Which of the following factors make it imperative that organizations be fast and flexible?
Select correct option:

Temporariness
Corporate excess
Advances in corporate strategy
Globalization

“Fahad is easy-going at home, but at work he becomes very tense and anxious.” This statement attributes Fahad’s personality more to which of the following?
Select correct option:

Heredity
Environment
Situation
Locus of control

Which of the following is NOT considered as a driving force of internal change?
Select correct option:

Organizational crisis
Working environment
Declining effectiveness
Societal pressures

An individual most likely to engage in political behavior would have all of the following except a/an :
Select correct option:

High need for power
High ability to self monitor
High charisma rating
Internal locus of control

Which of the following is NOT considered as a driving force of internal change?
Select correct option:

- Organizational crisis
- Working environment
- Declining effectiveness
- Societal pressures

All of the following are characteristics of the organic model except:
Select correct option:

- Cross-functional teams
- Narrow spans of control
- Cross-hierarchical teams
- Employee discretion

People with which type of personality trait commonly make poor decisions because they make them too fast?
Select correct option:

- Type As
- Type Bs
- Self-monitors
- Extrovert

All of the following are characteristics of the organic model except:
Select correct option:

- Cross-functional teams
- Narrow spans of control
- Cross-hierarchical teams
- Employee discretion

The belief that “violence is wrong” is an evaluative statement. Such an opinion constitutes which of the following component of an attitude?
Select correct option:

- Cognitive
- Affective
- Behavioral
- Reflective

The management of Chanab Corporation discovers that its market is clearly divided between very different types of clients, with different support needs. To respond to this market diversity, management will probably choose to which of the following type of departmentalization?
Select correct option:

Requirements
Support
Customer
Matrix

Ineffective planning of workforce would be highlighted by:
Select correct option:
Recruitment and selection problems
The need to out source some of the production
A need to offer retraining to current employees
An opportunity to increase the use of mechanization

Values like working hard, being creative and honest are the means which lead towards achieving organizational goals. Which of the following term best describes these values?
Select correct option:
Terminal values
Instrumental values
Theoretical values
Social values

Organizing workshops and meetings to explain the changing nature of work is an example of which of the following tactics to overcome resistance?
Select correct option:
Manipulation and cooptation
Education and communication
Participation
Negotiation

How is the satisfying decision maker best characterized?
Select correct option:
As using rationality
As using bounded rationality
As affected by anchoring bias
As relying on others to make decision

A person or group with a direct interest, involvement, or investment in organization is called _____.
Select correct option:

Shareholder
Stakeholder
Stockholder
Patron

Trust and trustworthiness affect a leader's access to:
Select correct option:
Dedication and achievement
Persuasion and control
Power and influence

One of the shortcuts used to judge others involves evaluating a person based on how he/she compares to other individuals on the same characteristic. What is this shortcut called?
Select correct option:
Selective perception
The contrast effect
The halo effect
Stereotyping

Which of the following abilities one should have to perform the job of a beach lifeguard?
Select correct option:
To have strong muscles only
To have inductive reasoning skills
To have deductive reasoning skills
Strong spatial-visualization abilities and body coordination

Sabohi has a job which pays an excellent salary. She has a good relationship with her peers and her supervisors. She also likes the fact that the company policy fits well with what she personally believes, and that she has received considerable recognition for her achievements at the company. Which of these factors is 'MOST likely' responsible for the fact that Sabohi loves her job?
Select correct option:
High compensation
Good nature of peer relationships
Good nature of supervisor relationships
Recognition for her achievements

Which of the following is one of the most popular ways to group activities?
Select correct option:

Product
Function
Geography
Process

Asad, one of your newest employees, is an extravert. Which of the following statements is LEAST likely to be true?
Select correct option:
Asad will probably attend the company picnic
Asad will be suited to a managerial or sales position
Asad will probably have a large number of relationships
Asad will perform well on specialized, detail-oriented tasks

Which is NOT a type of conflict identified by the interactionist view?
Select correct option:
Organizational
Relationship
Process
Institutional

Transactional leadership is addressed by all of the following leadership theories EXCEPT:
Select correct option:
Transformational leadership theory
Path-goal theory
Fiedler's leadership model
The leader-participation model

The basis by which jobs are grouped together is termed ___.
Select correct option:
Bureaucracy
Specialization
Centralization
Departmentalization

Which of the following is the strength of the matrix structure?
Select correct option:
Economies of scale
Social empowerment
Ability to facilitate coordination
Adherence to chain of command

Which of the following is not a core topic of organizational behavior?
Select correct option:

- Motivation
- Attitude development
- Conflict
- Resource allocation

Which of the following term refers to how an organization transfers its inputs into outputs?
Select correct option:

- Production
- Technology
- Operations
- **Process**

Which of the following option shows the quality of continuing steadily despite of problems or difficulties?
Select correct option:

- Persistence
- Intensity
- Direction
- Meditation

Hanif is dissatisfied with his job but believes that his supervisor is a good man who will do the right thing. Hanif has decided that if he just waits, conditions will improve. Henry's approach to this problem is termed as:
Select correct option:

- Exit
- Voice
- Loyalty
- Neglect

The two parties eventually agree to ask M.S Qureshi, an attorney and trusted friend, to help them informally to solve their problem. Sam's role is that of a(n):
Select correct option:

- Mediator
- Arbitrator
- Conciliator
- Consultant

While managing political behaviors in organization, the manager requires discouraging:
Select correct option:

- Negotiation
- Relationships
- Self interest
- Dialogue

Which of the following is NOT a key component of emotional intelligence?
Select correct option:

- Self-awareness
- Self-management
- Commitment
- Empathy

Your physician has advised you to take a series of medications. You comply because of his _____power.
Select correct option:

- Referent
- Formal
- Expert
- Personal

Conflict a mother feels between being a friend to their children and also being a disciplinarian explains which of the following type of conflict?
Select correct option:

- Intergroup Conflict
- Interpersonal Conflict
- Interrole Conflict
- Intrarole Conflict

Which of the following will influence the method of recruitment and selection used by a company?
Select correct option:

- The size of organization
- The economic conditions of country
- The emerging trends in technology
- The social and ethical demands

in which of the following career stage; an individual gets his first job, gets accepted by his peers, learns in this job, and also gains the first tangible evidence of success or failure?
Select correct option:

- Growth stage
- Exploration stage
- Establishment stage
- Maintenance stage

Asad and Saad are working in a company. There occurs a conflict between the two due to different views on some decisions. Both are indulging in what type of conflict?
Select correct option:

- Interpersonal Conflict
- Interorganizational Conflict
- Intergroup Conflict
- Person-role Conflict

Ability to understand what is read or heard and the relationship of words to each other is called _____
Select correct option:

- Verbal comprehension
- Non verbal comprehension
- Perceptual speed
- Memory

Which of the following network structure requires high emergence of leadership?
Select correct option:

- Wheel
- Chain
- All-channel
- Diverse

What is generally the result of groupthink?
Select correct option:

- Higher quality decisions
- More risky decisions
- Less critical analysis
- Unpopular decisions

How is gain-sharing an improvement on profit sharing?
Select correct option:

It focuses on productivity gains rather than profits
Superior employees can receive incentive even when the organization isn't profitable
It does not distribute profits, only gains in profits
It rewards behaviors that are less influenced by external factors

The ___ of an environment refers to the degree to which it can support growth.
Select correct option:

Capacity
Qualifications
Capability
Permeability

When an organization introduces step by step small routines changes then it is called:
Select correct option:

Radical change
Incremental change
Reactive change
Anticipatory change

The management of Z&H Corporation is rethinking and redesigning those processes by which the organization can create value and get-ridding itself from operations that have become antiquated in the computer age. What is Z&H doing?
Select correct option:

Merger
Downsizing
Rightsizing
Reengineering

Which of the following point determine stable environment?
Select correct option:

High rate of change
Organic structure

Predictable change
Ambiguous change

Asim telephones her employee, Nadeem, to let him know that today's meeting has been moved to one o'clock. In the communication process, Asim is:
Select correct option:

The sender
The receiver
The channel
The encoder

Which of the following network structure requires high emergence of leadership?
Select correct option:

Wheel
Chain
All-channel
Diverse

Which of the following is one of the relationships proposed in expectancy theory?
Select correct option:

Reward-satisfaction relationship
Satisfaction-performance relationship
Rewards-personal goals relationship
Effort-satisfaction relationship

A threatened strike action by a labor union to force the management to accept their demands is an example of which of the following power?
Select correct option:

Referent power
Legitimate power
Reward power
Coercive power

Rizwan is low on conscientiousness. This would lead you to suspect that which of the following statements is most likely to be true about Rizwan?
Select correct option:

He will be easily distracted
He will find comfort in the familiar
He will be comfortable with solitude
He will be nervous, depressed, and insecure

Which of the following is not considered as a characteristic of organizations?
Select correct option:

Social entities
Goal oriented
Closed system
Deliberately structured

Which of the following is not considered as a characteristic of organizations?
Select correct option:

Social entities
Goal oriented
Closed system
Deliberately structured

In the modern work world, where higher-level trust has been largely destroyed because of broken promises, it is likely to be replaced with which of the following type of trust?
Select correct option:

Reliance-based
Dependence-based
Knowledge-based
Identity-based

Which of the following terms is part of the definition of a strong culture?
Select correct option:

Low behavioral controls
Narrowly shared values
Deeply held values
Weakly held values

by most contemporary researchers?
Select correct option:

- Anger
- Fear
- Hate
- Sadness

Which of the following departmentalization can be considered necessary in an organization where the company's products fall into several categories with very different production methods for each category?
Select correct option:

- Customer
- Production
- Process
- Matrix

The ABC company has trouble in filling the open positions with appropriate candidates. The selection processes used by human resources have not yet adjusted to the new criteria required for the restructured job positions. This problem is an example of which kind of resistance to change?
Select correct option:

- Structural inertia
- Limited focus of change
- Group inertia
- Threat to expertise

A reduction in the rank, status, or position of somebody or something is known as:
Select correct option:

- Layoff
- Attrition
- Demotion
- Firing

Which of the following has proven to be a particularly good predictor for jobs that require cognitive complexity?
Select correct option:

- Intelligence tests
- Integrity evaluations
- Work sampling

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ASSALAM O ALIKUM all fellows

ALL IN ONE Mgt 502 MIDTERM PAPERS MORE THAN (10)

MIDTERM EXAMINATION

MGT502- Organizational Behaviour

Question No: 1 (Marks: 1) - Please choose one

Which emotions are the emotions an individual actually is experiencing, despite what they might apparently show.

► Felt

► Displayed

► Conditional

► Exposed

Question No: 2 (Marks: 1) - Please choose one

Which of the following statements is **NOT** true regarding face-to-face communication?

► It is highly personal

► It has high channel richness

► It usually results in delayed feedback

► It offers multiple information cues

Question No: 3 (Marks: 1) - Please choose one

All of the following are examples of downward communication flows **EXCEPT:**

- ► Managers informing employees of procedures
- ► Managers pointing out problems that need attention
- ► Employees completing attitude surveys
- ► Managers telling employees to work more quickly

Question No: 4 (Marks: 1) - Please choose one

A leader high in initiating structure would do which of the following?

- ► Exhibit laissez-faire type of leadership
- ► Maximize leader-member relations
- ► Assign group members to particular tasks
- ► Empower employees to make their own decisions

Question No: 5 (Marks: 1) - Please choose one

Teams are very useful in which of the following situations:

- ► The work to be performed is very basic
- ► The tasks are interrelated
- ► No one wants to be accountable
- ► The group is homogeneous

Question No: 6 (Marks: 1) - Please choose one

Which of the following is true about virtual teams?

► There is an absence of verbal cues

► There is limited social context

► People collaborate online

► All of the given options

Question No: 7 (Marks: 1) - Please choose one

Team members with good listening, feedback, and conflict resolution skills possess _____.

► Technical expertise

► Problem-solving skills

► Decision-making skills

► Interpersonal skills

Question No: 8 (Marks: 1) - Please choose one

Which of the following is **NOT** one of the key components of effective teams?

► Effective work design

► Recognized company identity

► Supportive contextual influences

► Well-managed team processes

Question No: 9 (Marks: 1) - Please choose one

After which stage of a group's development is there a relatively clear hierarchy of leadership within the group?

► Norming

► Storming

► Development

► Forming

Question No: 10 (Marks: 1) - Please choose one

Which of the following statements is true?

► All command groups are also task groups

► All task groups are also friendship groups

► All command groups are also informal groups

► All informal groups are also command groups

Question No: 11 (Marks: 1) - Please choose one

In which of the following situation Synergy is most likely to occur?

► The activities of all group members are fully dependent on one another

► The performance of one member of a group affects what other members do

► Group members must perform specific behaviors in a predetermined order

► Group members acting together produce more or better output than alone

Question No: 12 (Marks: 1) - Please choose one

Which one of the following groups may want government to direct more attention to environmental problems?

► Interest group

► Command group

► Formal group

► Task group

Question No: 13 (Marks: 1) - Please choose one

Which of the following is a job that does not lend itself to telecommuting?

► An attorney who spends most of her time researching on the computer

► A car salesman who demonstrates the features of a new model of car

► A telemarketer who uses the phone to contact clients

► A product support specialist who fields calls from customers

Question No: 14 (Marks: 1) - Please choose one

Which of the following is an example of a piece-rate plan?

► Stock options

► Rs20 for each unit produced

► Productivity bonus

► Commission

Question No: 15 (Marks: 1) - Please choose one

What sort of goals does Management By Objectives (MBO) emphasize?

► Attainable, verifiable and measurable

► Achievable, controllable and profitable

► Inspirational, teachable and creative

► Challenging, emotional and constructive

Question No: 16 (Marks: 1) - Please choose one

Which of the following is NOT a biographical characteristic?

- ► Region
- ► Age
- ► Sex
- ► Tenure

Question No: 17 (Marks: 1) - Please choose one

What is the largest demographic change in the last few years in Pakistani workforce?

- ► Increasing ethnic diversity
- ► A fall in married workers
- ► Increasing age of workers
- ► More women in the workforce

Question No: 18 (Marks: 1) - Please choose one

Which one of the following would be considered a motivator in the two-factor theory?

- ► Salary
- ► Working conditions
- ► Bonuses
- ► Responsibility

Question No: 19 (Marks: 1) - Please choose one

Which of the following method is used for strengthening desirable behavior?

► Negative Reinforcement

► Neutral Reinforcement

► Pleasant Reinforcement

► Positive Reinforcement

Question No: 20 (Marks: 1) - Please choose one

What is generally considered to be the single best thing that managers can do to improve performance?

► Allocate tasks depending on personality

► Restrict the use of punishment as a means of motivating workers

► Give abundant opportunities for employee growth

► Concentrate on intrinsic rewards rather than extrinsic rewards

Question No: 21 (Marks: 1) - Please choose one

Which of the following is **NOT** an important issue relating to goal-setting theory?

► Defining the goal

► Goal difficulty

► Goal specificity

► Equity among co-workers

Question No: 22 (Marks: 1) - Please choose one

According to Maslow, when does a need stop motivating?

► When it is substantially satisfied

► It never stops motivating

► When one returns to a lower level need

► When one chooses to move to a higher level need

Question No: 23 (Marks: 1) - Please choose one

If a person responds the same way over time, attribution theory states that the behavior shows _____.

► Distinctiveness

► Consensus

► Consistency

► Continuity

Question No: 24 (Marks: 1) - Please choose one

Asif is late for work each day by about ten minutes. How would Attribution Theory describe this behavior?

► It shows consensus

► It shows similarity

► It shows reliability

► It shows consistency

Question No: 25 (Marks: 1) - Please choose one

According to attribution theory, which of the following is an internally caused behavior?

► Working late in order to get a promotion

► Arriving at work late because heavy traffic

► Working weekends because of your employer's orders

► Depending on luck for success

Question No: 26 (Marks: 1) - Please choose one

What is the name of the theory that deals with how we explain the cause of behaviors of others?

► Judgment Theory

► Selective Perception Theory

► Attribution Theory

► Equality Theory

Question No: 27 (Marks: 1) - Please choose one

Which of the following is **NOT** an ethic in decision making?

► Utilitarianism

► Focus on right

► Focus on justice

► Favoritism

Question No: 28 (Marks: 1) - Please choose one

Which of the following decision making style shows low tolerance for ambiguity and seeks rationality?

► Directive

► Analytical

► Conceptual

► Behavioral

Question No: 29 (Marks: 1) - Please choose one

According to which of the following decision making model; people seek solutions that are satisfactory and sufficient?

► Bounded Rational

► Three Component Model

► Contingency

► Rational

Question No: 30 (Marks: 1) - Please choose one

Asma is experiencing conveyance problem for her college pick and drop. She decides to use the rational decision-making model to decide what to do. What might be the next step she takes if she follows this model?

► Define the problem

► Identify the decisions criteria

► Evaluate other available alternatives

► Select the best alternative

Question No: 31 (Marks: 1) - Please choose one

Which of the following is the dimension of emotional intelligence that describes the ability to manage your own emotions and impulses?

► Self-awareness

► Self-management

► Commitment

► Social-skills

Question No: 32 (Marks: 1) - Please choose one

The Big Five model is related to _____

► Perception

► Personality

► Experience

► Culture

Question No: 33 (Marks: 1) - Please choose one

Which of the following are defined as accepted principles or standards of a person or a group?

► Traditions

► Norms

► Attitudes

► Values

Question No: 34 (Marks: 1) - Please choose one

Ali is an employee in a company. He expresses his dissatisfaction by discussing the problem with the superiors, suggests improvements and involves the unions in problem solving, He expresses his dissatisfaction in which of the following ways:

► Exit

► Voice

► Loyalty

► Neglect

Question No: 35 (Marks: 1) - Please choose one

Rabia is working in a software house. She is a very hard working, motivated to achieve organizational goals and due to her attachment with the organization she wishes to continue her job with the same organization. Her behavior is showing:

► Job involvement

► Job satisfaction

► Job commitment

► Job enrichment

Question No: 36 (Marks: 1) - Please choose one

Which of the following is defined as a way of looking at life; a way of thinking, feeling or behaving?

► Value

► Attitude

► Behavior

► Mood

Question No: 37 (Marks: 1) - Please choose one

Learning theories include all of the following EXCEPT:

► Classical conditioning

► Social learning

► Operant conditioning

► Contingency theory

Question No: 38 (Marks: 1) - Please choose one

Which of the following is not considered as a characteristic of organizations?

► Social entities

► Goal oriented

► Closed system

► Deliberately structured

Question No: 39 (Marks: 1) - Please choose one

Which one of the following set of skills is best representing the required competencies of managers?

► Technical skills, human skills and conceptual skills

► Leading skills and motivational skills

► Organizing skills and interpersonal skills

► Motivating skills and intrapersonal skills

Question No: 40 (Marks: 1) - Please choose one

Management functions of planning, organizing, leading and controlling were first classified by_____.

► Stephen Covey

► Henry Mintzeberg

► Henri Fayol

► Marry Parker

Question No: 41 (Marks: 10)

Which biographical characteristics best predict productivity? Absenteeism? Turnover? Satisfaction?

MIDTERM EXAMINATION

Spring 2009

MGT502- Organizational Behaviour (Session - 2)

Question No: 1 (Marks: 1) - Please choose one

Which one of the following is **NOT** a characteristic of group in organization?

►Common goal

►Interaction with one another

►Accept expectations and obligations

►**Mutually independent**

Question No: 2 (Marks: 1) - Please choose one

Jobs in which success demands stamina, leg strength and manual dexterity require management to identify an employee's which characteristics?

►**Physical abilities**

►Motor abilities

►Mental abilities

►Emotional abilities

Question No: 3 (Marks: 1) - Please choose one

Which of the following communication network is best illustrated by an unstructured committee?

►Vertical

►Wheel

►**All-channel**

►Chain

Question No: 4 (Marks: 1) - Please choose one

When all communication is channeled through one person, which of the following communication network exists?

►All-channel

►Chain

►Horizontal

►**Wheel**

Question No: 5 (Marks: 1) - Please choose one

Formal guidelines and authority hierarchies are examples of which function of communication?

►**Control**

►Agreement

►Motivation

►Information

Question No: 6 (Marks: 1) - Please choose one

Which of the following is an example of downward communication flow?

►Suggestion boxes

►Disscussing problem with boss

►Feedback on job performance

►Letters to your boss

Question No: 7 (Marks: 1) - Please choose one

The means by which a communication is passed is called:

►Medium

►Instrument

►Conductor

►Transmission

Question No: 8 (Marks: 1) - Please choose one

On the Leadership Grid, a manager who has a medium concern for both, people and production is a (n):

►Team manager

►Country club manager

►MIddle of the road manager

►Authority-obedience manager

Question No: 9 (Marks: 1) - Please choose one

If a leader's main concern is accomplishing his/her group's tasks, the University of Michigan studies label this leader as:

►**Production-oriented**

►Laissez-faire

►Consideration-oriented

►Employee-oriented

Question No: 10 (Marks: 1) - Please choose one

Which of the following are the two dimensions of leadership behavior identified in the University of Michigan studies?

►Emotional and rational

►Autocratic and democratic

►Initiating structure and consideration

►**Employee-oriented and production-oriented**

Question No: 11 (Marks: 1) - Please choose one

If trait theories of leadership are valid, then leaders are _____.

►Educated

►Trained

►**Born**

►Authoritarian

Question No: 12 (Marks: 1) - Please choose one

The main difference between a leader and a manager is:

►Managers seek change and leaders don't

►Leaders are thought of as better people because they don't punish

►Leaders are advocates for change, and managers for the status quo

►Managers are concerned with people, and leaders with events

Question No: 13 (Marks: 1) - Please choose one

Which of the following techniques most restricts discussion or interpersonal communication during the decision-making process?

►Groupthink

►Nominal group

►Brainstorm

►Electronic meeting

Question No: 14 (Marks: 1) - Please choose one

Which of the following is a tendency for members of a cohesive group to reach decisions without weighing all the facts, especially those contradicting the majority opinion?

►Group conformity

►Group shift

►Groupthink

►Social loafing

Question No: 15 (Marks: 1) - Please choose one

What is generally the result of groupthink?

►Higher quality decisions

►**More risky decisions**

►Less critical analysis

►Unpopular decisions

Question No: 16 (Marks: 1) - Please choose one

Which of the following is true about virtual teams?

►There is an absence of verbal cues

►There is limited social context

►People collaborate online

►**All of the given options**

Question No: 17 (Marks: 1) - Please choose one

Which of the following helps to explain the current popularity of teams?

►Easy to manage

►Less expensive

►**Use employee talents better**

►Promote socialization

Question No: 18 (Marks: 1) - Please choose one

Which of the following statements concerning tenure is **NOT** true?

►Tenure does not appear to be a good predictor of employee productivity

►Tenure and satisfaction are positively related

►Tenure is a good variable in explaining turnover

►Tenure and organizational investment are negatively related

Question No: 19 (Marks: 1) - Please choose one

What other name is the two-factor theory known by?

►Theories X and Y

►Motivator-Hygiene Theory

►Hierarchy of Needs Theory

►Satisfaction/Dissatisfaction Theory

Question No: 20 (Marks: 1) - Please choose one

Which of the following method is used for strengthening desirable behavior?

►Negative Reinforcement

►Neutral Reinforcement

►Pleasant Reinforcement

►Positive Reinforcement

Question No: 21 (Marks: 1) - Please choose one

How does McClelland define the need for affiliation?

►Drive to excel, to strive to succeed

►Need to make others behave in a novel way

►**Desire for friendship and mutual understanding**

►The desire to control & influence their behavior

Question No: 22 (Marks: 1) - Please choose one

Who developed ERG theory?

►Mcclelland

►Maslow

►**Alderfer**

►Ouchi

Question No: 23 (Marks: 1) - Please choose one

Maslow's hierarchy of needs arranges those needs in which of the following orders?

►Physiological, esteem, safety, social, and self-actualization

►**Physiological, safety, social, esteem, and self-actualization**

►Safety, physiological, esteem, social, and self-actualization

►Physiological, social, safety, esteem, and self-actualization

Question No: 24 (Marks: 1) - Please choose one

What are the three key elements of motivation?

►Interest, activity and reward

►Awareness, effort and outcome

►Stimulation, progress and achievement

►**Intensity, direction and persistence**

Question No: 25 (Marks: 1) - Please choose one

Amna is an honest and straightforward person. She believes her employees are all similarly honest and straightforward, ignoring signs that they may be

manipulating her. What perceptual shortcut is Amna most likely using?

►Prototyping

►Contrast effect

►Halo effect

►**Projection**

Question No: 26 (Marks: 1) - Please choose one

Asma is experiencing conveyance problem for her college pick and drop. She decides to use the rational decision-making model to decide what to do. What might be the next step she takes if she follows this model?

►Define the problem

►**Identify the decisions criteria**

►Evaluate other available alternatives

►Select the best alternative

Question No: 27 (Marks: 1) - Please choose one

The time at which an object or event is seen is an example of what type of factor influencing the perceptual process?

►**Situation**

►Perceiver

►Reality

►Target

Question No: 28 (Marks: 1) - Please choose one

What is the most relevant application of perception concepts to OB?

►The perceptions people form about each other

►The perceptions people form about their employer

►The perceptions people form about society

►The perceptions people form about external reality

Question No: 29 (Marks: 1) - Please choose one

Imran is the head of a group at an advertising agency working with artists and designers to come up with effective branding of new products. Why is it particularly important for him to keep his team happy?

►People are more conscientious when they are in a good mood

►People are more efficient when they are in a good mood

►People are more productive when they are in a good mood

►People are more creative when they are in a good mood

Question No: 30 (Marks: 1) - Please choose one

Which of the following statement is true regarding Big five Model?

►The Big Five traits are related to intrinsic motivational factors

►The Big Five traits are related to extrinsic motivational factors

►**The Big Five traits are related to both intrinsic and extrinsic factors**

►The Big Five traits have no relationship to motivational factors

Question No: 31 (Marks: 1) - Please choose one

The degree to which people value relationships and show sensitivity and concern for the welfare for others is called:

►Quantity of life

►**Quality of life**

►Long-term orientation

►Social Loafing

Question No: 32 (Marks: 1) - Please choose one

All of the following are sources of the values **EXCEPT:**

►External Reference Groups

►Role Models

►**Achievement**

►Teachers

Question No: 33 (Marks: 1) - Please choose one

Values like working hard, being creative and honest are the means which lead towards achieving organizational goals. Which of the following term best described these values?

►Terminal values

►**Instrumental values**

►Theoretical values

►Social values

Question No: 34 (Marks: 1) - Please choose one

Which of the following is NOT one of the scales to measure job satisfaction?

►Minnesota Satisfaction Questionnaire

►The Faces Scale

►The mentor scale

►Descriptive Index

Question No: 35 (Marks: 1) - Please choose one

Following a response by the termination or withdrawal of something unpleasant is called----------.

►Positive reinforcement

►Extinction

►Negative reinforcement

►Punishment

Question No: 36 (Marks: 1) - Please choose one

Last year, Ali had taken lunch at a fast food restaurant that caused him food poisoning. Now whenever he passes by the restaurant, he feels nauseous. This is an example of which of the following learning theory?

►Classical conditioning

►Social learning

►Operant conditioning

►Reinforcement theory

Question No: 37 (Marks: 1) - Please choose one

Which of the following are identified as new managerial functions?

►Planning and organizing

►Leading and controlling

►Directing and monitoring

►TQM and continuous improvement

Question No: 38 (Marks: 1) - Please choose one

Mr. Ahmed is responsible to transmit information to outsiders on organization's plans, policies, actions and results. Which managerial role is he playing in organization?

►Disseminator

►Spokesperson

►Representative

►Figurehead

Question No: 39 (Marks: 1) - Please choose one

The greatest contribution of which one of the following to OB is through their study of group behavior in organizations, particularly formal and complex organizations?

►Psychology

►Sociology

►Anthropology

►**Social Psychology**

Question No: 40 (Marks: 1) - Please choose one

If a manger is responsible to define goals, establish an overall strategy for achieving those goals and matching activities accordingly, then which one of the following functions is he/ she performing.

►**Planning**

►Organizing

►Leading

►Controlling

Question No: 41 (Marks: 10)

What are the common skills exhibited by an effective manager?

ANSWER:

Skill: Skill is defined as an ability to act in a way that allows a person to highly perform his roles.

Skills required by Effective Manager:

There are various skills which must be possessed by a manager in order to be effective. Some of such skills are listed below

- Define proper goals for everyone.
- Must plan and organize the work properly so that it flows smoothly.
- Enables proper communication in all directions.
- Promotes participation of individuals
- Provide honest feedback
- Empower and delegate the important tasks to subordinates
- Have full control over the whole process
- Motivate the subordinates to goal achievement
- Exhibits technical as well as administrative expertise to answer related questions.
- Facilitates work through teams and proper training
- Keep the activities move by following the schedule and deadlines.
- Rewards good performances

MIDTERM EXAMINATION MGT502- Organizational Behaviour (Session - 1)

Time: 60 min

Marks: 50

Question No: 1 (Marks: 1) - Please choose one

The behavior of people is influenced by which of the following factors?

► Psychological needs

► Individual drives

► Social roles and status

► All of the given options

Question No: 2 (Marks: 1) - Please choose one

Which of the following statements best describes the goals of Organizational Behavior?

► To understand the behaviors of people at work

► To appreciate the behavior of people at work

► To align behaviors according to the organizational goals

► To describe, understand, predict, and control human behavior at work

Question No: 3 (Marks: 1) - Please choose one

Management functions of planning, organizing, leading and controlling were first classified by_____.

► Stephen Covey

► Henry Mintzeberg

► Henri Fayol

► Marry Parker

Question No: 4 (Marks: 1) - Please choose one

Learning theories include all of the following EXCEPT:

► Classical conditioning

► Social learning

► Operant conditioning

► Contingency theory

Question No: 5 (Marks: 1) - Please choose one

"Smoking is injurious to health". This statement is an example of which one of the following components of attitude?

► Cognitive

► Affective

► Behavioral

► Behavior intension

Question No: 6 (Marks: 1) - Please choose one

Which of the following is not one of the types of attitude?

► Job satisfaction

► Job Involvement

► Organizational Behavior

► Organizational commitment

Question No: 7 (Marks: 1) - Please choose one

The measure of the degree to which a person identifies psychologically with his/her job and considers his/her perceived performance level important to self-worth is called:

► Job involvement

► Job satisfaction

► Job commitment

► Job enrichment

Question No: 8 (Marks: 1) - Please choose one

All of the following are attitudes associated with job satisfaction EXCEPT:

► The work itself

► Promotion opportunities

► Supervision

► Negligence

Question No: 9 (Marks: 1) - Please choose one

Which of the following lay the foundation for the understanding of attitudes and motivation because they influence our perceptions?

► Moods

► Behaviors

► Values

► Customs

Question No: 10 (Marks: 1) - Please choose one

_____ are the preferences concerning the ends to be achieved.

► Terminal values

► Instrumental values

► Theoretical values

► Social values

Question No: 11 (Marks: 1) - Please choose one

Which of the following is **NOT** included in the values across cultures?

► Uncertainty Avoidance

► Power Distance

► Assertiveness

► Individualism versus collectivism

Question No: 12 (Marks: 1) - Please choose one

All of the following are sources of the values **EXCEPT:**

► External Reference Groups

► Role Models

► Achievement

► Teachers

Question No: 13 (Marks: 1) - Please choose one

What is the most relevant application of perception concepts to OB?

► The perceptions people form about each other

► The perceptions people form about their employer

► The perceptions people form about society

► The perceptions people form about external reality

Question No: 14 (Marks: 1) - Please choose one

Which of the following is **NOT** consistent with rational decision-making?

► Consistency

► Value-minimization

► Ranking of criteria

► Evaluating alternatives

Question No: 15 (Marks: 1) - Please choose one

According to attribution theory, which of the following is an internally caused behavior?

► Working late in order to get a promotion

► Arriving at work late because heavy traffic

► Working weekends because of your employer's orders

► Depending on luck for success

Question No: 16 (Marks: 1) - Please choose one

If a person responds the same way over time, attribution theory states that the behavior shows _____.

► Distinctiveness

► Consensus

► Consistency

► Continuity

http://groups.google.com/group/vuZs

Question No: 17 (Marks: 1) - Please choose one

Hassan derives a great sense of belongingness, acceptance and friendship from his relationships with his extended family. Which of Maslow's needs is Hassan fulfilling through these relationships?

► Self-actualization

► Esteem

► Social

► Physiological

Question No: 18 (Marks: 1) - Please choose one

According to Maslow, when does a need stop motivating?

► When it is substantially satisfied

► It never stops motivating

► When one returns to a lower level need

► When one chooses to move to a higher level need

Question No: 19 (Marks: 1) - Please choose one

Who developed ERG theory?

► Mcclelland

► Maslow

► Alderfer

► Ouchi

Question No: 20 (Marks: 1) - Please choose one

Our intrinsic desire for personal development is included in Alderfer's _____ needs.

► Existence

► Relatedness

► Esteem

► Growth

Question No: 21 (Marks: 1) - Please choose one

McClelland's theory of needs concentrates on which three needs?

► Power, acceptance and confirmation

► Affiliation, control and realization

► Achievement, realization and acceptance

► Achievement, power and affiliation

Question No: 22 (Marks: 1) - Please choose one

Which of the following appears to be the combination of needs found in the best managers?

► High achievement, high power

► High achievement, low power

► High power, low affiliation

► Low power, high affiliation

Question No: 23 (Marks: 1) - Please choose one

Which of the following is **NOT** a comparison an employee can use in equity theory?

► Self-inside

► Self-goal

► Other-outside

► Self-outside

Question No: 24 (Marks: 1) - Please choose one

Which of the following method is used for strengthening desirable behavior?

► Negative Reinforcement

► Neutral Reinforcement

► Pleasant Reinforcement

► Positive Reinforcement

Question No: 25 (Marks: 1) - Please choose one

Which of the following is the most likely explanation for the higher absentee rate of women in the workplace?

► Women tend to have more illnesses that keep them from work than do men

► Traditionally, women have had the responsibility of caring for home and family

► Women tend to be less satisfied with their jobs than men

► Women tend to work in jobs that have less flexible schedules than men do

Question No: 26 (Marks: 1) - Please choose one

Which of the following is a job that does not lend itself to telecommuting?

► An attorney who spends most of her time researching on the computer

► A car salesman who demonstrates the features of a new model of car

► A telemarketer who uses the phone to contact clients

► A product support specialist who fields calls from customers

Question No: 27 (Marks: 1) - Please choose one

Which one of the following groups may want government to direct more attention to environmental problems?

► Interest group

► Command group

► Formal group

► Task group

Question No: 28 (Marks: 1) - Please choose one

Which of the following type of teams would most likely empower its team members to make work-related decisions?

► Technical

► Self-managed

► Problem-solving

► Cross functional

Question No: 29 (Marks: 1) - Please choose one

Which of the following is one of the drawbacks of group decision making?

► More knowledge through pooling of group resources

► More amount of time is required to make a decision

► Increased acceptance & commitment due to voice in decisions

► Greater understanding due to involvement in decision stages

Question No: 30 (Marks: 1) - Please choose one

Which of the following is a tendency for members of a cohesive group to reach decisions without weighing all the facts, especially those contradicting the majority opinion?

► Group conformity

► Group shift

► Groupthink

► Social loafing

Question No: 31 (Marks: 1) - Please choose one

Group decisions are generally preferable to individual decisions when which of the following is required.

► Acceptance of the solution

► A complicated solution

► Speed and efficiency

► Clear responsibility

Question No: 32 (Marks: 1) - Please choose one

John Kotter's view argues that management focuses on coping with complexity, whereas leadership focuses on coping _____.

► Conflict

► Success

► Morale

► Change

Question No: 33 (Marks: 1) - Please choose one

If behavioral leadership theories are correct, then which of the following statement is true?

► Leadership behaviors are consistent

► Leaders are born with leadership behaviors

► Leaders' behavior should be altered

► Leadership skills can be trained

Question No: 34 (Marks: 1) - Please choose one

Which of the following communication network is best illustrated by an unstructured committee?

► Vertical

► Wheel

► All-channel

► Chain

Question No: 35 (Marks: 1) - Please choose one

Which of the following is the most effective communication network for facilitating the emergence of a leader?

► Chain

► All-channel

► Wheel

► Direct

Question No: 36 (Marks: 1) - Please choose one

Which one of the following study in the field of OB has contributed knowledge on a number of topics including: learning, perception, personality, emotions, training, leadership, motivation, job satisfaction, decision making, etc?

► Psychology

► Sociology

► Anthropology

► Physiology

Question No: 37 (Marks: 1) - Please choose one

How do proponents of reinforcement theory view behavior?

► As a product of heredity

► As a function of one's power need

► As the result of a cognitive process

► As environmentally caused

Question No: 38 (Marks: 1) - Please choose one

A bachelor degree holder is most likely to have a job that requires:

► Human skills

► Technical skills

► Conceptual skills

► Leading skills

Question No: 39 (Marks: 1) - Please choose one

The relatively stable set of psychological attributes that distinguishes one person from another is called _____.

► Attitude

► Personality

► Perception

► Mind-set

Question No: 40 (Marks: 1) - Please choose one

Teams are very useful in which of the following situations?

► The work to be performed is very basic

► The tasks are interrelated

► No one wants to be accountable

► The group is homogeneous

Question No: 41 (Marks: 10)

Compare Hofstede's cultural dimensions with the GLOBE framework.

Quantity of life versus quality of life

in quantity of life people values money and acquisition of resources.

Hofstede's cultural dimensions

Quantity of life versus quality of life:

In quality of life people give more values to the relationships and to concentrate on welfare of others

Uncertainty avoidance:

which people structured over unstructured situations

Power distance: people think that power in the country is not distributed equally.

Individualism versus collectivism

Individualism is the degree to which people pefer to act individuals instead of group.

Collectivism give low priority to individualism.

Global Frame work

• Future Orientation: The extent to which a society encourages and rewards future-oriented behaviors such as planning, investing

This is almost like Long-term versus short-term orientation of Hofstede's cultural dimensions

Assertiveness: A society encourages people to be tough, and competitive versus

modest and tender .

assertiveness is equaling to Hofstede's cultural dimensions **Quantity of life versus quality of life**

Uncertainly avoidance: Society relay on social norms and procedures to avoid the uncertainity

uncertainty avoidance is explain in both the views

Performance orientation: society encourages and rewards group members for the improvement in performance.

Humane orientation: society encourages individuals for being fair and caring to others in society.

MIDTERM EXAMINATION

Question No: 1 (Marks: 1) - Please choose one

Giving an employee a two-day suspension from work without pay for showing up drunk is an example of which of the following:

- **Punishment**
- Positive reinforcement
- Extinction
- Negative reinforcement

Question No: 2 (Marks: 1) - Please choose one

Rabia is working in a software house. She is a very hard working, motivated to achieve organizational goals and due to her attachment with the organization she wishes to continue her job with the same organization. Her behavior is showing:

► **Job involvement**

► Job satisfaction

► Job commitment

► Job enrichment

Question No: 3 (Marks: 1) - Please choose one

Which of the following lay the foundation for the understanding of attitudes and motivation because they influence our perceptions?

► Moods

► Behaviors

► **Values**

► Customs

Question No: 4 (Marks: 1) - Please choose one

_____ are the preferences concerning the ends to be achieved.

► **Terminal values**

► Instrumental values

► Theoretical values

► Social values

Question No: 5 (Marks: 1) - Please choose one

Which of the following is **NOT** included in the values across cultures?

► Uncertainty Avoidance

► Power Distance

► **Assertiveness**

► Individualism versus collectivism

Question No: 6 (Marks: 1) - Please choose one

Which of the following statements is **TRUE** for affect?

► **Affect is a type of emotion and religion**

► Affect is a type of mood and environment

► Affect can be a mood or an emotion

► Affect is the result of conscious thought

Question No: 7 (Marks: 1) - Please choose one

The ability of a person to manipulate his/her emotions according to a given situation is called_____.

► **Emotional Intelligence**

► Emotional Constraints

► Affective Emotions

► Cognitive dissonance

Question No: 8 (Marks: 1) - Please choose one

Organizational members who intentionally violate established norms that result in negative consequences for the organization, its members, or both, show:

► **Deviant Workplace Behavior**

► Emotional Labor

► Emotional disorder

► None of the given options

Question No: 9 (Marks: 1) - Please choose one

What is the most relevant application of perception concepts to OB?

► The perceptions people form about each other

► The perceptions people form about their employer

► The perceptions people form about society

► **The perceptions people form about external reality**

Question No: 10 (Marks: 1) - Please choose one

Whenever Sana is successful she takes full credit for what has happened, but whenever she is unsuccessful she attributes her failure to bad luck

or blames one of her fellow employees. She is doing_____.

► **Self-serving biase**

► The halo effect

► Distinctiveness

► Projection

Question No: 11 (Marks: 1) - Please choose one

Hunger, thirst, sex, pay, and physical work environment are examples of which of Alderfer's needs?

► **Existence**

► Safety

► Growth

► Physiological

Question No: 12 (Marks: 1) - Please choose one

Which of the following is **NOT** an important issue relating to goal-setting theory?

► Defining the goal

► Goal difficulty

► Goal specificity

► **Equity among co-workers**

Question No: 13 (Marks: 1) - Please choose one

Which of the following is one of the relationships proposed in expectancy theory?

► **Reward-satisfaction relationship**

► Satisfaction-performance relationship

► Rewards-personal goals relationship

► Effort-satisfaction relationship

Question No: 14 (Marks: 1) - Please choose one

What continuum in the two-factor theory is made up of the hygiene factors?

► **No dissatisfaction to dissatisfaction**

► No dissatisfaction to satisfaction

► Satisfaction to no satisfaction

► Satisfaction to dissatisfaction

Question No: 15 (Marks: 1) - Please choose one

Some MBO programs fail to live up to expectations. Which of the following is **NOT** a common reason that MBO programs fail?

► Allowing subordinate to participate in setting goals

► Unwillingness to reward goal accomplishment

► **Unrealistic expectations regarding results**

► Lack of commitment by top management

Question No: 16 (Marks: 1) - Please choose one

Who sets MBO objectives?

► The immediate supervisor

► **The superior and subordinate**

► The head of department

► The employees themselves

Question No: 17 (Marks: 1) - Please choose one

The tendency of individuals to exert less effort when they work in a group than when they work alone is referred to as:

Sucker effect ►

Social loafing ►

Social facilitation ►

Socialization ►

Question No: 18 (Marks: 1) - Please choose one

Teams generally have a(n) _____ impact on employee motivation.

Inconsistent ►

Positive ►

Discouraging ►

Neutral ►

Question No: 19 (Marks: 1) - Please choose one

Demand on leader is _____ in a team comprising of 2-7 members.

► **High**

Highest ►

► Low

► Moderate

Question No: 20 (Marks: 1) - Please choose one

Which of the following is one of the drawbacks of a small team?

Lack for diversity of ► views

Less chances of disagreement ►

Less rigidity ►

Less difficult to assemble ►

Question No: 21 (Marks: 1) - Please choose one

Which of the following type of teams allows for collaboration between team members who are physically dispersed?

Local ►

Global ►

Virtual ►

Interactive ►

Question No: 22 (Marks: 1) - Please choose one

Which of the following is true about virtual teams?

There is an absence of verbal ► cues

There is limited social ► context

People collaborate online ►

All of the given ► options

Question No: 23 (Marks: 1) - Please choose one

Which of the following is described as a tendency for group discussion to produce shifts toward more extreme attitudes among members?

Group think ►

Group shift ►

Group polarization ►

Social loafing ►

Question No: 24 (Marks: 1) - Please choose one

Which of the following is a group decision making method in which individual members meet face-to-face to pool their judgments in a systematic but independent fashion?

Brainstorming ►

Groupthink ►

Nominal ► group Technique

Delphi model ►

Question No: 25 (Marks: 1) - Please choose one

Which of the following is likely to generate the least innovative alternatives?

Face-to-face interacting ► groups

Brainstorming ►

Delphi technique ►

Nominal group technique ►

Question No: 26 (Marks: 1) - Please choose one

Which of the following techniques most restricts discussion or interpersonal communication during the decision-making process?

Groupthink ►

Nominal group ►

Brainstorm ►

Electronic meeting ►

Question No: 27 (Marks: 1) - Please choose one

According to Robert House, which of the following statement is true?

Managers use the authority inherent in their ► designated formal rank

Leaders are the primary agent for bringing ► organizational change

Leaders establish direction by developing a ► vision of the future

Leaders align and direct people by ► communicating their vision

Question No: 28 (Marks: 1) - Please choose one

The University of Michigan researchers concluded that:

Employee-oriented leaders had lower ► productivity

Employee-oriented leaders had higher ► productivity

Production-oriented leaders created lower ► employee satisfaction

Production-oriented leaders created higher ► employee satisfaction

Question No: 29 (Marks: 1) - Please choose one

The means by which a communication is passed is called:

Medium ►

Instrument ►

Conductor ►

Transmission ►

Question No: 30 (Marks: 1) - Please choose one

When manager marketing is communicating with the manager production, it is called:

Upward communication ►

Downward communication ►

Lateral communication ►

Vertical communication ►

Question No: 31 (Marks: 1) - Please choose one

Sami is developing marketing page for the company web site and is concerned about the appearance of his active links. He seeks reactions from fellow employees. The reactions he seeks are part of the:

Adjourning phase ►

Encoding phase ►

Decoding phase ►

Feedback phase ►

Question No: 32 (Marks: 1) - Please choose one

Memos, letters, e-mail, fax transmissions, and organizational periodicals represent examples of:

Informal communication ► channels

Formal communication ► channels

Written ► communication

Non ► verbal communication

Question No: 33 (Marks: 1) - Please choose one

Which of the following is an important nonverbal component of communication?

Written memo ►

Paraphrase ►

Eye contact ►

E-mail ►

Question No: 34 (Marks: 1) - Please choose one

Rumors would most likely flourish in situations where there is:

Ambiguous situation ►

Well-communicated change ►

Assurance by management ►

A ► chain communication style

Question No: 35 (Marks: 1) - Please choose one

Which one of the following study in the field of OB has contributed knowledge on a number of topics including: learning, perception, personality, emotions, training, leadership, motivation, job satisfaction, decision making, etc?

Psychology ►

Sociology ►

Anthropology ►

Physiology ►

Question No: 36 (Marks: 1) - Please choose one

_____ are the shared beliefs about expected behaviors aimed at making groups function effectively.

Group ethics ►

Group norms ►

Group criteria ►

Group unity ►

Question No: 37 (Marks: 1) - Please choose one

Which of the following type of values determine the preferences for the means to be used in achieving desired ends?

Terminal values ►

Instrumental values ►

Theoretical values ►

Social values ►

Question No: 38 (Marks: 1) - Please choose one

The Big Five model is related to _____.

► Perception

Personality ►

Experience ►

Culture ►

Question No: 39 (Marks: 1) - Please choose one

Which emotions are the emotions an individual actually is experiencing, despite what they might apparently show?

Felt ►

Displayed ►

Conditional ►

Exposed ►

vuZs

Question No: 40 (Marks: 1) - Please choose one

Process variables include all of the following **EXCEPT:**

Climate of trust ►

Team efficacy ►

Minimized social loafing ►

Specific goals ►

Question No: 41 (Marks: 10)

Compare and contrast command, task, interest, and friendship groups by giving practical examples.

MIDTERM EXAMINATION

Time: 60 min

Marks: 50

Question No: 1 (Marks: 1) - Please choose one

The behavior of people is influenced by which of the following factors?

► Psychological needs

► Individual drives

► Social roles and status

► All of the given options

Question No: 2 (Marks: 1) - Please choose one

The greatest contribution of which one of the following to OB is through their study of group behavior in organizations, particularly formal and complex organizations?

► Psychology

► Sociology

► Anthropology

► Social Psychology

Question No: 3 (Marks: 1) - Please choose one

Which one of the following set of skills is best representing the required competencies of managers?

► Technical skills, human skills and conceptual skills

► Leading skills and motivational skills

► Organizing skills and interpersonal skills

► Motivating skills and intrapersonal skills

Question No: 4 (Marks: 1) - Please choose one

The smell of fresh cake baking makes Saima's mouth water is an example of which one of the following learning theory?

► Classical conditioning

► Social learning

► Operant conditioning

► Reinforcement theory

Question No: 5 (Marks: 1) - Please choose one

Managers should be interested in their employees' attitudes because:

► Attitudes influence behavior and perception

► Attitudes give warning signs of potential problems

► Attitudes are associated with job satisfaction

► All of the given options

IT IS OBVIOUS

Question No: 6 (Marks: 1) - Please choose one

Which of the following is NOT one of the scales to measure job satisfaction?

► Minnesota Satisfaction Questionnaire

► The Faces Scale

► The mentor scale

► Descriptive Index

Reference: The most widely used scales to measure job satisfaction include the Minnesota Satisfaction Questionnaire, the Faces Scale, and the Job Descriptive Index.

Pg no. 30

Question No: 7 (Marks: 1) - Please choose one

Zahra's personality shows that she is dependable, well organized, and responsible. According to the Big Five model; which of the following is the right dimension for describing Zahra's personality?

► Agreeableness

► Emotional stability

► Extroversion

► Conscientiousness

Reference: Conscientiousness Is exhibited by those who are described as dependable, organized, and responsible. **Pg no. 35**

Question No: 8 (Marks: 1) - Please choose one

Which of the following are the categories into which emotions are usually grouped?

► Simple and Complex

► Positive and Negative

► Positive and Complex

► Complex and Negative

Reference: Women show greater emotional expression than men, experience emotions more intensely, and display more frequent expressions of both positive and negative emotions. **Emotions are classified as positive & negative only.**

Question No: 9 (Marks: 1) - Please choose one

Emotional Responses that the organization requires workers to show and considers appropriate in a given job are called:

► Felt Emotions

► Displayed Emotions

► Moods

► Emotional Intelligence

Reference: Displayed emotions are those that are organizationally required and considered appropriate in a given job. **Pg no. 39**

Question No: 10 (Marks: 1) - Please choose one

Organizational members who intentionally violate established norms that result in negative consequences for the organization, its members, or both, show:

► **Deviant Workplace Behavior**

► Emotional Labor

► Emotional disorder

► None of the given options

Question No: 11 (Marks: 1) - Please choose one

What do we call the process by which individuals organize and interpret their sensory impressions in order to give meaning to their environment?

► Environmental analysis

► Social verification

► Outlook

► **Perception**

Question No: 12 (Marks: 1) - Please choose one

The awareness that a problem exists and that a decision needs to be made is a/an:

► **Perceptual issue**

► Emergency issue

► Cognitive issue

► Ethical issue

Question No: 13 (Marks: 1) - Please choose one

Which of the following is NOT an assumption of the rational decision-making model?

► The decision maker has complete information

► The decision maker is aware of all consequences

► The decision maker can identify all the relevant criteria

► The decision maker is constrained by time and costs

Reference: No time or cost constraints. **The rational decision maker can obtain full information about criteria and alternatives because it is assumed that there are no time or cost constraints.** **Pg no. 53**

Question No: 14 (Marks: 1) - Please choose one

According to which of the following decision making model; people seek solutions that are satisfactory and sufficient?

► Bounded Rational

► Three Component Model

► Contingency

► Rational

Reference: Bounded Rationality;People satisfice—they seek solutions that are satisfactory and sufficient. **Pg no. 53**

Question No: 15 (Marks: 1) - Please choose one

How is the satisficing decision maker best characterized?

► As using rationality

► **As using bounded rationality**

► As using creativity

► As relying on others to make decisions

Question No: 16 (Marks: 1) - Please choose one

Which of the following is **NOT** an ethic in decision making?

► Utilitarianism

► Focus on right

► Focus on justice

► **Favoritism**

Question No: 17 (Marks: 1) - Please choose one

Which of the following statements is **NOT** an example of stereotyping?

► There is no need to offer child-care to him; men aren't interested in child care

► Don't hire an older worker; they can't learn new skills

► **She was good at her last job, so she will be good at this one**

► She won't relocate for a promotion, since women don't relocate

Question No: 18 (Marks: 1) - Please choose one

What is the primary organizational factor that satisfies people's physiological needs?

► Relationship

► Recognition

► **Pay**

► Admiration

Question No: 19 (Marks: 1) - Please choose one

Who developed ERG theory?

► Mcclelland

► Maslow

► **Alderfer**

► Ouchi

Reference: Alderfer's ERG Theory **Pg no. 61**

Question No: 20 (Marks: 1) - Please choose one

Shahid is a salaried employee whose job is to proof read legal documents. He discovers that he is paid substantially more than his colleagues, even though their jobs and performances are very similar. What is likely to be his reaction to this discovery according to equity theory?

► The quantity of documents he proofreads will decrease

► The quality of documents he proofreads will decrease

► **The quantity and/or the quality of documents he proofreads will increase**

► There will be no effect of this fact on his performance

Question No: 21 (Marks: 1) - Please choose one

Which of the following statements is true?

► **Older employees have lower rates of avoidable absence than younger workers**

► Older employees have lower rates of unavoidable absence than younger workers

► Older employees are more likely to quit their job than younger workers

► Older employees are perceived to be more flexible than younger workers

Question No: 22 (Marks: 1) - Please choose one

Research does **NOT** support which of the following statements about gender in the workplace?

► Women are more willing to conform to authority than men

► Men are more aggressive than women

► Women are more productive at work than men

► Men have higher expectations of success

Question No: 23 (Marks: 1) - Please choose one

Which of the following is **NOT** one of the most widely used variable-pay programs?

► Piece-rate wages

► Merit-based pay

► Fixed pay

► Profit sharing plans

Question No: 24 (Marks: 1) - Please choose one

In which of the following situation Synergy is most likely to occur?

► The activities of all group members are fully dependent on one another

► The performance of one member of a group affects what other members do

► Group members must perform specific behaviors in a predetermined order

► Group members acting together produce more or better output than alone

Question No: 25 (Marks: 1) - Please choose one

Which of the following is the stage of group development characterized by the development of close relationships and cohesiveness?

► Forming

► Norming

► Storming

► Adjourning

Question No: 26 (Marks: 1) - Please choose one

Which of the following does **NOT** explain the characteristics of teams?

► Commonality of purpose

► Interconnectivity among individual members

► Flexibility and degree of responsiveness

► Restrictions on expression of ideas

Question No: 27 (Marks: 1) - Please choose one

Which of the following is **NOT**considered an advantage of electronic meetings?

► Maintains the secrecy of ideas

► Speed up decision making process

► Receiving credit for the best ideas

► Accurate exchange of opinions

Question No: 28 (Marks: 1) - Please choose one

Which of the following statement is true about decision making using nominal group techinque?

► This method is good to generate a quantity of ideas

► This method is good for building group cohesiveness

► This method is good for encouraging independent thinking

► This method is an inexpensive way of generating maximum ideas

Question No: 29 (Marks: 1) - Please choose one

Which of the following is the product of a sender's encoding?

► Channel

► Message

► Transmission

► Medium

Question No: 30 (Marks: 1) - Please choose one

If Ali is apprehensive regarding oral communication, which of the following behaviors is he least likely to display?

► He prefers to talk on the phone

► He prefers to send emails

► He relies on memos or letters

► He avoids face-to-face communication

Question No: 31 (Marks: 1) - Please choose one

Sami is developing marketing page for the company web site and is concerned about the appearance of his active links. He seeks reactions from fellow employees. The reactions he seeks are part of the:

► Adjourning phase

► Encoding phase

► Decoding phase

► Feedback phase

Question No: 32 (Marks: 1) - Please choose one

Which of the following is an important nonverbal component of communication?

► Written memo

► Paraphrase

► Eye contact

► E-mail

It is mentioned in the handouts of ENG301. Pg no. 15

Question No: 33 (Marks: 1) - Please choose one

A communication channel with greater channel richness is most likely to provide:

► Greater feedback density

► Greater filtering capability

► Greater perceptual wellness

► **Larger amounts of information**

Question No: 34 (Marks: 1) - Please choose one

Jobs in which success demands stamina, leg strength and manual dexterity require management to identify an employee's which characteristics?

► **Physical abilities**

► Motor abilities

► Mental abilities

► Emotional abilities

Question No: 35 (Marks: 1) - Please choose one

If a manger is responsible to define goals, establish an overall strategy for achieving those goals and matching activities accordingly, then which one of the following functions is he/ she performing?

► **Planning**

► Organizing

► Leading

► Controlling

Question No: 36 (Marks: 1) - Please choose one

A bachelor degree holder is most likely to have a job that requires:

► Human skills

► **Technical skills**

► Conceptual skills

► Leading skills

Reference: Technical Skills

• The ability to apply specialized knowledge or expertise. All jobs require some specialized expertise, and many people develop their technical skills on the job **Bachelor degree holder will certainly prefer the job that requires his expertise in certain field. Human and conceptual skills are required for the jobs as of disturbance handlers, figure heads and liaison etc.**

Question No: 37 (Marks: 1) - Please choose one

Which of the following type of values determine the preferences for the means to be used in achieving desired ends?

► Terminal values

► Instrumental values

► Theoretical values

► Social values

Reference: Instrumental values.

• Preferences for the means to be used in achieving desired ends.

Pg no. 25

Question No: 38 (Marks: 1) - Please choose one

Ali is an employee in a company. He expresses his dissatisfaction by discussing the problem with the superiors, suggests improvements and involves the unions in problem solving, He expresses his dissatisfaction in which of the following ways?

► Exit

► Voice

► Loyalty

► Neglect

Reference: Voice is an **Actively and constructively attempting to improve conditions, including suggesting**

improvements, discussing problems with superiors, and some forms of union activity.Pg no. 32

Question No: 39 (Marks: 1) - Please choose one

The degree to which an individual believes that performing at a particular level will generate a desired outcome is defined by expectancy theory as what kind of relationship?

► Performance-reward

► Effort-performance

► Reward-personal goal

► Effort-satisfaction

Reference: Expectancy theory states that an individual tends to act in a certain way based on the expectation that the act will be followed by a given outcome. **Pg no. 66**

If we note in the above definition the word 'act' can be replaced by performance and 'outcome' can be used instead of reward. This theory states that an individual expect to achieve reward for his/her performance.

Question No: 40 (Marks: 1) - Please choose one

The communication used by managers to provide job instructions is an example of:

► **Downward communication**

► Lateral communication

► Directional communication

► Diagonal communication

Reference: In downward communication *Organizational decisions are made at top level and then flow down to the people who carry them.* **Pg no. 6 of ENG301 H.outs**

MIDTERM EXAMINATION

Fall 2009

MGT502- Organizational Behaviour (Session - 4)

Time: 60 min

Marks: 50

Question No: 1 (Marks: 1) - Please choose one

The behavior of people is influenced by which of the following factors?

► Psychological needs

► Individual drives

► Social roles and status

► **All of the given options**

Question No: 2 (Marks: 1) - Please choose one

The greatest contribution of which one of the following to OB is through their study of group behavior in organizations, particularly formal and complex organizations?

► Psychology

► Sociology

► Anthropology

► Social Psychology

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Which one of the following set of skills is best representing the required competencies of managers?

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► Attitudes give warning signs of potential problems

► Attitudes are associated with job satisfaction

► All of the given options

Question No: 6 (Marks: 1) - Please choose one

Which of the following is NOT one of the scales to measure job satisfaction?

► Minnesota Satisfaction Questionnaire

► The Faces Scale

► The mentor scale

► Descriptive Index

Question No: 7 (Marks: 1) - Please choose one

Zahra's personality shows that she is dependable, well organized, and responsible. According to the Big Five model; which of the following is the right dimension for describing Zahra's personality?

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► Favoritism

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for more contents visit

http://groups.google.com/group/vuZs

► She was good at her last job, so she will be good at this one

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► Pay

► Admiration

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► Maslow

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► Ouchi

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► The quality of documents he proofreads will decrease

► The quantity and/or the quality of documents he proofreads will increase

► There will be no effect of this fact on his performance

Question No: 21 (Marks: 1) - Please choose one

Which of the following statements is true?

► Older employees have lower rates of avoidable absence than younger workers

► Older employees have lower rates of unavoidable absence than younger workers

► Older employees are more likely to quit their job than younger workers

► Older employees are perceived to be more flexible than younger workers

Question No: 22 (Marks: 1) - Please choose one

Research does **NOT** support which of the following statements about gender in the workplace?

► Women are more willing to conform to authority than men

► Men are more aggressive than women

► Women are more productive at work than men

► Men have higher expectations of success

Question No: 23 (Marks: 1) - Please choose one

Which of the following is **NOT** one of the most widely used variable-pay programs?

► Piece-rate wages

► Merit-based pay

► Fixed pay

► Profit sharing plans

Question No: 24 (Marks: 1) - Please choose one

In which of the following situation Synergy is most likely to occur?

► The activities of all group members are fully dependent on one another

► The performance of one member of a group affects what other members do

► Group members must perform specific behaviors in a predetermined order

► Group members acting together produce more or better output than alone

Question No: 25 (Marks: 1) - Please choose one

Which of the following is the stage of group development characterized by the development of close relationships and cohesiveness?

► Forming

► Norming

► Storming

► Adjourning

Question No: 26 (Marks: 1) - Please choose one

Which of the following does **NOT** explain the characteristics of teams?

► Commonality of purpose

► Interconnectivity among individual members

► Flexibility and degree of responsiveness

► Restrictions on expression of ideas

Question No: 27 (Marks: 1) - Please choose one

Which of the following is **NOT**considered an advantage of electronic meetings?

► Maintains the secrecy of ideas

► Speed up decision making process

► Receiving credit for the best ideas

► Accurate exchange of opinions

Question No: 28 (Marks: 1) - Please choose one

Which of the following statement is true about decision making using nominal group techinque?

► This method is good to generate a quantity of ideas

► This method is good for building group cohesiveness

► This method is good for encouraging independent thinking

► This method is an inexpensive way of generating maximum ideas

Question No: 29 (Marks: 1) - Please choose one

Which of the following is the product of a sender's encoding?

► Channel

► Message

► Transmission

► Medium

Question No: 30 (Marks: 1) - Please choose one

If Ali is apprehensive regarding oral communication, which of the following behaviors is he least likely to display?

► He prefers to talk on the phone

► He prefers to send emails

► He relies on memos or letters

► He avoids face-to-face communication

Question No: 31 (Marks: 1) - Please choose one

Sami is developing marketing page for the company web site and is concerned about the appearance of his active links. He seeks reactions from fellow employees. The reactions he seeks are part of the:

► Adjourning phase

► Encoding phase

► Decoding phase

► **Feedback phase**

Question No: 32 (Marks: 1) - Please choose one

Which of the following is an important nonverbal component of communication?

► Written memo

► Paraphrase

► **Eye contact**

► E-mail

Question No: 33 (Marks: 1) - Please choose one

A communication channel with greater channel richness is most likely to provide:

► Greater feedback density

► Greater filtering capability

► Greater perceptual wellness

► **Larger amounts of information**

-

Question No: 34 (Marks: 1) - Please choose one

Jobs in which success demands stamina, leg strength and manual dexterity require management to identify an employee's which characteristics?

► **Physical abilities**

► Motor abilities

► Mental abilities

► Emotional abilities

Question No: 35 (Marks: 1) - Please choose one

If a manger is responsible to define goals, establish an overall strategy for achieving those goals and matching activities accordingly, then which one of the following functions is he/ she performing?

► Planning

► Organizing

► Leading

► Controlling

Question No: 36 (Marks: 1) - Please choose one

A bachelor degree holder is most likely to have a job that requires:

► Human skills

► Technical skills

► Conceptual skills

► Leading skills

Question No: 37 (Marks: 1) - Please choose one

Which of the following type of values determine the preferences for the means to be used in achieving desired ends?

► Terminal values

► Instrumental values

► Theoretical values

► Social values

Question No: 38 (Marks: 1) - Please choose one

Ali is an employee in a company. He expresses his dissatisfaction by discussing the problem with the superiors, suggests improvements and involves the unions in problem solving, He expresses his dissatisfaction in which of the following ways?

► Exit

► Voice

► Loyalty

► Neglect

Question No: 39 (Marks: 1) - Please choose one

The degree to which an individual believes that performing at a particular level will generate a desired outcome is defined by expectancy theory as what kind of relationship?

► Performance-reward

► Effort-performance

► Reward-personal goal

► Effort-satisfaction

Question No: 40 (Marks: 1) - Please choose one

The communication used by managers to provide job instructions is an example of:

► **Downward communication**

► Lateral communication

► Directional communication

► Diagonal communication

Question No: 41 (Marks: 10)

How does ERG theory differ from Maslow's hierarchy of needs?

Answer :

Abraham Maslow's theory of needs describes five levels of needs and from bottom to top order they are :

1) Physiological needs : These include basic needs of food, existence, shelter etc. This is the lowest level of needs in Maslow's hierarchy.

2) Safety needs :These include the needs for feeling safe and protected from environmental hazards.

3) Social needs : These include the need for belongingness and having social relationships

4) Esteem needs : These needs include the need for being recognized and having respect in society

5) Self actualization needs : This is the highest level of needs and means that a person reaches the full potential he is capable of reaching.

\

In contrast to this, Clayton Alderfer's ERG needs are three and they are :

1) Existence needs : The need for existence i.e food, shelter etc.

2) Relatedness needs : The need for having social relationships and being related to.

3) Growth needs : The needs for growth and achieving something and doing something good in life.

The major difference however between the two is that according to Maslow the lowest level needs starting from physiological needs will be more important for an individual to fulfill before he moves on to the next level of needs. This means that the needs at a next higher level will not be important for an individual until he completely or to a good extent satisfies his needs at the immediate lower level. Once the needs at the lower level are met completely or sufficiently they will no longer remain the source of motivation for the individual and he will move on to the next level up and will try to fulfill those needs and they will become the motivation for him. But according to Alderfer this was not the case. The needs priority for different people can be different. Some people might give more importance to the growth needs and will be motivated to behave in ways that satisfies their need for growth more than the satisfaction of the need for relatedness or existence.

This assumption of Maslow that the lower level needs should be fulfilled before the individual deems higher level needs as a source of motivation was the biggest flaw in the theory as different people have different

MIDTERM EXAMINATION

Spring 2009

MGT502- Organizational Behaviour (Session - 2)

Question No: 1 (Marks: 1) - Please choose one

Which one of the following is **NOT** a characteristic of group in organization?

► Common goal

► Interaction with one another

► Accept expectations and obligations

► **Mutually independent**

Question No: 2 (Marks: 1) - Please choose one

Jobs in which success demands stamina, leg strength and manual dexterity require management to identify an employee's which characteristics?

► **Physical abilities**

► Motor abilities

► Mental abilities

► Emotional abilities

Question No: 3 (Marks: 1) - Please choose one

Which of the following communication network is best illustrated by an unstructured committee?

► Vertical

► Wheel

► **All-channel**

► Chain

Question No: 4 (Marks: 1) - Please choose one

When all communication is channeled through one person, which of the following communication network exists?

► All-channel

► Chain

► Horizontal

► **Wheel**

Question No: 5 (Marks: 1) - Please choose one

Formal guidelines and authority hierarchies are examples of which function of communication?

► **Control**

► Agreement

► Motivation

► Information

Question No: 6 (Marks: 1) - Please choose one

Which of the following is an example of downward communication flow?

► Suggestion boxes

► Disscussing problem with boss

► **Feedback on job performance**

► Letters to your boss

Question No: 7 (Marks: 1) - Please choose one

The means by which a communication is passed is called:

► **Medium**

► Instrument

► Conductor

► Transmission

Question No: 8 (Marks: 1) - Please choose one

On the Leadership Grid, a manager who has a medium concern for both, people and production is a (n):

► Team manager

► Country club manager

► **MIddle of the road manager**

► Authority-obedience manager

Question No: 9 (Marks: 1) - Please choose one

If a leader's main concern is accomplishing his/her group's tasks, the University of Michigan studies label this leader as:

► **Production-oriented**

► Laissez-faire

► Consideration-oriented

► Employee-oriented

Question No: 10 (Marks: 1) - Please choose one

Which of the following are the two dimensions of leadership behavior identified in the University of Michigan studies?

► Emotional and rational

► Autocratic and democratic

► Initiating structure and consideration

► **Employee-oriented and production-oriented**

Question No: 11 (Marks: 1) - Please choose one

If trait theories of leadership are valid, then leaders are _____.

► Educated

► Trained

► **Born**

► Authoritarian

Question No: 12 (Marks: 1) - Please choose one

The main difference between a leader and a manager is:

► Managers seek change and leaders don't

► Leaders are thought of as better people because they don't punish

► **Leaders are advocates for change, and managers for the status quo**

► Managers are concerned with people, and leaders with events

Question No: 13 (Marks: 1) - Please choose one

Which of the following techniques most restricts discussion or interpersonal communication during the decision-making process?

► Groupthink

► **Nominal group**

► Brainstorm

► Electronic meeting

Question No: 14 (Marks: 1) - Please choose one

Which of the following is a tendency for members of a cohesive group to reach decisions without weighing all the facts, especially those contradicting the majority opinion?

► Group conformity

► Group shift

► **Groupthink**

► Social loafing

Question No: 15 (Marks: 1) - Please choose one

What is generally the result of groupthink?

► Higher quality decisions

► **More risky decisions**

► Less critical analysis

► Unpopular decisions

Question No: 16 (Marks: 1) - Please choose one

Which of the following is true about virtual teams?

► There is an absence of verbal cues

► There is limited social context

► People collaborate online

► **All of the given options**

Question No: 17 (Marks: 1) - Please choose one

Which of the following helps to explain the current popularity of teams?

► Easy to manage

► Less expensive

► **Use employee talents better**

► Promote socialization

Question No: 18 (Marks: 1) - Please choose one

Which of the following statements concerning tenure is **NOT** true?

► Tenure does not appear to be a good predictor of employee productivity

► Tenure and satisfaction are positively related

► Tenure is a good variable in explaining turnover

► **Tenure and organizational investment are negatively related**

Question No: 19 (Marks: 1) - Please choose one

What other name is the two-factor theory known by?

► Theories X and Y

► **Motivator-Hygiene Theory**

► Hierarchy of Needs Theory

► Satisfaction/Dissatisfaction Theory

Question No: 20 (Marks: 1) - Please choose one

Which of the following method is used for strengthening desirable behavior?

- ► Negative Reinforcement
- ► Neutral Reinforcement
- ► Pleasant Reinforcement
- ► **Positive Reinforcement**

Question No: 21 (Marks: 1) - Please choose one

How does McClelland define the need for affiliation?

- ► Drive to excel, to strive to succeed
- ► Need to make others behave in a novel way
- ► **Desire for friendship and mutual understanding**
- ► The desire to control & influence their behavior

Question No: 22 (Marks: 1) - Please choose one

Who developed ERG theory?

- ► Mcclelland
- ► Maslow
- ► **Alderfer**
- ► Ouchi

Question No: 23 (Marks: 1) - Please choose one

Maslow's hierarchy of needs arranges those needs in which of the following orders?

► Physiological, esteem, safety, social, and self-actualization

► **Physiological, safety, social, esteem, and self-actualization**

► Safety, physiological, esteem, social, and self-actualization

► Physiological, social, safety, esteem, and self-actualization

Question No: 24 (Marks: 1) - Please choose one

What are the three key elements of motivation?

► Interest, activity and reward

► Awareness, effort and outcome

► Stimulation, progress and achievement

► **Intensity, direction and persistence**

Question No: 25 (Marks: 1) - Please choose one

Amna is an honest and straightforward person. She believes her employees are all similarly honest and straightforward, ignoring signs that they may be

manipulating her. What perceptual shortcut is Amna most likely using?

► Prototyping

► Contrast effect

► Halo effect

► **Projection**

Question No: 26 (Marks: 1) - Please choose one

Asma is experiencing conveyance problem for her college pick and drop. She decides to use the rational decision-making model to decide what to do. What might be the next step she takes if she follows this model?

► Define the problem

► **Identify the decisions criteria**

► Evaluate other available alternatives

► Select the best alternative

Question No: 27 (Marks: 1) - Please choose one

The time at which an object or event is seen is an example of what type of factor influencing the perceptual process?

► **Situation**

► Perceiver

► Reality

► Target

Question No: 28 (Marks: 1) - Please choose one

What is the most relevant application of perception concepts to OB?

► The perceptions people form about each other

► The perceptions people form about their employer

► The perceptions people form about society

► **The perceptions people form about external reality**

Question No: 29 (Marks: 1) - Please choose one

Imran is the head of a group at an advertising agency working with artists and designers to come up with effective branding of new products. Why is it particularly important for him to keep his team happy?

► People are more conscientious when they are in a good mood

► People are more efficient when they are in a good mood

► People are more productive when they are in a good mood

► **People are more creative when they are in a good mood**

Question No: 30 (Marks: 1) - Please choose one

Which of the following statement is true regarding Big five Model?

► The Big Five traits are related to intrinsic motivational factors

► The Big Five traits are related to extrinsic motivational factors

► **The Big Five traits are related to both intrinsic and extrinsic factors**

► The Big Five traits have no relationship to motivational factors

Question No: 31 (Marks: 1) - Please choose one

The degree to which people value relationships and show sensitivity and concern for the welfare for others is called:

- ► Quantity of life
- ► **Quality of life**
- ► Long-term orientation
- ► Social Loafing

Question No: 32 (Marks: 1) - Please choose one

All of the following are sources of the values **EXCEPT:**

- ► External Reference Groups
- ► Role Models
- ► **Achievement**
- ► Teachers

Question No: 33 (Marks: 1) - Please choose one

Values like working hard, being creative and honest are the means which lead towards achieving organizational goals. Which of the following term best described these values?

- ► Terminal values
- ► **Instrumental values**
- ► Theoretical values
- ► Social values

Question No: 34 (Marks: 1) - Please choose one

Which of the following is NOT one of the scales to measure job satisfaction?

► Minnesota Satisfaction Questionnaire

► The Faces Scale

► **The mentor scale**

► Descriptive Index

Question No: 35 (Marks: 1) - Please choose one

Following a response by the termination or withdrawal of something unpleasant is called----------.

► Positive reinforcement

► Extinction

► Negative reinforcement

► **Punishment**

Question No: 36 (Marks: 1) - Please choose one

Last year, Ali had taken lunch at a fast food restaurant that caused him food poisoning. Now whenever he passes by the restaurant, he feels nauseous. This is an example of which of the following learning theory?

► Classical conditioning

► Social learning

► **Operant conditioning**

► Reinforcement theory

Question No: 37 (Marks: 1) - Please choose one

Which of the following are identified as new managerial functions?

► Planning and organizing

► Leading and controlling

► Directing and monitoring

► **TQM and continuous improvement**

Question No: 38 (Marks: 1) - Please choose one

Mr. Ahmed is responsible to transmit information to outsiders on organization's plans, policies, actions and results. Which managerial role is he playing in organization?

► Disseminator

► **Spokesperson**

► Representative

► Figurehead

Question No: 39 (Marks: 1) - Please choose one

The greatest contribution of which one of the following to OB is through their study of group behavior in organizations, particularly formal and complex organizations?

► Psychology

► Sociology

► Anthropology

► **Social Psychology**

Question No: 40 (Marks: 1) - Please choose one

If a manger is responsible to define goals, establish an overall strategy for achieving those goals and matching activities accordingly, then which one of the following functions is he/ she performing.

► **Planning**

► Organizing

► Leading

► Controlling

Question No: 41 (Marks: 10)

What are the common skills exhibited by an effective manager?

ANSWER:

Skill: Skill is defined as an ability to act in a way that allows a person to highly perform his roles.

Skills required by Effective Manager:

There are various skills which must be possessed by a manager in order to be effective. Some of such skills are listed below

- Define proper goals for everyone.
- Must plan and organize the work properly so that it flows smoothly.
- Enables proper communication in all directions.
- Promotes participation of individuals
- Provide honest feedback
- Empower and delegate the important tasks to subordinates
- Have full control over the whole process
- Motivate the subordinates to goal achievement
- Exhibits technical as well as administrative expertise to answer related questions.
- Facilitates work through teams and proper training
- Keep the activities move by following the schedule and deadlines.
- Rewards good performances

MIDTERM EXAMINATION

Spring 2009

MGT502- Organizational Behaviour (Session - 1)

Time: 60 min

Marks: 50

Question No: 1 (Marks: 1) - Please choose one

The opinion or belief segment of an attitude is described by which component of attitude?

► **Cognitive**

► Affective

► Behavioral

► Behavior intension

Question No: 2 (Marks: 1) - Please choose one

Values like working hard, being creative and honest are the means which lead towards achieving organizational goals. Which of the following term best described these values?

► Terminal values

► **Instrumental values**

► Theoretical values

► Social values

Question No: 3 (Marks: 1) - Please choose one

Which of the following country is a representative of collectivism as a nation i.e. group harmony, cohesiveness, consensus and corporation?

► Canada

► **Japan**

► United States

► Cape Town

Question No: 4 (Marks: 1) - Please choose one

Guatemala is a country where inequalities exist showing gap between rich and poor. Which of the following value is truly representing the state of Guatemala?

► **Power distance**

► Individualism

► Collectivism

► Uncertainty avoidance

Question No: 5 (Marks: 1) - Please choose one

The Big Five model is related to _____

► Perception

► **Personality**

► Experience

► Culture

Question No: 6 (Marks: 1) - Please choose one

Which dimension of the Big Five model refers to be pleasant and accommodating in social situations?

► **Extroversion**

► Openness to experience

► Emotional stability

► Agreeableness

Question No: 7 (Marks: 1) - Please choose one

Which of the following is NOT one of the traits according to the Big Five Model?

► Conscientiousness

► Extroversion

► Agreeableness

► **Self actualization**

Question No: 8 (Marks: 1) - Please choose one

Emotional Responses that the organization requires workers to show and considers appropriate in a given job are called:

► Felt Emotions

► Displayed Emotions

► Moods

► **Emotional Intelligence**

Question No: 9 (Marks: 1) - Please choose one

Which of the following is **NOT** one of the six universal emotions, as agreed upon by most contemporary researchers?

► Anger

► Fear

► **Hate**

► Sadness

Question No: 10 (Marks: 1) - Please choose one

Sana is a group leader at interior designing firm. She is concerned with the achievement of her peers and subordinates, she appreciate their suggestions and motivates them to come up with something new and unique. Which of the following is Sana's style?

► **Conceptual**

► Behavioral

► Directive

► Analytical

Question No: 11 (Marks: 1) - Please choose one

"Just because he was late in his first class, his teacher thinks he is irresponsible student". Which error teacher has commited in this case?

► Selective perception

► Stereotyping

► **Hallo effect**

► Social perception

Question No: 12 (Marks: 1) - Please choose one

It is not possible for Mr. Asim to understand everything he sees, he notices a few of the things, we can say that he engages in:

► Assimilating

► **Selective perception**

► Halo Effect

► Target Perception

Question No: 13 (Marks: 1) - Please choose one

According to attribution theory, which of the following is an example of externally caused behavior?

► **An employee is late because of a flat tire.**

► An employee was promoted because of his abilities

► An employee was fired because he slept on the job.

► An employee was promoted because he was hard working.

Question No: 14 (Marks: 1) - Please choose one

According to attribution theory, if someone shows different behaviors in different situations then this can be termed as_____.

► Consensus

► **Distinctiveness**

► Reliability

► Consistency

Question No: 15 (Marks: 1) - Please choose one

Which of the following statement **best** describes “motivation?”

► Results in a level of efforts put by a group

► Intensifies an individual’s efforts from others

► **Guides an individual’s efforts towards a goal**

► Meets an individual’s needs, wants and demnands

Question No: 16 (Marks: 1) - Please choose one

Shahid is a salaried employee whose job is to proof read legal documents. He discovers that he is paid substantially more than his colleagues, even though their jobs and performances are very similar. What is likely to be his reaction to this discovery according to equity theory?

► The quantity of documents he proofreads will decrease

► The quality of documents he proofreads will decrease

► The quantity and/or the quality of documents he proofreads will increase

► There will be no effect of this fact on his performance

Question No: 17 (Marks: 1) - Please choose one

The degree to which an individual believes that performing at a particular level will generate a desired outcome is defined by expectancy theory as what kind of relationship.

► Performance-reward

► Effort-performance

► Reward-personal goal

► Effort-satisfaction

Question No: 18 (Marks: 1) - Please choose one

Two-factor theory suggests that dissatisfaction is caused by extrinsic factors. Which of the following is an example of such a factor?

► Advancement

► Working condition

► Achievement

► Recognition

Question No: 19 (Marks: 1) - Please choose one

What continuum in the two-factor theory is made up of the hygiene factors?

► No dissatisfaction to dissatisfaction

► No dissatisfaction to satisfaction

► **Satisfaction to no satisfaction**

► Satisfaction to dissatisfaction

Question No: 20 (Marks: 1) - Please choose one

Which of the following is NOT a biographical characteristic?

► **Region**

► Age

► Sex

► Tenure

Question No: 21 (Marks: 1) - Please choose one

Which of the following statements concerning tenure is **NOT** true?

► Tenure does not appear to be a good predictor of employee productivity

► Tenure and satisfaction are positively related

► **Tenure is a good variable in explaining turnover**

► Tenure and organizational investment are negatively related

Question No: 22 (Marks: 1) - Please choose one

What does MBO provide for the individual employee?

► **Specific performance objectives**

► Precise job descriptions

► Clear direction and purpose

► Higher salaries

Question No: 23 (Marks: 1) - Please choose one

Who sets MBO objectives?

► The immediate supervisor

► The superior and subordinate

► **The head of department**

► The employees themselves

Question No: 24 (Marks: 1) - Please choose one

Which of the following are all forms of variable-pay programs?

Wage incentive plans, flextime, ► piece-rate

Piece-rate, wage incentive plans, gain ► sharing

Profit-sharing, lump-sum bonuses, extended ► vacations

Retirement benefits, extended vacations, ► flextime

Question No: 25 (Marks: 1) - Please choose one

Which of the following is one advantage of variable pay plans to management?

They turn fixed labor costs into variable ► labor costs

They turn low producers into high ► producers

They turn slow employees into fast ► employees

They turn high fixed costs into low fixed ► costs

Question No: 26 (Marks: 1) - Please choose one

Which of the following statements **most** accurately describes interest groups?

They are longer lasting than friendship ► groups

They are formed because of some common ► objective

They are governed by labor ► laws

They are likely to involve great social ► conflict

Question No: 27 (Marks: 1) - Please choose one

Teams typically outperform individuals when the tasks being completed _____

Require multiple skills ►

Require judgment ►

Require experience ►

All of the given options ►

Question No: 28 (Marks: 1) - Please choose one

Team members with good listening, feedback, and conflict resolution skills possess _____.

Technical expertise ►

Problem-solving skills ►

Decision-making ► skills

Interpersonal skills ►

Question No: 29 (Marks: 1) - Please choose one

Which of the following is one of the drawbacks of a small team?

Lack for diversity of ► views

Less chances of disagreement ►

Less rigidity ►

Less difficult to assemble ►

Question No: 30 (Marks: 1) - Please choose one

Individual decisions are generally preferable to group decisions when which of the following is required?

Speed ►

Creativity ►

Acceptance ►

Quality ►

Question No: 31 (Marks: 1) - Please choose one

The main difference between a leader and a manager is:

Managers seek change and leaders ► don't

Leaders are thought of as better people ► because they don't punish

Leaders are advocates for change, and managers ► for the status quo

Managers are concerned with people, and ► leaders with events

Question No: 32 (Marks: 1) - Please choose one

Which of the following is a behavioral theory of leadership?

Trait theory ►

Fiedler model ►

Ohio ► State studies

Equity Theory ►

Question No: 33 (Marks: 1) - Please choose one

According to the Ohio State studies, the extent to which a leader's behavior is directed toward getting the job done is called:

Initiating structure ►

Consideration ►

Maximization ►

Path-goal ►

Question No: 34 (Marks: 1) - Please choose one

A leader high in initiating structure would do which of the following?

Exhibit laissez-faire type of ► leadership

Maximize leader-member ► relations

Assign group members to particular ► tasks

Empower employees to make their own ► decisions

Question No: 35 (Marks: 1) - Please choose one

The graphic portrayal of a two-dimensional view of leadership styles by Blake and Mouton is known as:

Least preferred co-worker ► scale

Leader-participation model ►

Autocratic-democratic ► continuum

Managerial grid ►

Question No: 36 (Marks: 1) - Please choose one

The means by which a communication is passed is called:

Medium ►

Instrument ►

Conductor ►

Transmission ►

Question No: 37 (Marks: 1) - Please choose one

Bulletin, notice boards, circulars are considered to be which type of communication?

Upward communication ►

Downward ► communication

Horizontal communication ►

Lateral communication ►

Question No: 38 (Marks: 1) - Please choose one

Which of the following is an important nonverbal component of communication?

Written memo ►

Paraphrase ►

Eye contact ►

E-mail ►

Question No: 39 (Marks: 1) - Please choose one

Which of the following communication network occurs when a checkout clerk reports to a department manager, who in turn reports to a store manager, who reports to a regional manager?

Wheel ►

All-channel ►

Chain ►

Horizontal ►

Question No: 40 (Marks: 1) - Please choose one

The _____ network best serves to promote high member satisfaction.

Direct ►

Circle ►

Wheel ►

All-channel ►

Question No: 41 (Marks: 10)

What are the common skills exhibited by an effective manager?

A skill is an ability to act in a way that allows a person to perform highly in her or his role. Managers need three types of skills:

1. **Conceptual Skills**
2. **Human Skills**
3. **Technical Skills**

1. Conceptual skills to analyze and diagnose a situation to distinguish between cause and effect;

2. Human skills to understand, work with, lead, and control the behavior of individuals and groups

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ALL IN ONE Mgt 502 MIDTERM PAPERS MORE THAN (10)

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Marks: 50

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Which of the following is a behavioral theory of leadership?

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□□□□□□□►□**Ohio State studies**
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According to the Ohio State studies, the extent to which a leader's behavior is directed toward getting the job done is called:

□□□□□□□►□**Initiating structure**
□□□□□□□►□Consideration
□□□□□□□►□Maximization
□□□□□□□►□Path-goal

Question No: 34 (Marks: 1) - Please choose one

A leader high in initiating structure would do which of the following?

□□□□□□□►□Exhibit laissez-faire type of leadership
□□□□□□□►□Maximize leader-member relations
□□□□□□□►□**Assign group members to particular tasks**
□□□□□□□►□Empower employees to make their own decisions

Question No: 35 (Marks: 1) - Please choose one

The graphic portrayal of a two-dimensional view of leadership styles by Blake and Mouton is known as:

□□□□□□□►□Least preferred co-worker scale
□□□□□□□►□Leader-participation model
□□□□□□□►□Autocratic-democratic continuum
□□□□□□□►□Managerial grid

Question No: 36 (Marks: 1) - Please choose one

The means by which a communication is passed is called:

□□□□□□□►□Medium
□□□□□□□►□Instrument
□□□□□□□►□Conductor
□□□□□□□►□Transmission

Question No: 37 (Marks: 1) - Please choose one

Bulletin, notice boards, circulars are considered to be which type of communication?

□□□□□□□►□Upward communication
□□□□□□□►□Downward communication
□□□□□□□►□Horizontal communication
□□□□□□□►□Lateral communication

Question No: 38 (Marks: 1) - Please choose one

Which of the following is an important nonverbal component of communication?

□□□□□□□►□Written memo
□□□□□□□►□Paraphrase
□□□□□□□►□Eye contact
□□□□□□□►□E-mail

Question No: 39 (Marks: 1) - Please choose one

Which of the following communication network occurs when a checkout clerk reports to a department manager, who in turn reports to a store manager, who reports to a regional manager?

□□□□□□□►□Wheel
□□□□□□□►□All-channel
□□□□□□□►□Chain

□□□□□□□►□Horizontal

Question No: 40 (Marks: 1) - Please choose one

The _____ network best serves to promote high member satisfaction.

□□□□□□□►□Direct
□□□□□□□►□Circle
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A skill is an ability to act in a way that allows a person to perform highly in her or his role. Managers need three types of skills:

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Question No: 33 (Marks: 1) - Please choose one

According to the Ohio State studies, the extent to which a leader's behavior is directed toward getting the job done is called:

□□□□□□□►□**Initiating structure**
□□□□□□□►□Consideration
□□□□□□□►□Maximization
□□□□□□□►□Path-goal

Question No: 34 (Marks: 1) - Please choose one

A leader high in initiating structure would do which of the following?

□□□□□□□►□Exhibit laissez-faire type of leadership
□□□□□□□►□Maximize leader-member relations
□□□□□□□►□**Assign group members to particular tasks**
□□□□□□□►□Empower employees to make their own decisions

Question No: 35 (Marks: 1) - Please choose one

The graphic portrayal of a two-dimensional view of leadership styles by Blake and Mouton is known as:

□□□□□□□►□Least preferred co-worker scale
□□□□□□□►□Leader-participation model
□□□□□□□►□Autocratic-democratic continuum
□□□□□□□►□Managerial grid

Question No: 36 (Marks: 1) - Please choose one

The means by which a communication is passed is called:

□□□□□□□►□Medium
□□□□□□□►□Instrument
□□□□□□□►□Conductor
□□□□□□□►□Transmission

Question No: 37 (Marks: 1) - Please choose one

Bulletin, notice boards, circulars are considered to be which type of communication?

□□□□□□□►□Upward communication
□□□□□□□►□Downward communication
□□□□□□□►□Horizontal communication
□□□□□□□►□Lateral communication

Question No: 38 (Marks: 1) - Please choose one

Which of the following is an important nonverbal component of communication?

□□□□□□□►□Written memo
□□□□□□□►□Paraphrase
□□□□□□□►□Eye contact
□□□□□□□►□E-mail

Question No: 39 (Marks: 1) - Please choose one

Which of the following communication network occurs when a checkout clerk reports to a department manager, who in turn reports to a store manager, who reports to a regional manager?

□□□□□□□►□Wheel
□□□□□□□►□All-channel
□□□□□□□►□Chain

□□□□□□□►□Horizontal

Question No: 40 (Marks: 1) - Please choose one

The _____ network best serves to promote high member satisfaction.

□□□□□□□►□Direct
□□□□□□□►□Circle
□□□□□□□►□Wheel
□□□□□□□►□**All-channel**

Question No: 41 (Marks: 10)

What are the common skills exhibited by an effective manager?

A skill is an ability to act in a way that allows a person to perform highly in her or his role. Managers need three types of skills:

1. **Conceptual Skills**
2. **Human Skills**
3. **Technical Skills**

1. Conceptual skills to analyze and diagnose a situation to distinguish between cause and effect;
2. Human skills to understand, work with, lead, and control the behavior of individuals and groups
3. Technical skills job-specific knowledge and techniques required to perform an organizational role.

Effective managers need all three types of skills—conceptual, human, and technical. For example, Entrepreneurs often are technically skilled but lack conceptual and human skills. Scientists who become managers have technical expertise, but low levels of human skills.

Management Skills
Robert Katz has identified three essential management skills: technical, human, and conceptual.

1. Technical Skills
• The ability to apply specialized knowledge or expertise. All jobs require some specialized expertise, and many people develop their technical skills on the job.

2. Human Skills
• The ability to work with, understand, and motivate other people, both individually and in groups, describes human skills. Many people are technically proficient but interpersonally incompetent

3. Conceptual Skills
1. The mental ability to analyze and diagnose complex situations
2. Decision making, for example, requires managers to spot problems, identify alternatives that can correct them, evaluate those alternatives, and select the best one.

Skills Exhibited by an Effective Manager
1. Clarifies goals and objectives for everyone involved

2. Encourages participation, upward communication, and suggestions
3. Plans and organizes for an orderly work flow
4. Has technical and administrative expertise to answer organization-related questions
5. Facilitates work through team building, training, coaching and support
6. Provides feedback honestly and constructively
7. Keeps things moving by relying on schedules, deadlines, and helpful reminder
8. Controls details without being over-bearing
9. Applies reasonable pressure for goal accomplishment
10. Empowers and delegates key duties to others while maintaining goal clarity and commitment
11. Recognizes good performance with rewards and positive reinforcement

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MIDTERM EXAMINATION
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Question No: 1 (Marks: 1) - Please choose one

Which one of the following is **NOT** a characteristic of group in organization?

- Common goal
- Interaction with one another
- Accept expectations and obligations
- **Mutually independent**

Question No: 2 (Marks: 1) - Please choose one

Jobs in which success demands stamina, leg strength and manual dexterity require management to identify an employee's which characteristics?

- **Physical abilities**
- Motor abilities
- Mental abilities
- Emotional abilities

Question No: 3 (Marks: 1) - Please choose one

Which of the following communication network is best illustrated by an unstructured committee?

- Vertical
- Wheel
- **All-channel**
- Chain

Question No: 4 (Marks: 1) - Please choose one

When all communication is channeled through one person, which of the following communication network exists?

- All-channel
- Chain
- Horizontal
- **Wheel**

Question No: 5 (Marks: 1) - Please choose one

Formal guidelines and authority hierarchies are examples of which function of communication?

► **Control**
► Agreement
► Motivation
► Information

Question No: 6 (Marks: 1) - Please choose one

Which of the following is an example of downward communication flow?

► Suggestion boxes
► Disscussing problem with boss
► **Feedback on job performance**
► Letters to your boss

Question No: 7 (Marks: 1) - Please choose one

The means by which a communication is passed is called:

► **Medium**
► Instrument
► Conductor
► Transmission

Question No: 8 (Marks: 1) - Please choose one

On the Leadership Grid, a manager who has a medium concern for both, people and production is a (n):

► Team manager
► Country club manager
► **MIddle of the road manager**
► Authority-obedience manager

Question No: 9 (Marks: 1) - Please choose one

If a leader's main concern is accomplishing his/her group's tasks, the University of Michigan studies label this leader as:

► **Production-oriented**
► Laissez-faire
► Consideration-oriented
► Employee-oriented

Question No: 10 (Marks: 1) - Please choose one

Which of the following are the two dimensions of leadership behavior identified in the University of Michigan studies?

- ► Emotional and rational
- ► Autocratic and democratic
- ► Initiating structure and consideration
- ► **Employee-oriented and production-oriented**

Question No: 11 (Marks: 1) - Please choose one

If trait theories of leadership are valid, then leaders are _____.

- ► Educated
- ► Trained
- ► **Born**
- ► Authoritarian

Question No: 12 (Marks: 1) - Please choose one

The main difference between a leader and a manager is:

- ► Managers seek change and leaders don't
- ► Leaders are thought of as better people because they don't punish
- ► **Leaders are advocates for change, and managers for the status quo**
- ► Managers are concerned with people, and leaders with events

Question No: 13 (Marks: 1) - Please choose one

Which of the following techniques most restricts discussion or interpersonal communication during the decision-making process?

- ► Groupthink
- ► **Nominal group**
- ► Brainstorm
- ► Electronic meeting

Question No: 14 (Marks: 1) - Please choose one

Which of the following is a tendency for members of a cohesive group to reach decisions without weighing all the facts, especially those contradicting the majority opinion?

- ► Group conformity
- ► Group shift
- ► **Groupthink**
- ► Social loafing

Question No: 15 (Marks: 1) - Please choose one

What is generally the result of groupthink?

- ► Higher quality decisions
- ► **More risky decisions**
- ► Less critical analysis
- ► Unpopular decisions

Question No: 16 (Marks: 1) - Please choose one

Which of the following is true about virtual teams?

- ► There is an absence of verbal cues
- ► There is limited social context
- ► People collaborate online
- ► **All of the given options**

Question No: 17 (Marks: 1) - Please choose one

Which of the following helps to explain the current popularity of teams?

- ► Easy to manage
- ► Less expensive
- ► **Use employee talents better**
- ► Promote socialization

Question No: 18 (Marks: 1) - Please choose one

Which of the following statements concerning tenure is **NOT** true?

- ► Tenure does not appear to be a good predictor of employee productivity
- ► Tenure and satisfaction are positively related
- ► Tenure is a good variable in explaining turnover
- ► **Tenure and organizational investment are negatively related**

Question No: 19 (Marks: 1) - Please choose one

What other name is the two-factor theory known by?

- ► Theories X and Y
- ► **Motivator-Hygiene Theory**
- ► Hierarchy of Needs Theory
- ► Satisfaction/Dissatisfaction Theory

Question No: 20 (Marks: 1) - Please choose one

Which of the following method is used for strengthening desirable behavior?

- ► Negative Reinforcement
- ► Neutral Reinforcement
- ► Pleasant Reinforcement
- ► **Positive Reinforcement**

Question No: 21 (Marks: 1) - Please choose one

How does McClelland define the need for affiliation?

- ► Drive to excel, to strive to succeed
- ► Need to make others behave in a novel way
- ► **Desire for friendship and mutual understanding**
- ► The desire to control & influence their behavior

Question No: 22 (Marks: 1) - Please choose one

Who developed ERG theory?

- ► Mcclelland
- ► Maslow
- ► **Alderfer**
- ► Ouchi

Question No: 23 (Marks: 1) - Please choose one

Maslow's hierarchy of needs arranges those needs in which of the following orders?

- ► Physiological, esteem, safety, social, and self-actualization
- ► **Physiological, safety, social, esteem, and self-actualization**
- ► Safety, physiological, esteem, social, and self-actualization
- ► Physiological, social, safety, esteem, and self-actualization

Question No: 24 (Marks: 1) - Please choose one

What are the three key elements of motivation?

- ► Interest, activity and reward
- ► Awareness, effort and outcome
- ► Stimulation, progress and achievement
- ► **Intensity, direction and persistence**

Question No: 25 (Marks: 1) - Please choose one

Amna is an honest and straightforward person. She believes her employees are all similarly honest and straightforward, ignoring signs that they may be manipulating her. What perceptual shortcut is Amna most likely using?

- ► Prototyping
- ► Contrast effect
- ► Halo effect
- ► **Projection**

Question No: 26 (Marks: 1) - Please choose one

Asma is experiencing conveyance problem for her college pick and drop. She decides to use the rational decision-making model to decide what to do. What might be the next step she takes if she follows this model?

- ► Define the problem
- ► **Identify the decisions criteria**
- ► Evaluate other available alternatives
- ► Select the best alternative

Question No: 27 (Marks: 1) - Please choose one

The time at which an object or event is seen is an example of what type of factor influencing the perceptual process?

- ► **Situation**
- ► Perceiver
- ► Reality
- ► Target

Question No: 28 (Marks: 1) - Please choose one

What is the most relevant application of perception concepts to OB?

- ► The perceptions people form about each other
- ► The perceptions people form about their employer
- ► The perceptions people form about society
- ► **The perceptions people form about external reality**

Question No: 29 (Marks: 1) - Please choose one

Imran is the head of a group at an advertising agency working with artists and designers to come up with effective branding of new products. Why is it particularly important for him to keep his team happy?

► People are more conscientious when they are in a good mood
► People are more efficient when they are in a good mood
► People are more productive when they are in a good mood
► **People are more creative when they are in a good mood**

Question No: 30 (Marks: 1) - Please choose one

Which of the following statement is true regarding Big five Model?

► The Big Five traits are related to intrinsic motivational factors
► The Big Five traits are related to extrinsic motivational factors
► **The Big Five traits are related to both intrinsic and extrinsic factors**
► The Big Five traits have no relationship to motivational factors

Question No: 31 (Marks: 1) - Please choose one

The degree to which people value relationships and show sensitivity and concern for the welfare for others is called:

► Quantity of life
► **Quality of life**
► Long-term orientation
► Social Loafing

Question No: 32 (Marks: 1) - Please choose one

All of the following are sources of the values **EXCEPT:**

► External Reference Groups
► Role Models
► **Achievement**
► Teachers

Question No: 33 (Marks: 1) - Please choose one

Values like working hard, being creative and honest are the means which lead towards achieving organizational goals. Which of the following term best described these values?

► Terminal values
► **Instrumental values**
► Theoretical values
► Social values

Question No: 34 (Marks: 1) - Please choose one

Which of the following is NOT one of the scales to measure job satisfaction?

► Minnesota Satisfaction Questionnaire
► The Faces Scale
► **The mentor scale**
► Descriptive Index

Question No: 35 (Marks: 1) - Please choose one

Following a response by the termination or withdrawal of something unpleasant is called----------.

► Positive reinforcement
► Extinction
► Negative reinforcement
► **Punishment**

Question No: 36 (Marks: 1) - Please choose one

Last year, Ali had taken lunch at a fast food restaurant that caused him food poisoning. Now whenever he passes by the restaurant, he feels nauseous. This is an example of which of the following learning theory?

► Classical conditioning
► Social learning
► **Operant conditioning**
► Reinforcement theory

Question No: 37 (Marks: 1) - Please choose one

Which of the following are identified as new managerial functions?

► Planning and organizing
► Leading and controlling
► Directing and monitoring
► **TQM and continuous improvement**

Question No: 38 (Marks: 1) - Please choose one

Mr. Ahmed is responsible to transmit information to outsiders on organization's plans, policies, actions and results. Which managerial role is he playing in organization?

► Disseminator
► **Spokesperson**
► Representative
► Figurehead

Question No: 39 (Marks: 1) - Please choose one

The greatest contribution of which one of the following to OB is through their study of group behavior in organizations, particularly formal and complex organizations?

- ► Psychology
- ► Sociology
- ► Anthropology
- ► **Social Psychology**

Question No: 40 (Marks: 1) - Please choose one

If a manger is responsible to define goals, establish an overall strategy for achieving those goals and matching activities accordingly, then which one of the following functions is he/ she performing.

- ► **Planning**
- ► Organizing
- ► Leading
- ► Controlling

Question No: 41 (Marks: 10)

What are the common skills exhibited by an effective manager?

ANSWER:
Skill: Skill is defined as an ability to act in a way that allows a person to highly perform his roles.
Skills required by Effective Manager:
There are various skills which must be possessed by a manager in order to be effective. Some of such skills are listed below

- Define proper goals for everyone.
- Must plan and organize the work properly so that it flows smoothly.
- Enables proper communication in all directions.
- Promotes participation of individuals
- Provide honest feedback
- Empower and delegate the important tasks to subordinates
- Have full control over the whole process
- Motivate the subordinates to goal achievement
- Exhibits technical as well as administrative expertise to answer related questions.
- Facilitates work through teams and proper training
- Keep the activities move by following the schedule and deadlines.
- Rewards good performances

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Question No: 1 (Marks: 1) - Please choose one

Which emotions are the emotions an individual actually is experiencing, despite what they might apparently show.

- Felt
- Displayed
- Conditional
- Exposed

Question No: 2 (Marks: 1) - Please choose one

Which of the following statements is **NOT** true regarding face-to-face communication?

- It is highly personal
- It has high channel richness
- It usually results in delayed feedback
- It offers multiple information cues

Question No: 3 (Marks: 1) - Please choose one

All of the following are examples of downward communication flows **EXCEPT:**

- Managers informing employees of procedures
- Managers pointing out problems that need attention
- Employees completing attitude surveys
- Managers telling employees to work more quickly

Question No: 4 (Marks: 1) - Please choose one

A leader high in initiating structure would do which of the following?

- Exhibit laissez-faire type of leadership
- Maximize leader-member relations
- Assign group members to particular tasks
- Empower employees to make their own decisions

Question No: 5 (Marks: 1) - Please choose one

Teams are very useful in which of the following situations:

- The work to be performed is very basic
- The tasks are interrelated
- No one wants to be accountable
- The group is homogeneous

Question No: 6 (Marks: 1) - Please choose one

Which of the following is true about virtual teams?

- There is an absence of verbal cues
- There is limited social context
- People collaborate online
- All of the given options

Question No: 7 (Marks: 1) - Please choose one

Team members with good listening, feedback, and conflict resolution skills possess _____.

- Technical expertise
- Problem-solving skills
- Decision-making skills
- Interpersonal skills

Question No: 8 (Marks: 1) - Please choose one

Which of the following is **NOT** one of the key components of effective teams?

- Effective work design
- Recognized company identity
- Supportive contextual influences
- Well-managed team processes

Question No: 9 (Marks: 1) - Please choose one

After which stage of a group's development is there a relatively clear hierarchy of leadership within the group?

- Norming
- Storming
- Development
- Forming

Question No: 10 (Marks: 1) - Please choose one

Which of the following statements is true?

- All command groups are also task groups
- All task groups are also friendship groups
- All command groups are also informal groups
- All informal groups are also command groups

Question No: 11 (Marks: 1) - Please choose one

In which of the following situation Synergy is most likely to occur?

- The activities of all group members are fully dependent on one another
- The performance of one member of a group affects what other members do
- Group members must perform specific behaviors in a predetermined order
- Group members acting together produce more or better output than alone

Question No: 12 (Marks: 1) - Please choose one

Which one of the following groups may want government to direct more attention to environmental problems?

- Interest group
- Command group
- Formal group
- Task group

Question No: 13 (Marks: 1) - Please choose one

Which of the following is a job that does not lend itself to telecommuting?

- An attorney who spends most of her time researching on the computer
- A car salesman who demonstrates the features of a new model of car
- A telemarketer who uses the phone to contact clients
- A product support specialist who fields calls from customers

Question No: 14 (Marks: 1) - Please choose one

Which of the following is an example of a piece-rate plan?

- Stock options
- Rs20 for each unit produced
- Productivity bonus
- Commission

Question No: 15 (Marks: 1) - Please choose one

What sort of goals does Management By Objectives (MBO) emphasize?

- Attainable, verifiable and measurable
- Achievable, controllable and profitable
- Inspirational, teachable and creative
- Challenging, emotional and constructive

Question No: 16 (Marks: 1) - Please choose one

Which of the following is NOT a biographical characteristic?

- Region
- Age
- Sex
- Tenure

Question No: 17 (Marks: 1) - Please choose one

What is the largest demographic change in the last few years in Pakistani workforce?

- ► Increasing ethnic diversity
- ► A fall in married workers
- ► Increasing age of workers
- ► More women in the workforce

Question No: 18 (Marks: 1) - Please choose one

Which one of the following would be considered a motivator in the two-factor theory?

- ► Salary
- ► Working conditions
- ► Bonuses
- ► Responsibility

Question No: 19 (Marks: 1) - Please choose one

Which of the following method is used for strengthening desirable behavior?

- ► Negative Reinforcement
- ► Neutral Reinforcement
- ► Pleasant Reinforcement
- ► Positive Reinforcement

Question No: 20 (Marks: 1) - Please choose one

What is generally considered to be the single best thing that managers can do to improve performance?

- ► Allocate tasks depending on personality
- ► Restrict the use of punishment as a means of motivating workers
- ► Give abundant opportunities for employee growth
- ► Concentrate on intrinsic rewards rather than extrinsic rewards

Question No: 21 (Marks: 1) - Please choose one

Which of the following is **NOT** an important issue relating to goal-setting theory?

- ► Defining the goal
- ► Goal difficulty
- ► Goal specificity
- ► Equity among co-workers

Question No: 22 (Marks: 1) - Please choose one

According to Maslow, when does a need stop motivating?

- ► When it is substantially satisfied

- It never stops motivating
- When one returns to a lower level need
- When one chooses to move to a higher level need

Question No: 23 (Marks: 1) - Please choose one

If a person responds the same way over time, attribution theory states that the behavior shows _____.

- Distinctiveness
- Consensus
- Consistency
- Continuity

Question No: 24 (Marks: 1) - Please choose one

Asif is late for work each day by about ten minutes. How would Attribution Theory describe this behavior?

- It shows consensus
- It shows similarity
- It shows reliability
- It shows consistency

Question No: 25 (Marks: 1) - Please choose one

According to attribution theory, which of the following is an internally caused behavior?

- Working late in order to get a promotion
- Arriving at work late because heavy traffic
- Working weekends because of your employer's orders
- Depending on luck for success

Question No: 26 (Marks: 1) - Please choose one

What is the name of the theory that deals with how we explain the cause of behaviors of others?

- Judgment Theory
- Selective Perception Theory
- Attribution Theory
- Equality Theory

Question No: 27 (Marks: 1) - Please choose one

Which of the following is **NOT** an ethic in decision making?

- Utilitarianism
- Focus on right
- Focus on justice

► Favoritism

Question No: 28 (Marks: 1) - Please choose one

Which of the following decision making style shows low tolerance for ambiguity and seeks rationality?

► Directive
► Analytical
► Conceptual
► Behavioral

Question No: 29 (Marks: 1) - Please choose one

According to which of the following decision making model; people seek solutions that are satisfactory and sufficient?

► Bounded Rational
► Three Component Model
► Contingency
► Rational

Question No: 30 (Marks: 1) - Please choose one

Asma is experiencing conveyance problem for her college pick and drop. She decides to use the rational decision-making model to decide what to do. What might be the next step she takes if she follows this model?

► Define the problem
► Identify the decisions criteria
► Evaluate other available alternatives
► Select the best alternative

Question No: 31 (Marks: 1) - Please choose one

Which of the following is the dimension of emotional intelligence that describes the ability to manage your own emotions and impulses?

► Self-awareness
► Self-management
► Commitment
► Social-skills

Question No: 32 (Marks: 1) - Please choose one

The Big Five model is related to _____

► Perception
► Personality
► Experience
► Culture

Question No: 33 (Marks: 1) - Please choose one

Which of the following are defined as accepted principles or standards of a person or a group?

- Traditions
- Norms
- Attitudes
- Values

Question No: 34 (Marks: 1) - Please choose one

Ali is an employee in a company. He expresses his dissatisfaction by discussing the problem with the superiors, suggests improvements and involves the unions in problem solving, He expresses his dissatisfaction in which of the following ways:

- Exit
- Voice
- Loyalty
- Neglect

Question No: 35 (Marks: 1) - Please choose one

Rabia is working in a software house. She is a very hard working, motivated to achieve organizational goals and due to her attachment with the organization she wishes to continue her job with the same organization. Her behavior is showing:

- Job involvement
- Job satisfaction
- Job commitment
- Job enrichment

Question No: 36 (Marks: 1) - Please choose one

Which of the following is defined as a way of looking at life; a way of thinking, feeling or behaving?

- Value
- Attitude
- Behavior
- Mood

Question No: 37 (Marks: 1) - Please choose one

Learning theories include all of the following EXCEPT:

- Classical conditioning
- Social learning
- Operant conditioning
- Contingency theory

Question No: 38 (Marks: 1) - Please choose one

Which of the following is not considered as a characteristic of organizations?

- Social entities
- Goal oriented
- Closed system
- Deliberately structured

Question No: 39 (Marks: 1) - Please choose one

Which one of the following set of skills is best representing the required competencies of managers?

- Technical skills, human skills and conceptual skills
- Leading skills and motivational skills
- Organizing skills and interpersonal skills
- Motivating skills and intrapersonal skills

Question No: 40 (Marks: 1) - Please choose one

Management functions of planning, organizing, leading and controlling were first classified by_____.

- Stephen Covey
- Henry Mintzeberg
- Henri Fayol
- Marry Parker

Question No: 41 (Marks: 10)

Which biographical characteristics best predict productivity? Absenteeism? Turnover? Satisfaction?

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MIDTERM EXAMINATION

Spring 2010

MGT502- Organizational Behaviour (Session - 2)

Ref No:

Time: 60 min

Marks: 47

Student Info	
StudentID:	
Center:	**OPKST**
ExamDate:	**5/27/2010 12:00:00 AM**

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Q No.	**1**	**2**	**3**	**4**	**5**	**6**	**7**	**8**	**Total**
Marks									
Q No.	**9**	**10**	**11**	**12**	**13**	**14**	**15**	**16**	
Marks									
Q No.	**17**	**18**	**19**	**20**	**21**	**22**	**23**	**24**	
Marks									
Q No.	**25**	**26**	**27**	**28**	**29**	**30**	**31**	**32**	
Marks									
Q No.	**33**	**34**	**35**	**36**	**37**				
Marks									

Question No: 1 (Marks: 1) - Please choose one

Which one of the following is not considered as a part of organizational output?

- ► Finished goods
- ► Services
- ► Dividends
- ► Capital

Question No: 2 (Marks: 1) - Please choose one

Which of the following is not one of the types of attitude?

- ► Job satisfaction
- ► Job Involvement
- ► Organizational Behavior
- ► Organizational commitment

Question No: 3 (Marks: 1) - Please choose one

Which of the following is NOT included in the ways employees can express dissatisfaction?

- ► Exit
- ► Voice
- ► Loyalty
- ► Noise

Question No: 4 (Marks: 1) - Please choose one

Which dimension of the Big Five model refers to be pleasant and accommodating in social situations?

- ► Extroversion
- ► Openness to experience
- ► Emotional stability
- ► Agreeableness

Question No: 5 (Marks: 1) - Please choose one

Which of the following is **NOT** a key component of emotional intelligence?

- ► Self-awareness
- ► Self-management
- ► Commitment
- ► Empathy

Question No: 6 (Marks: 1) - Please choose one

What effect does stress typically have on mood?

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► Negative
► Unbiased
► No effect

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► Halo Effect
► Target Perception

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The most well-known theory of motivation is Abraham Maslow's _____.

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► Hierarchy of needs
► Goal setting theory
► Equity theory

Question No: 9 (Marks: 1) - Please choose one

Our intrinsic desire for personal development is included in Alderfer's _____ needs.

► Existence
► Relatedness
► Esteem
► Growth

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Which of the following is **NOT** an important issue relating to goal-setting theory?

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- ► The job task is performed

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Which of the following is one of the drawbacks of group decision making?

- ► More knowledge through pooling of group resources
- ► More amount of time is required to make a decision
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- ► Greater understanding due to involvement in decision stages

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Which of the following is traditionally followed by the formal channels of communication within an organization?

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- ► Transmission chain
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Clarification to employees about how well they are doing, and what can be done to improve performance, are examples of which function of communication?

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- ► Control
- ► Motivation
- ► Emotional expression

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The _____ network best serves to promote high member satisfaction.

- ► Direct
- ► Circle
- ► Wheel
- ► All-channel

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► Greater perceptual wellness
► Larger amounts of information

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The study of organizational behavior is primarily concerned with all of the following dynamics in organizations EXCEPT:

► Interpersonal
► Behavioral
► Astrology
► Psychosocial

Question No: 19 (Marks: 1) - Please choose one

How do proponents of reinforcement theory view behavior?

► As a product of heredity
► As a function of one's power need
► As the result of a cognitive process
► As environmentally caused

Question No: 20 (Marks: 1) - Please choose one

Which of the following is true for the people who adopt a thinking style based on logics and rationality?

► They process information serially
► They perceive things as a whole
► They perceive things on the basis of past experiences
► Their decisions depend upon situation

Question No: 21 (Marks: 1) - Please choose one

Sheraz wants to become a surgeon, not only because achieving this goal will give him self-respect and autonomy, but also because he wants a job with high status and recognition from others. Which of Maslow's needs is Sheraz trying to meet?

► Self-actualization
► Social
► Esteem
► Safety

Question No: 22 (Marks: 1) - Please choose one

Teams are very useful in which of the following situations?

► The work to be performed is very basic
► The tasks are interrelated

► No one wants to be accountable
► The group is homogeneous

Question No: 23 (Marks: 1) - Please choose one

All of the following are studied in Organizational Behavior, **EXCEPT**

► Human behaviors in organizations
► International trade laws
► Organizational culture
► The relationship between people and organizations

Question No: 24 (Marks: 1) - Please choose one

Which of the following behavior of an individual makes a positive contribution to an organization?

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► Performance behavior
► Organizational citizenship
► Perceptive contribution

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CEO of a computer manufacturing organization rewards his employees with computers, vacations or bonuses for meeting personal or organizational goal. He is practicing which of the following method of shaping behavior?

► Positive reinforcement
► Negative reinforcement
► Punishment
► Extinction

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The suspension of a construction employee for one day without pay for not wearing hard hat when instructed strictly, is an example of which of the following method of shaping behavior?

► Negative reinforcement
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► Extinction
► Positive reinforcement

Question No: 27 (Marks: 1) - Please choose one

The founder of TL Corporation has to face many difficulties while establishing his company even banks were not ready to grant loan. But he showed persistence and after four years he was able to generate finance by the mortgage of his own house. He was exhibiting which of the following personality trait of Big Five Personality Model?

► Agreeableness
► Emotional Stability
► Conscientiousness
► Extroversion

Question No: 28 (Marks: 1) - Please choose one

Mr. Ahmed started his career as a clerk, now after 6 years of hard work he has earned the position of finance manager. He believes that all his success is because of his own hard work and devotion. Ahmed has:

► Self-efficacy
► Internal locus of control
► Emotional intelligence
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Question No: 29 (Marks: 1) - Please choose one

Which of the following is an example of positive emotions?

► Anger
► Sadness
► Pride
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Question No: 30 (Marks: 1) - Please choose one

Which one of the following set of skills is best representing the required competencies of managers?

► Technical skills, human skills and conceptual skills
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► Organizing skills, interpersonal skills and leading skills
► Motivating skills, intrapersonal skills and conceptual skills

Question No: 31 (Marks: 1) - Please choose one

The rational decision-making approach assumes that decision makers:

► Have complete information
► Are motivated by greed
► Are often distracted by the environment
► Are subjective

Question No: 32 (Marks: 1) - Please choose one

Mr. Ahmad is HR manager in an organization. He has ten employees who directly report to him. They are the part of which of the following group?

- Command group
- Task group
- Friendship group
- Interest group

Question No: 33 (Marks: 1) - Please choose one

Which of the following is a structured approach to decision making that focuses on generating alternatives silently, prevents criticism of alternatives, and uses a voting process to identify group choices?

- Devil's advocacy
- The Delphi technique
- Dialectical inquiry
- The nominal group

Question No: 34 (Marks: 1) - Please choose one

Which of the following determines requirements of organization conversion process?

- Machinery, computers and human skills
- Raw material and capital
- Finished products and services
- HR and information system

Question No: 35 (Marks: 3)

Discuss when formal leadership may not be that important?

Question No: 36 (Marks: 5)

List and explain different barriers to effective communication.

Question No: 37 (Marks: 5)

It is argued that most of the time managers use rational decision making model when risk is high. Do you agree with this statement or not? Give logical reasons to support your answer.

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MIDTERM EXAMINATION

Spring 2010

MGT502- Organizational Behaviour (Session - 2)

Ref No:

Time: 60 min

Marks: 47

Student Info	
StudentID:	
Center:	**OPKST**
ExamDate:	**5/27/2010 12:00:00 AM**

For Teacher's Use Only

Q No.	**1**	**2**	**3**	**4**	**5**	**6**	**7**	**8**	**Total**
Marks									
Q No.	**9**	**10**	**11**	**12**	**13**	**14**	**15**	**16**	
Marks									
Q No.	**17**	**18**	**19**	**20**	**21**	**22**	**23**	**24**	
Marks									
Q No.	**25**	**26**	**27**	**28**	**29**	**30**	**31**	**32**	
Marks									
Q No.	**33**	**34**	**35**	**36**	**37**				
Marks									

Question No: 1 (Marks: 1) - Please choose one

Which one of the following is not considered as a part of organizational output?

- ► Finished goods
- ► Services
- ► Dividends
- ► Capital

Question No: 2 (Marks: 1) - Please choose one

Which of the following is not one of the types of attitude?

- ► Job satisfaction
- ► Job Involvement
- ► Organizational Behavior
- ► Organizational commitment

Question No: 3 (Marks: 1) - Please choose one

Which of the following is NOT included in the ways employees can express dissatisfaction?

- ► Exit
- ► Voice
- ► Loyalty
- ► Noise

Question No: 4 (Marks: 1) - Please choose one

Which dimension of the Big Five model refers to be pleasant and accommodating in social situations?

- ► Extroversion
- ► Openness to experience
- ► Emotional stability
- ► Agreeableness

Question No: 5 (Marks: 1) - Please choose one

Which of the following is **NOT** a key component of emotional intelligence?

- ► Self-awareness
- ► Self-management
- ► Commitment
- ► Empathy

Question No: 6 (Marks: 1) - Please choose one

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MIDTERM EXAMINATION
Spring 2010
MGT502- Organizational Behaviour (Session - 5)

Ref No:
Time: 60 min
Marks: 47

Student Info	
StudentID:	
Center:	**OPKST**
ExamDate:	**5/26/2010 12:00:00 AM**

For Teacher's Use Only

Q No.	1	2	3	4	5	6	7	8	Total
Marks									
Q No.	9	10	11	12	13	14	15	16	
Marks									
Q No.	17	18	19	20	21	22	23	24	
Marks									
Q No.	25	26	27	28	29	30	31	32	
Marks									
Q No.	33	34	35	36	37				
Marks									

Question No: 1 (Marks: 1) - Please choose one

Ali migrated from Pakistan to a foreign country. He is disorientated by the country's customs and has difficulty in adapting it. He also feels homesickness. What is Ali experiencing?

- ► Culture shock
- ► Foreign culture
- ► Alien culture
- ► Adventure

Question No: 2 (Marks: 1) - Please choose one

Last year, Ali had taken lunch at a fast food restaurant that caused him food poisoning. Now whenever he passes by the restaurant, he feels nauseous. This is an example of which of the following learning theory?

- ► Classical conditioning
- ► Social learning
- ► Operant conditioning
- ► Reinforcement theory

Question No: 3 (Marks: 1) - Please choose one

Faizan, a supervisor, has to choose between two different suggestions offered by employees about work schedule. Which one of the following will be most suitable for Faizan?

- ► Inductive reasoning
- ► Spatial visualization
- ► Deductive reasoning
- ► Perception

Question No: 4 (Marks: 1) - Please choose one

Which of the following is **NOT** a component of attitude?

- ► Cognition
- ► Affect
- ► Behavior
- ► Myths

Question No: 5 (Marks: 1) - Please choose one

Individuals having an intense desire to achieve, are extremely competitive, have a sense of urgency, are impatient and can be hostile, are called:

- ► Self Monitoring
- ► Self Esteemed
- ► Type A personality

► Type B personality

Question No: 6 (Marks: 1) - Please choose one

Which of the following statements is **TRUE** for affetc?

► Affect is a type of emotion and religion
► Affect is a type of mood and environment
► Affect can be a mood or an emotion
► Affect is the result of conscious thought

Question No: 7 (Marks: 1) - Please choose one

How is the satisficing decision maker best characterized?

► As using rationality
► As using bounded rationality
► As using creativity
► As relying on others to make decisions

Question No: 8 (Marks: 1) - Please choose one

When people tend to use intuitive decision making?

► When a high level of uncertainty exists
► When facts and figures are available
► When programmed decions are made
► When there is no time constraint

Question No: 9 (Marks: 1) - Please choose one

Which of the following statement is true regarding "analytical decision making style"?

► Tries to avoid conflict and seek acceptance
► Provides creative solution to the problems
► Uses minimum information
► Takes little time in making decisions

Question No: 10 (Marks: 1) - Please choose one

Hunger, thirst, sex, pay, and physical work environment are examples of which of Alderfer's needs?

► Existence
► Safety
► Growth
► Physiological

Question No: 11 (Marks: 1) - Please choose one

How would a theory X manager view employees?

► Seeking responsibility

- Needing to be coerced to achieve goals
- Viewing work as a normal daily activity
- Exercising self control

Question No: 12 (Marks: 1) - Please choose one

What sort of plan is a company-established benefit plan where employees acquire stock as part of their benefits?

- MBO program
- Gain sharing plan
- Employee stock ownership plan
- Piece-rate plan

Question No: 13 (Marks: 1) - Please choose one

Which of the following is true about virtual teams?

- There is an absence of verbal cues
- There is limited social context
- People collaborate online
- All of the given options

Question No: 14 (Marks: 1) - Please choose one

What result does groupshift have on the decisions a group makes?

- They are less effective
- They are generally riskier
- They are made more quickly
- They are objectively incorrect

Question No: 15 (Marks: 1) - Please choose one

Which of the following statement best defines leadership?

- Implementing the strategy provided by management
- Least concerned in bringing organizational change
- Coordinating and handling day-to-day problems
- The ability to influence a group in goal achievement

Question No: 16 (Marks: 1) - Please choose one

In the communication process, which of the following steps occurs first?

- Transmitting
- Decoding
- Encoding
- Understanding

Question No: 17 (Marks: 1) - Please choose one

All of the following are examples of nonverbal communication EXCEPT:

- Instant messaging
- Physical distance
- Facial expressions
- Hand gestures

Question No: 18 (Marks: 1) - Please choose one

Which of the following types of networks is most likely to promote accuracy?

- Chain
- Direct
- Horizontal
- All-channel

Question No: 19 (Marks: 1) - Please choose one

Ali is an employee in a company. He expresses his dissatisfaction by discussing the problem with the superiors, suggests improvements and involves the unions in problem solving, He expresses his dissatisfaction in which of the following ways?

- Exit
- Voice
- Loyalty
- Neglect

Question No: 20 (Marks: 1) - Please choose one

The relatively stable set of psychological attributes that distinguishes one person from another is called _____.

- Attitude
- Personality
- Perception
- Mind-set

Question No: 21 (Marks: 1) - Please choose one

Which emotions are the emotions an individual actually is experiencing, despite what they might apparently show?

- Felt
- Displayed
- Conditional
- Exposed

Question No: 22 (Marks: 1) - Please choose one

According to McClelland, what is the need to make others behave in a way that they would not have behaved otherwise?

- ► The need for power
- ► The need for achievement
- ► The need for affiliation
- ► The need for control

Question No: 23 (Marks: 1) - Please choose one

Which of the following is the major source of change affecting large number of organizations today?

- ► Corporate governance
- ► Globalization
- ► Business ethics
- ► Cultural change

Question No: 24 (Marks: 1) - Please choose one

Which of the following is the ability to correctly perceive, evaluate, express and regulate emotions and feelings?

- ► Emotional Intelligence
- ► Mental Ability
- ► Physical Ability
- ► Memory Ability

Question No: 25 (Marks: 1) - Please choose one

Mr. Imran has the ability to understand the emotional makeup of other people. He is exhibiting which of the following components of emotional intelligence?

- ► Self-awareness
- ► Empathy
- ► Handling relationship
- ► Managing emotions

Question No: 26 (Marks: 1) - Please choose one

The process of managing emotions with organizationally desired emotions exhibit which of the following concept?

- ► Emotional frustration
- ► Emotional contagion
- ► Emotional labor
- ► Emotional conflict

Question No: 27 (Marks: 1) - Please choose one

Which of the following stage of perceptual process model involves noticing some of the information available to the person and filtering out the rest?

- Interpretation
- Organization
- Selective attention
- Judgment

Question No: 28 (Marks: 1) - Please choose one

Which one of the following set of skills is best representing the required competencies of managers?

- Technical skills, human skills and conceptual skills
- Leading skills, motivational skills and human skills
- Organizing skills, interpersonal skills and leading skills
- Motivating skills, intrapersonal skills and conceptual skills

Question No: 29 (Marks: 1) - Please choose one

Mr. Ali is a top level manager at ABC Corporation. He has achieved everything he desired in his life. The only thing he misses is the relationships. At this point of career he really needs warm friendships. Identify the need of Mr. Ali.

- Need for achievement
- Need for affiliation
- Need for power
- Need for motivation

Question No: 30 (Marks: 1) - Please choose one

Mr. kashif is the member of a team who voluntarily meet and discuss different issues like how the quality of products be improved, what possible changes can be made to improve working conditions etc. Mr. Kashif is the member of which of the following team?

- Self-Managed team
- Problem solving team
- Cross functional team
- Virtual team

Question No: 31 (Marks: 1) - Please choose one

Mr. Usman is the part of the team whose members takes the responsibility for their work, monitor their own performance and alter their behaviors when required to solve a problem. Usman is the member of which of the following team?

- Self-Managed team
- Problem solving team
- Cross functional team
- Virtual team

Question No: 32 (Marks: 1) - Please choose one

Which of the following is a technique that is valuable in its ability to generate a number of independent judgments without the requirement of a face-to-face meeting?

- ► The nominal group technique
- ► Dialectical inquiry
- ► Brainstorming
- ► The Delphi technique

Question No: 33 (Marks: 1) - Please choose one

A person or a group with a direct or indirect interest or involvement in organization and who is highly affected by the operations of the organization is called _____.

- ► Shareholder
- ► Stakeholder
- ► Stockholder
- ► Patron

Question No: 34 (Marks: 1) - Please choose one

Who proposed that there are three major relevant motives, or needs, in the workplace?

- ► McClelland
- ► McGregor
- ► Herzberg
- ► Maslow

Question No: 35 (Marks: 3)

What are the major strengths of today's advanced means of communication as compared to the traditional means in past?

- More knowledge.
- Multiple choices.
- Can share more in shorter time.
- Everything became almost instant. (SMS, Internet connectivity, cellular phone technology, Wi-Fi and other technologies).

Question No: 36 (Marks: 5)

Identify and explain the two dimensions of leadership described in the Ohio State studies.

Following two dimensions of leadership behaviours were discovered in Ohio State studies:

1-Initiating
2- Consideration

1. **Consideration:** leaders emphasized interpersonal relations. They give trust, respect and friendship to their followers.

2. **Initiating Structure:** leader assure that work has been competed and employees have done their jobs and duties. In this planning, setting goals, motivating them and coaching them are included.

Question No: 37 (Marks: 5)

Motivation is based on the perception of equity and fairness. Do you agree with the statement or not? Discuss it in the light of Equity theory.

Motivation is based on the worker's perception of the work situation.

Yes i am fully agreed to this statement.

Equity occurs when an individual's outcome/input ratio equals that of the referent. Because the comparison of these ratios (rather than absolute levels) determines whether equity is perceived, equity can exist if the referent receives more than the person making the comparison. When workers perceive ratios to be equal, they are motivated to maintain the status quo or increase inputs to receive greater outcomes.

Unequal ratios result in tension and a desire to restore equity. **Overpayment inequity** occurs when an individual perceives his/her outcome/input ratio is greater than the referent's. **Underpayment inequity** occurs when the individual perceives his/her ratio is less than the referent's. In either case, the individual is motivated to restore equity**, according to equity theory.**

Unequal ratios create tension inside the worker, and the worker is motivated to restore equity. When the ratios are equal, workers are motivated to maintain their current ratio of outcomes and inputs if they want their outcomes to increase

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MIDTERM EXAMINATION
Spring 2010
MGT502- Organizational Behaviour (Session - 6)

Ref No: 1465054
Time: 60 min
Marks: 47

Student Info	
StudentID:	**BC080400411**
Center:	**OPKST**
ExamDate:	**5/27/2010 12:00:00 AM**

For Teacher's Use Only

Q No.	1	2	3	4	5	6	7	8	Total
Marks									
Q No.	9	10	11	12	13	14	15	16	
Marks									
Q No.	17	18	19	20	21	22	23	24	
Marks									
Q No.	25	26	27	28	29	30	31	32	
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Question No: 1 (Marks: 1) - Please choose one

The behavior of people is influenced by which of the following factors?

- ► Psychological needs
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- ► Social roles and status
- ► All of the given options

Question No: 2 (Marks: 1) - Please choose one

Management functions of planning, organizing, leading and controlling were first classified by_____.

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- ► Adventure

Question No: 4 (Marks: 1) - Please choose one

"Smoking is injurious to health". This statement is an example of which one of the following components of attitude?

- ► Cognitive
- ► Affective
- ► Behavioral
- ► Behavior intension

Question No: 5 (Marks: 1) - Please choose one

Values like working hard, being creative and honest are the means which lead towards achieving organizational goals. Which of the following term best described these values?

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The time at which an object or event is seen is an example of what type of factor influencing the perceptual process?

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If someone wishes to emphasize the importance of making decisions consistent with fundamental liberties and privileges, the focus of his/her teaching will be on which of the following?

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► Justice
► Utilitarianism

Question No: 8 (Marks: 1) - Please choose one

What would be the predicted result of overpaying a piece-rate worker, according to equity theory?

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► Quantity will increase
► Quality will decrease
► There will be no effect

Question No: 9 (Marks: 1) - Please choose one

What sort of goals does Management By Objectives (MBO) emphasize?

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Question No: 10 (Marks: 1) - Please choose one

Which of the following is an example of a piece-rate plan?

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► Rs20 for each unit produced
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► Interest
► Work
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Which of the following leadership style gave the group members complete freedom?

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► Democratic
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► Consideration

Question No: 13 (Marks: 1) - Please choose one

According to the Ohio State studies, the extent to which a leader's behavior is directed toward getting the job done is called:

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► Consideration
► Maximization
► Path-goal

Question No: 14 (Marks: 1) - Please choose one

Which of the following is **NOT** a barrier to effective communication?

□□□□□□□►□Filtering
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□□□□□□□►□Language
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Formal guidelines and authority hierarchies are examples of which function of communication?

□□□□□□□►□Control
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Question No: 16 (Marks: 1) - Please choose one

An informal communication network is typically called a _____.

□□□□□□□►□Grapevine
□□□□□□□►□Chain system
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Which emotions are the emotions an individual actually is experiencing, despite what they might apparently show?

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Question No: 18 (Marks: 1) - Please choose one

Teams typically outperform individuals when the tasks being completed _____.

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Question No: 21 (Marks: 1) - Please choose one

The use of wide range of tools, knowledge, or techniques that are used to transform inputs into outputs is called:

► Task environment
► Structure
► Mission
► Technology

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Weight-lifting, pull-ups and leg lifts are the examples of which of the following abilities?

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Question No: 24 (Marks: 1) - Please choose one

Ethical behavior is influenced by which of the following two major factors?

► Religion and value system

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► Ethical reasoning and intelligence
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► Animal trainer
► Research scientist

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► Behavior

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What is the difference between leadership and management?

Question No: 36 (Marks: 5)

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Group formation can meet both organizational and personal goals. How groups help can organizations and individuals in their goal achievement?

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	MIDTERM EXAMINATION SPRING 2007 MGT502 - ORGANIZATIONAL BEHAVIOUR (Session - 4)	Marks: 40 Time: 90min

StudentID/LoginID: _____

Student Name: _____

Center Name/Code: _____

Exam Date: Friday, May 18, 2007

Please read the following instructions carefully before attempting any question:

- **All questions are compulsory.**
- **This exam consists of 10 Multiple Choice Questions (MCQ's) carrying 1 mark each, 5 True/False carrying 1 mark each, 5 Short Questions carrying 3 marks each and 1 Descriptive Question carrying 10 marks.**
- **Do not ask any questions about the contents of this examination from anyone.**

  a. **If you think that there is something wrong with any of the questions, attempt it to the best of your understanding.**

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- **This examination is closed book, closed notes, closed neighbors.**
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Question No: 1 (Marks: 1) - Please choose one

Values are important to organizational behavior because they _____.

? Allow the study of alignment of organizational policies.

? Lay the foundation for the understanding of attitudes and motivation.

? Form the supporting foundation for the study of ethics.

? Encourage ethical behavior

Question No: 2 (Marks: 1) - Please choose one

An extent to which people have pride in themselves and their capabilities is known as _____.

? Self monitoring

? Self efficiency

? Locus of control

? Self esteem

Question No: 3 (Marks: 1) - Please choose one

Cross-training is also known as _____.

? Work enrichment

? Work enlargement

? Job enhancement

? Job rotation

Question No: 4 (Marks: 1) - Please choose one

_____ is attributed with developing the scientific management perspective.

? Elton Mayo

? Robert Owens

? Frank Gilbert

? Frederick Taylor

Question No: 5 (Marks: 1) - Please choose one

Communication serves all of the following functions within a group or organization except _____.

? Motivation

? Planning

? Emotional expression

? Control

Question No: 6 (Marks: 1) - Please choose one

_____ is a key trend that is having a significant impact on behavior management today.

? Information technology

? Reverse discrimination

? Decreasing the amount of training for managers

? Stay-at-home mothers

Question No: 7 (Marks: 1) - Please choose one

_____ occurs when our general impression of a person, usually based on one prominent characteristic, colors our perception of other characteristics of that person.

? Halo effect

? Self serving bias

? Selective attention

? Stereotyping

Question No: 8 (Marks: 1) - Please choose one

A manager is valued by her colleagues for his/her ability to perform effective break-even analysis on upcoming ventures. In this case, his/her colleagues value him/her for competencies that fall within which of Katz's essential management skills categories?

? Technical

? Communication

? Human

? Conceptual

Question No: 9 (Marks: 1) - Please choose one

Situations where an individual is required to define right and wrong conduct are termed as _____.

? Diversity issues

? Human resource problems

? Ethical dilemmas

? Loyalty situations

Question No: 10 (Marks: 1) - Please choose one

Formal guidelines and authority hierarchies are examples of which function of communication?

? Control

? Agreement

? Organization

? Information

Question No: 11 (Marks: 1) - Please choose one

Personality looks at the parts of the person rather than the aggregate whole.

? True

? False

Question No: 12 (Marks: 1) - Please choose one

Learning, perception, and personality are OB topics whose contributions have generally come from psychiatry.

? True

? False

Question No: 13 (Marks: 1) - Please choose one

Skill-based pay plans encourage people to specialize.

? True

? False

Question No: 14 (Marks: 1) - Please choose one

Cross-cultural communications may have a barrier caused by tone differences.

? True

? False

Question No: 15 (Marks: 1) - Please choose one

A hypothesis that has evolved out of path-goal theory is that directive leadership leads to greater satisfaction when tasks are ambiguous or stressful.

? True

? False

Question No: 16 (Marks: 3)

What is the common thread that runs through the functions, roles, skills, and activities approaches to management?

Question No: 17 (Marks: 3)

Discuss the impotance of value?

Question No: 18 (Marks: 3)

What is cohesiveness?

Question No: 19 (Marks: 3)

List and explain the three groups of core needs in ERG Theory.

Question No: 20 (Marks: 3)

Identify and describe the different types of communication flows.

Question No: 21 (Marks: 10)

Explain the importance of EI (emotional intelligence) and explain its five key components.

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- **Failure to comply with the supervisor's directions will result in your test being cancelled. Please comply with supervisor's directions to avoid any unpleasant event.**

For Teacher's use only											
Question	1	2	3	4	5	6	7	8	9	10	Total

Marks											
Question	11	12	13	14	15	16	17	18	19	20	
Marks											
Question	21										
Marks											

Question No: 1 (Marks: 1) - Please choose one

Which of the following would not be considered an organization?

- ? A church
- ? Virtual university of Pakistan
- ? All adults in a given community
- ? An elementary school

Question No: 2 (Marks: 1) - Please choose one

Workers like to work under proper conditions, employees will seek responsibility to satisfy social, esteem, and self-actualization needs assuming:

- ? Theory X
- ? Theory Y
- ? Equity theory
- ? Expectancy Theory

Question No: 3 (Marks: 1) - Please choose one

A receiver who translates a sender's message is engaging in the process of _____.

- ? Encoding
- ? Decoding
- ? Transmission
- ? Feedback

Question No: 4 (Marks: 1) - Please choose one

_____ is discretionary behavior that is not part of an employee's formal job requirement, but that promotes the effective functioning of the organization.

- ? Productivity
- ? Motivation
- ? Organizational citizenship
- ? Organizational behavior

Question No: 5 (Marks: 1) - Please choose one

The concept of total quality management is given by:

- ? Frederick Taylor
- ? W. Edwards Deming
- ? Frank Gilbert

? Robert Katz

Question No: 6 (Marks: 1) - Please choose one

The most well-known theory of motivation is Abraham Maslow's _____.

? Theories X and Y
? Motivator-Hygiene Theory
? Two-factor Theory
? Hierarchy of Needs

Question No: 7 (Marks: 1) - Please choose one

_____ refers to the tendency to be sociable, friendly and expressive.

? Emotional stability
? Agreeableness
? Extroversion
? Conscientiousness

Question No: 8 (Marks: 1) - Please choose one

People, structure, environment, and technology are four forces that affect _____.

? Human resources
? Behavioral bias
? Organizational behavior
? Ethical leadership

Question No: 9 (Marks: 1) - Please choose one

What is (are) challenge(s) for organization?

? Globalization
? Diversity
? Technology
? All of the given options

Question No: 10 (Marks: 1) - Please choose one

_____ results in a level of performance that is greater than the sum of the individual inputs.

? Synergy
? Enthusiasm
? Energy
? Initiative

Question No: 11 (Marks: 1) - Please choose one

Organizational behavior models generally assume job satisfaction to be an independent variable.

? True
? False

Question No: 12 (Marks: 1) - Please choose one

Halo effect occurs when our general impression of a person, usually based on one prominent characteristic, colors our perception of other characteristics of that person.

? True
? False

Question No: 13 (Marks: 1) - Please choose one

Quality management has an intense focus on the customer and a goal of employee empowerment

? True
? False

Question No: 14 (Marks: 1) - Please choose one

A high I.Q. is a good pre-requisite for all jobs.

? True
? False

Question No: 15 (Marks: 1) - Please choose one

One of the most expensive motivation programs is that which recognizes an employee’s superior performance.

? True
? False

Question No: 16 (Marks: 3)

Describe the three determinants of personality?

Question No: 17 (Marks: 3)

What are values?

Question No: 18 (Marks: 3)

How does globalization affect a manager's skills?

Question No: 19 (Marks: 3)

what are skill based pay plan?

Question No: 20 (Marks: 3)

what is the difference between a leader and manager?

Question No: 21 (Marks: 10)

Describe the communication process by drawing the communication process model diagram and explain the seven parts of this model.

MIDTERM EXAMINATION
Spring 2010
MGT502- Organizational Behaviour (Session - 2)

Time: 60 min
Marks: 47

Student Info	
StudentID:	_
Center:	OPKST
ExamDate:	5/29/2010 12:00:00 AM

For Teacher's Use Only									
Q No.	1	2	3	4	5	6	7	8	Total
Marks									
Q No.	9	10	11	12	13	14	15	16	
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Q No.	17	18	19	20	21	22	23	24	
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Q No.	25	26	27	28	29	30	31	32	
Marks									
Q No.	33	34	35	36	37	-	-	-	
Marks									

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0346-5329264
If u like me than raise your hand with me

If not than raise ur standard
That's about me ... !

Question No: 1 (Marks: 1) - Please choose one

Mr. Hussain is a salesperson. He remembers the names of his customers easily because he is able to retain and recall past experience. He is able in which of the following dimensions of intellectual ability?

► **Memory**
► Number Aptitude
► Deductive Reasoning
► Perceptual speed

Question No: 2 (Marks: 1) - Please choose one

Last year, Ali had taken lunch at a fast food restaurant that caused him food poisoning. Now whenever he passes by the restaurant, he feels nauseous. This is an example of which of the following learning theory?

► **Classical conditioning**
► Social learning
► Operant conditioning
► Reinforcement theory

Question No: 3 (Marks: 1) - Please choose one

Advertisements are directed at changing a person's:

► **Attitude**
► Value
► Ethics
► Custom

Question No: 4 (Marks: 1) - Please choose one

Which of the following lay the foundation for the understanding of attitudes and motivation because they influence our perceptions?

► Moods
► Behaviors
► **Values**
► Customs

Question No: 5 (Marks: 1) - Please choose one

Which of the following statements is **NOT** true about the difference between men and women when it comes to emotional reactions?

► Women show greater emotional expression
► **Men express emotions more intensely**

► Men express anger more frequently
► Women may have a greater need for social approval

Question No: 6 (Marks: 1) - Please choose one

Which of the following is **NOT** an important issue relating to goal-setting theory?

► Defining the goal
► Goal difficulty
► Goal specificity
► **Equity among co-workers**

Question No: 7 (Marks: 1) - Please choose one

Which of the following is **NOT** a comparison an employee can use in equity theory?

► Self-inside
► Self-goal
► **Other-outside**
► Self-outside

Question No: 8 (Marks: 1) - Please choose one

Two-factor theory suggests that dissatisfaction is caused by extrinsic factors. Which of the following is an example of such a factor?

► Advancement
► **Working condition**
► Achievement
► Recognition

Question No: 9 (Marks: 1) - Please choose one

Which of the following is a direct monetary incentive given by the organizations to its employees?

► Promotion
► **Gain sharing**
► Flexible work hours
► Appreciation certificate

Question No: 10 (Marks: 1) - Please choose one

When the group energy is focused on the task at hand, the group has moved to the _____ stage.

► Storming
► Norming
► Maturation
► **Performing**

Question No: 11 (Marks: 1) - Please choose one

Which of the following statement best defines leadership?

► Implementing the strategy provided by management
► Least concerned in bringing organizational change
► Coordinating and handling day-to-day problems
► The ability to influence a group in goal achievement

Question No: 12 (Marks: 1) - Please choose one

According to the Ohio State studies, the extent to which a leader's behavior is directed toward getting the job done is called:

► Initiating structure
► Consideration
► Maximization
► Path-goal

Question No: 13 (Marks: 1) - Please choose one

According to the University of Michigan studies, which of the following is used to define a leader who takes personal interest in the needs of his/her subordinates?

□□□□□□□►□Situation-oriented
□□□□□□□►□Employee-oriented
□□□□□□□►□Production- oriented
□□□□□□□►□Task-oriented

Question No: 14 (Marks: 1) - Please choose one

Suggestion boxes, employee attitude surveys, and grievance procedures are examples of:

□□□□□□□►□Downward communication
□□□□□□□►□Horizontal communication
□□□□□□□►□Upward communication
□□□□□□□►□Lateral communication

Question No: 15 (Marks: 1) - Please choose one

Which of the following is the most effective communication network for facilitating the emergence of a leader?

□□□□□□□►□Chain
□□□□□□□►□All-channel
□□□□□□□►□Wheel
□□□□□□□►□Direct

Question No: 16 (Marks: 1) - Please choose one

Asad telephones his employee, Usman, to let him know that today's meeting has been moved to one o'clock. In the communication process, Asad is:

□□□□□□□►□The sender

□□□□□□□►□The receiver
□□□□□□□►□The channel
□□□□□□□►□**The encoder**

Question No: 17 (Marks: 1) - Please choose one

Which one of the following statement is **NOT** true regarding the relationship between age and job performance?

□□□□□□□►□Older workers bring to their job: experience, judgment and strong work ethics
□□□□□□□►□Older workers have more commitment to quality
□□□□□□□►□**Older workers are perceived as flexible and welcome new technologies**
□□□□□□□►□Older workers are perceived as lacking flexibility and resistant to new technologies

Question No: 18 (Marks: 1) - Please choose one

Following a response by the termination or withdrawal of something unpleasant is called _____.

□□□□□□□►□Positive reinforcement
□□□□□□□►□Extinction
□□□□□□□►□Negative reinforcement
□□□□□□□►□**Punishment**

Question No: 19 (Marks: 1) - Please choose one

Which emotions are the emotions an individual actually is experiencing, despite what they might apparently show?

□□□□□□□►□**Felt**
□□□□□□□►□Displayed
□□□□□□□►□Conditional
□□□□□□□►□Exposed

Question No: 20 (Marks: 1) - Please choose one

Which of the following is least accurate about Ohio-State Study?

□□□□□□□►□**High-high styles sometimes had negative relationship**
□□□□□□□►□High-high leaders generally had superior subordinate performance
□□□□□□□►□High initiating structure is positively related to grievances
□□□□□□□►□High consideration is positively related to manager's evaluation

Question No: 21 (Marks: 1) - Please choose one

Organizations that do not pay attention to diversity may face all of the following problems, **Except:**

□□□□□□□►□Lower productivity

□□□□□□□►□**Increased tensions among workers**
□□□□□□□►□Decreased turnover
□□□□□□□►□Increased complaints

Question No: 22 (Marks: 1) - Please choose one

CEO of a computer manufacturing organization rewards his employees with computers, vacations or bonuses for meeting personal or organizational goal. He is practicing which of the following method of shaping behavior?

□□□□□□□►□**Positive reinforcement**
□□□□□□□►□Negative reinforcement
□□□□□□□►□Punishment
□□□□□□□►□Extinction

Question No: 23 (Marks: 1) - Please choose one

The suspension of a construction employee for one day without pay for not wearing hard hat when instructed strictly, is an example of which of the following method of shaping behavior?

□□□□□□□►□**Negative reinforcement**
□□□□□□□►□Punishment
□□□□□□□►□Extinction
□□□□□□□►□Positive reinforcement

Question No: 24 (Marks: 1) - Please choose one

Action of a person consistent with one's personal values and the commonly held values of the organization and society is called which of the following behavior?

□□□□□□□►□Legal behavior
□□□□□□□►□**Ethical behavior**
□□□□□□□►□Cognitive behavior
□□□□□□□►□Loyal behavior

Question No: 25 (Marks: 1) - Please choose one

Which of the following component of an attitude includes beliefs, opinions and information that a person has about the object he observed?
□□□□□□□►□Affective
□□□□□□□►□Behavioral
□□□□□□□►□**Cognitive**
□□□□□□□►□Terminal

Question No: 26 (Marks: 1) - Please choose one

The founder of TL Corporation has to face many difficulties while establishing his company even banks were not ready to grant loan. But he showed persistence and after four years he was able to generate finance by the mortgage of his own house. He was exhibiting which of the following personality trait of Big Five Personality Model?

□□□□□□□►□Agreeableness
□□□□□□□►□Emotional Stability
□□□□□□□►□**Conscientiousness**
□□□□□□□►□Extroversion

Question No: 27 (Marks: 1) - Please choose one

Which of the following is an example of positive emotions?

□□□□□□□►□Anger
□□□□□□□►□Sadness
□□□□□□□►□**Pride**
□□□□□□□►□Disgust

Question No: 28 (Marks: 1) - Please choose one

Which of the following is the study of social system such as families, occupational classes and organizations ?

□□□□□□□►□Psychology
□□□□□□□►□**Sociology**
□□□□□□□►□Anthropology
□□□□□□□►□Social Psychology

Question No: 29 (Marks: 1) - Please choose one

In an interview, the interviewer's first impression of the interviewee (or target) is likely to be based upon:

□□□□□□□►□Nonverbal cues of the target
□□□□□□□►□Verbal communication by the target
□□□□□□□►□The intentions of the target
□□□□□□□►□**The target's physical appearance**

Question No: 30 (Marks: 1) - Please choose one

The rational decision-making approach assumes that decision makers:

□□□□□□□►□**Have complete information**
□□□□□□□►□Are motivated by greed
□□□□□□□►□Are often distracted by the environment
□□□□□□□►□Are subjective

Question No: 31 (Marks: 1) - Please choose one

In decision making process when managers define their limits and make their decision within the limits, it is called:

□□□□□□□►□**Bounded rationality**
□□□□□□□►□Optimal decision making
□□□□□□□►□Intuitive decision making
□□□□□□□►□Rational decision making

Question No: 32 (Marks: 1) - Please choose one

People with which of the following decision making style work well with others and enjoy social interactions?

□□□□□□□►□**Behavioral**
□□□□□□□►□Directive
□□□□□□□►□Analytical
□□□□□□□►□Conceptual

Question No: 33 (Marks: 1) - Please choose one

Mr. Zia is directly involved in the production of the automobiles. He is facing low motivation due to repetitive tasks. His manager changes his responsibilities and now he has to perform different tasks. His motivation has increased because of which of the following strategy?
□□□□□□□►□Job enrichment
□□□□□□□►□Job enlargement
□□□□□□□►□Job sharing
□□□□□□□►□**Job rotation**

Question No: 34 (Marks: 1) - Please choose one

All of the following are examples of downward communication flow **EXCEPT:**

□□□□□□□►□Managers informing employees of procedures
□□□□□□□►□Managers pointing out problems that need attention
□□□□□□□►□Employees completing attitude surveys
□□□□□□□►□Managers telling employees to work more quickly

Question No: 35 (Marks: 3)

How the barriers of communication can be minimized or eliminated?

These barriers can be eliminated or minimized by increasing the readability of and clarity of written communication and by improving the quality of electronic devices and other communication devices. Use of appropriate wording is also very important. Motivation of the receiver, communicate feelings as well facts etc.

Question No: 36 (Marks: 5)

How “employee stock ownership program” positively influence employee motivation?

Employee stock ownership plans can be used to keep plan participants focused on company performance and share price appreciation. By giving plan participants an

interest in seeing that the company's stock performs well, these plans are believed to encourage participants to do what's best for shareholders, since the participants themselves are shareholders.

Question No: 37 (Marks: 5)

What is difference between groupthink and groupshift?

Group Think: Tendency of the members of a group to yield to the desire for consensus or unanimity at the cost of considering alternative courses of action. Group-think is said to be the reason why intelligent and knowledgeable people make disastrous decisions.

Group Shift: When people are in groups, they make decision about risk differently from when they are alone. In the group, they are likely to make riskier decisions, as the shared risk makes the individual risk less

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Spring 2010

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If u like me than raise your hand with me
If not than raise ur standard
That's about me … !

Question No: 1 (Marks: 1) - Please choose one

Mr. Ahmed is responsible to transmit information to outsiders on organization's plans, policies, actions and results. Which managerial role is he playing in organization?

► Disseminator

► **Spokesperson**

► Representative

► Figurehead

Question No: 2 (Marks: 1) - Please choose one

Organizational members who intentionally violate established norms that result in negative consequences for the organization, its members, or both, show:

► **Deviant Workplace Behavior**

► Emotional Labor

► Emotional disorder

► None of the given options

Question No: 3 (Marks: 1) - Please choose one

Which of the following is **NOT** one of the six universal emotions, as agreed upon by most contemporary researchers?

► Anger

► Fear

► **Hate**

► Sadness

Question No: 4 (Marks: 1) - Please choose one

The time at which an object or event is seen is an example of what type of factor influencing the perceptual process?

► **Situation**

► Perceiver

► Reality

► Target

Question No: 5 (Marks: 1) - Please choose one

When people tend to use intuitive decision making?

► **When a high level of uncertainty exists**

► When facts and figures are available

► When programmed decions are made

► When there is no time constraint

Question No: 6 (Marks: 1) - Please choose one

Which of the following terms involves making decisions so as to provide the greatest good for the greatest number

► **Utilitarianism**

► Justice

► Rights

► Satisfying

Question No: 7 (Marks: 1) - Please choose one

According to attribution theory, which of the following is an example of externally caused behavior?

► **An employee is late because of a flat tire.**

► An employee was promoted because of his abilities

► An employee was fired because he slept on the job.

► An employee was promoted because he was hard working.

Question No: 8 (Marks: 1) - Please choose one

What are the three key elements of motivation?

► Interest, activity and reward

► Awareness, effort and outcome

► Stimulation, progress and achievement

► **Intensity, direction and persistence**

Question No: 9 (Marks: 1) - Please choose one

Maslow's hierarchy of needs arranges those needs in which of the following orders?

► Physiological, esteem, safety, social, and self-actualization

► **Physiological, safety, social, esteem, and self-actualization**

► Safety, physiological, esteem, social, and self-actualization

► Physiological, social, safety, esteem, and self-actualization

Question No: 10 (Marks: 1) - Please choose one

Hunger, thirst, sex, pay, and physical work environment are examples of which of Alderfer's needs?

► **Existence**

► Safety

► Growth

► Physiological

Question No: 11 (Marks: 1) - Please choose one

Which of the following statements is true?

► **Older employees have lower rates of avoidable absence than younger workers**

► Older employees have lower rates of unavoidable absence than younger workers

► Older employees are more likely to quit their job than younger workers

► Older employees are perceived to be more flexible than younger workers

Question No: 12 (Marks: 1) - Please choose one

Which of the following has **Not** been shown to be a benefit of flextime?

► Reduced absenteeism

► Improved productivity

► **Decreased satisfaction**

► Improved promptness

Question No: 13 (Marks: 1) - Please choose one

Which of the following statements is true?

► **All command groups are also task groups**

► All task groups are also friendship groups

► All command groups are also informal groups

► All informal groups are also command groups

Question No: 14 (Marks: 1) - Please choose one

Which of the following is **NOT** one of the key components of effective teams?

► Effective work design

► **Recognized company identity**

► Supportive contextual influences

► Well-managed team processes

Question No: 15 (Marks: 1) - Please choose one

What is generally the result of groupthink?

► Higher quality decisions

► **More risky decisions**

► Less critical analysis

► Unpopular decisions

Question No: 16 (Marks: 1) - Please choose one

Which of the following is likely to generate the least innovative alternatives?

► **Face-to-face interacting groups**

► Brainstorming

► Delphi technique

► Nominal group technique

Question No: 17 (Marks: 1) - Please choose one

Which group decision-making technique seems most reasonable for the management of a multinational company whose offices are located in

China, India, Australia and England?

► **Brainstorming session**

► Nominal group technique

► Electronic meeting

► Postal service interaction

Question No: 18 (Marks: 1) - Please choose one

Messages conveyed through body movements and facial expressions are called:

► **Non-verbals**

► Physical characteristics

► Semantics

► Excitement

Question No: 19 (Marks: 1) - Please choose one

Which of the following is the most effective communication network for facilitating the emergence of a leader?

► Chain

► All-channel

► **Wheel**

► Direct

Question No: 20 (Marks: 1) - Please choose one

The relatively stable set of psychological attributes that distinguishes one person from another is called _____.

► Attitude

► **Personality**

► Perception

► Mind-set

Question No: 21 (Marks: 1) - Please choose one

Which of the following managerial roles might include reading trade magazines to learn more about competitors?

► **Disseminator**

► Leader

► Monitor

► Spokesperson

Question No: 22 (Marks: 1) - Please choose one

A manager performing the role of disseminator is most likely to do which of the following activity?

► Speak in a Chamber of Commerce's meeting

► Hire a new Human Resource Manager for the company

► **Inform subordinates about newly founded competitors**

► Develop a new strategic five-year plan for the company

Question No: 23 (Marks: 1) - Please choose one

Which of the following variables adversely affects organization's performance?

► Organizational citizenship

► Productivity

► **Turnover**

► Job satisfaction

Question No: 24 (Marks: 1) - Please choose one

The suspension of a construction employee for one day without pay for not wearing hard hat when instructed strictly, is an example of which of the following method of shaping behavior?

► **Negative reinforcement**

► Punishment

► Extinction

► Positive reinforcement

Question No: 25 (Marks: 1) - Please choose one

Which of the following is the set of characteristics that underlines a relatively stable pattern of behavior?

► Emotions

► Moods

► Values

► **Personality**

Question No: 26 (Marks: 1) - Please choose one

The extent to which personality attributes are inherited from our parents or shaped by our environment is called which of the following factors

► Individual differences

► **Psychological contributions**

► Nature versus nurture

► Psychological contract

Question No: 27 (Marks: 1) - Please choose one

People with which of the following decision making style work well with others and enjoy social interactions?

► **Behavioral**

► Directive

► Analytical

► Conceptual

Question No: 28 (Marks: 1) - Please choose one

Which of the following statement is TRUE regarding trait theories?

► Fit traits to various situations

► Emphasize the situation in classifying approaches to leadership

► **Suggest leaders are born and not made**

► Focus on leaders physical attributes, personality, and abilities

Question No: 29 (Marks: 1) - Please choose one

Which of the following determines requirements of organization conversion process?

► Machinery, computers and human skills

► **Raw material and capital**

► Finished products and services

► HR and information system

Question No: 30 (Marks: 1) - Please choose one

Which of the following can be considered a method of social learning?

► Directories

► Purchase invoices

► TV commercial

► **Work Manual**

Question No: 31 (Marks: 1) - Please choose one

The degree to which people in a country accept that power in institution and organizations is distributed unequally is called:

► Terminal Values

► **Power Distance**

► Fairness

► Uncertainty Avoidance

Question No: 32 (Marks: 1) - Please choose one

Mr. Afaq is working in a sales department of Star Corporation. He gave a personal report to the general manager. In his report he pointed out that the sales staff are not performing their due responsibilities. Afaq's attitude is showing which of the following component?

► **Cognitive**

► Affective

► Behavioral

► None of the given option

Question No: 33 (Marks: 1) - Please choose one

Which level of Maslow's hierarchy of needs deals with satisfying one's food, shelter and cloth?

► **Physiological**

► Social

► Esteem

► Safety

Question No: 34 (Marks: 1) - Please choose one

A group which is raising funds from public for a medical research on a disease that can affect the population can be called as:

► Command group

► Formal group

► Task group

► **Interest group**

Question No: 35 (Marks: 3)

Describe the situations under which a company or a manager should use teams.

Answer:

manager should use teams during work for every kind of work, manager should use teams but if a work is challenging and complex

then the use of teams is increased

or critical work

to complete a certain task

to meet the objectives of the company

to attain goals

to meet the targets

Question No: 36 (Marks: 5)

Different cultures have different ways of decision making. How cultural differences affect the decision making of managers? Discuss.

Answer:

Answer:

The rational model makes no acknowledgment of cultural differences. We need to recognize that the cultural background of the decision maker can have significant influence on:

a. selection of problems

b. depth of analysis

c. the importance placed on logic and rationality

d. whether organizational decisions should be made autocratically by an individual manager or collectively in groups

2. Cultures, for example, differ in terms of time orientation, the importance of rationality, their belief in the ability of people to solve problems, and preference for collective decision making.

Question No: 37 (Marks: 5)

How can an organization build effective teams for different tasks?

Answer:

To build and effective team for different tasks , manager of an organization need to understand the individual strength bringing each person to the team .While

selecting the person , manager should keep in mind the strength of the person and should allocate the work assignment accordingly.

Following are the main points which a manager need to keep in mind while building an effective team for different tasks.

1- Size of team:

a. Very small teams are likely to lack for diversity of views.

b. Large teams have difficulty getting much done.

c . Best range of numbers of team members is 5-12

2- Member flexibility:

It will improve the adoptability and will make it less valiant on any single member.

3- Leader ship

Agreeing on the specifics of work and how they fit together to integrate individual skills requires team leadership and structure. Leader ship not always require self managed teams often perform better than team.

4- Climate of trust:

Members should trust not only each other but also on their leaders it will help to take risk and commitment to the goals of their leaders.

5-Conflicts:

Without conflicts a team is likely to become apathetic and stagnant. On teams performing non-routine activities, disagreements among members about task

content is not detrimental. It is often beneficial because it lessens the likelihood of groupthink.

Social loafing:

Effective teams undermine this tendency by holding themselves accountable at both the individual and team level.

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