# 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**

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**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:**

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**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

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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

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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:

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**Stereotyping**

Categorizing

Halo effect

Prototyping

## MGT502 - Organizational Behaviour (Online quiz # 2) 3

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

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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).

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Implement the decision

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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:

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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:

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**Whether an individual displays different behaviors in different situations**

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Customer service improvements

**Employee's participation**

Manufacturing simplification

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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

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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?

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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

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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

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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 factors

**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

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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**

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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**

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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

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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?

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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

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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

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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

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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

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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

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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

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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

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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

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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:

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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

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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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