1. “---------- are social inventions for accomplishing goals through group efforts”
   Management
   Organization
   Leadership
   Behaviour

2. Which of the following is/are the key features of organization
   a. Social invention
   b. Accomplishing goals
   c. Group efforts
   d. All of these

3. A study of human behaviour in organizational settings is
   a. Individual behaviour
   b. Group behaviour
   c. Organizational behaviour
   d. None of these

4. Scientific Management approach is developed by
   a. Elton Mayo
   b. Henry Fayol
   c. F.W. Taylor
   d. A. Maslow

5. Who proposed “bureaucratic structure” is suitable for all organization
   a. Elton Mayo
   b. Henry Fayol
   c. F.W. Taylor
   d. Max Weber

6. “Hawthorne experiment” which was a real beginning of applied research in OB was conducted by
   a. Elton Mayo
   b. Henry Fayol
   c. F.W. Taylor
   d. Max Weber

7. Process or administrative theory of organization is being given by
   a. Elton Mayo
   b. Henry Fayol
   c. F.W. Taylor
   d. Max Weber

8. Whose concept states that interpersonal and human relations may lead to productivity
   a. Elton Mayo
   b. Henry Fayol
   c. F.W. Taylor
   d. Max Weber
9. Today’s organization are
   a. Open system
   b. Closed system
   c. Open as well as closed
   d. None of these

10. Which organization theory can be understood by IF and THEN relationship
    a. System approach
    b. Contingency approach
    c. Process approach
    d. Scientific approach

11. Organization Behaviour is
    a. An interdisciplinary approach
    b. A humanistic approach
    c. Total system approach
    d. All of these

12. Organization Behaviour is not a /an
    a. A separate field of study
    b. Applied science
    c. Normative science
    d. Pessimistic approach

13. “Cognitive theory” of learning was given by
    a. Skinner
    b. Pavlov
    c. Tolman
    d. Piaget

14. Extension of behaviour modification into organization is called
    a. Enrichment
    b. Enlargement
    c. OB Mod
    d. OB Ext

15. --------------is a relatively permanent change in behaviour that occurs as a result of experience
    a. Behaviour modification
    b. Learning
    c. Motivation
    d. Skills

16. Which of the following is / are included as structure of human mind
    a. Id
    b. Ego
    c. Super ego
    d. All the above
17. ----------- is largely childish, irrational, never satisfied, demanding and destructive of others
a. Ego
b. Super ego
c. Negative ego
d. Id

18. ----------- represent noblest thoughts, ideals etc.
a. Ego
b. Super ego
c. Negative ego
d. Id

19. ----------- is reality and practical oriented part of thinking
a. Ego
b. Super ego
c. Negative ego
d. Id

20. Thematic Apperception Test (TAT) is designed to understand
a. Perception of individual
b. Personality of individual
c. Learning of individual
d. None of these

21. ----------- is “the reactions of individuals to new or threatening factors in their work Environments”
a. Attitude
b. Stress
c. Dissonance
d. Disappointment

22. Which of the following is/are not job related source of stress
a. Role ambiguity
b. Role overload
c. Ethical dilemmas
d. Career concerns

23. Which of the following is/are not organizational factors causing stress
a. Task demand
b. Role demand
c. Role conflict
d. Satisfaction

24. Which of the following is / are method of managing stress
a. Job relocation
b. Career counselling
c. Recreational facility
d. All the above
25. Which of the following is / are not a method of managing stress
   a. Time management
   b. Supervisor training
   c. Role Analysis techniques (RAT)
   d. **Rorschach test**

26. -------------- refers to the negotiation or an agreement between two groups
   a. **Contracting**
   b. Co-opting
   c. Pressure tactics
   d. None of these

27. Which of the following methods is/are used to solve intergroup conflicts indirectly
   a. **Avoidance**
   b. Encouragement
   c. Bargaining
   d. All of these

28. Which of the following is / are not direct method to solve intergroup conflicts
   a. Problem solving
   b. Domination by the management
   c. **Removing key figures in conflict**
   d. Persuasion

29. A technique to bring changes in the entire organization, rather man focusing attention on individuals to bring changes easily.
   a. **Organizational development**
   b. Organizational change
   c. Organizational culture
   d. Organizational conflicts

30. Which of the following is/are OD intervention techniques
   a. Sensitivity training
   b. MBO
   c. Quality of work life
   d. **All the above**

31. Which of the following is NOT an important issue relating to goal-setting theory?
   a. Goal specificity
   b. **Equity among workers**
   c. Feedback
   d. Defining the goal

32. Behaviour, power, and conflict are central areas of study for _____________.
   a. **sociologist**
   b. Anthropologists
   c. Social psychologists
   d. Operations analysts
33. When a bank robber points a gun at a bank employee, his base of power is:
   a. **Coercive**
   b. Punitive
   c. Positional
   d. Authoritative

34. The managers of a multinational company are located in France, India, Brazil, and the United States. Which decision-making technique seems most reasonable for this organization?
   a. A postal service interaction
   b. A brainstorming session
   c. A nominal discussion
   d. **An electronic meeting**

35. What do we call it when we judge someone on the basis of our perception?
   a. **Stereotyping**
   b. Categorizing
   c. Halo effect
   d. Prototyping

36. Sobha 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 Sobha most likely using?
   a. Contrast effect
   b. Halo effect
   c. Stereotyping
   d. **Projection**

37. Sathish has a low absenteeism rate. He takes responsibility for his health and has good health habits. He 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

38. Raju believes that men perform better in oral presentations than women. What shortcut has been used in this case?
   a. The halo effect
   b. The contrast effect
   c. Projection
   d. **Stereotyping**

39. Mr. Manoj, Manager ABC Company found that skills of workers and machinery used by them as compared to the competitors in the market are obsolete within a year, which type of challenge ABC Company is facing?
   a. High Quality and Low Quality
   b. Globalization and Culture
   c. **Rapid Pace of Change**
   d. Multiple Stakeholders
40. According to Robert Katz, when managers have the mental ability to analyze and diagnose complex situations, they possess ____________ skills.
   a. Technical
   b. Leadership
   c. Problem-solving
   d. Conceptual

44. Which of the following theory is proposed by Clayton Alderfer?
   a. Theory X and Theory Y
   b. Hierarchy of Needs
   c. ERG Theory
   d. Theory

46. Mr. Sunil’s one-day salary was deducted because of his uninformed leave, as he was already warned about this behaviour. It is an example of which method of shaping behaviours?
   a. Reinforcement
   b. Positive Reinforcement
   c. Punishment
   d. Negative Reinforcement

48. People with which type of personality trait commonly make poor decisions because they make them too fast?
   a. Type As
   b. Type Bs
   c. Self-monitors
   d. Extroverts

49. Which of the following is an environmental force that shapes personality?
   a. Gender
   b. Height
   c. Experience
   d. Brain size

50. Factors other than satisfaction that impact one’s decision to leave a current job include all of the following EXCEPT:
   a. Labour market conditions
   b. Length of tenure with the organization
   c. Organizational citizenship behaviour
   d. Expectations about alternative job opportunities

51. Praveen is dissatisfied with his job but believes that his supervisor is a good man who will do the right thing. Praveen has decided that if he just waits, conditions will improve. Praveen’s approach to this problem is termed as:
   a. Exit
   b. Voice
   c. Loyalty
   d. Neglect
53. Which of the following is not a trait dimension in Big 5 personality trait?
   a. Extroversion
   b. Agreeableness
   c. Ego
   d. Culture

55. Which dimension of Big 5 personality traits represents artistically sensitive, refined etc.
   a. Culture
   b. Emotional stability
   c. Conscientiousness
   d. Extroversion

57. The cognitive process through which an individual selects, organizes but misinterprets environmental stimuli is known as________
   a. Perception
   b. Projection
   c. Selective Perception
   d. Mis-Perception

58. The more consistent behaviour, the more the observer is inclined to ___.
   a. Attribute it to interpretation
   b. Attribute it to internal causes
   c. Attribute it to consensus
   d. Attribute it to external causes

59. Which of the following is one of the relationships proposed in expectancy theory?
   a. Reward-satisfaction relationship
   b. Satisfaction-performance relationship
   c. Rewards-personal goals relationship
   d. Effort-satisfaction relationship

60. In Maslow’s hierarchy needs which of the following pair of needs is ranked as” lower order needs”?
   a. Physiological and safety needs
   b. Physiological and social need
   c. Self actualization and safety needs
   d. Social and esteem needs

61. Maslow grouped the five needs into two categories
   a. Higher-order needs and Lower-order needs.
   b. Supreme needs and local needs
   c. Self needs and others needs
   d. Luxurious needs and comfort needs
62. If everyone who is faced with a similar situation responds in the same way, attribution theory states that the behaviour shows _____.
   a. Consensus
   b. Similarity
   c. Reliability
   d. Consistency

63. Your boss never gives you the benefit of the doubt. When you were late back from lunch, he assumed that you had simply taken too much time. He never considered that the elevators were out and you had to walk up 10 flights of stairs. Your boss is guilty of _____.
   a. Self-serving bias
   b. Selective perception
   c. Fundamental attribution error
   d. Inconsistency

64. Mr. Sajeev rated Mr. Rajiv high in his job evaluation because both belong to the same area and graduated from the same University. It is an example of:
   a. Central Tendency
   b. Halo effect
   c. Similar-to-me effect
   d. Misperception

65. All the following are dimensions of intellectual ability EXCEPT:
   a. Inductive reasoning
   b. Dynamic strength
   c. Deductive reasoning
   d. Number aptitude

90. If a person responds the same way over time, attribution theory states that the behaviour shows.
   a. Distinctiveness
   b. Consensus
   c. Consistency
   d. Continuity

91. Mr. Balu is late for work each day by about ten minutes. How would attribution theory describe this behaviour?
   a. It shows consensus.
   b. It shows similarity.
   c. It shows reliability.
   d. It shows consistency

92. Which of the following is a reason that the study of organizational behaviour is useful?
   a. Human behaviour does not vary a great deal between individuals and situations.
   b. Human behaviour is not random.
   c. Human behaviour is not consistent.
   d. Human behaviour is rarely predictable.
109. Experiments performed by Ivan Pavlov led to what theory?
   a. classical conditioning
   b. operant conditioning
   c. social learning
   d. behaviour shaping

110. What role did the meat play in Pavlov’s experiment with dogs?
   a. an unconditioned response
   b. a conditioned stimulus
   c. a conditioned response
   d. an unconditioned stimulus

111. In Pavlov’s experiment, the bell was a/an .
   a. unconditioned stimulus
   b. unconditioned response
   c. conditioned stimulus
   d. conditioned response

112. Which of the following is not true of classical conditioning?
   a. Classical conditioning is passive.
   b. Classical conditioning can explain simple reflexive behaviours.
   c. Learning a conditioned response involves building an association between a conditioned stimulus and an unconditioned stimulus.
   d. A neutral stimulus takes on the properties of a conditioned stimulus.

113. Operant conditioning argues that .
   a. behaviour is reflexive
   b. behaviour is unlearned
   c. behaviour is a function of its consequences
   d. the tendency to repeat a behaviour is very strong

114. Which of the following researchers thought that reinforcement was the central factor involved in behavioural change?
   a. Pavlov
   b. Fayol
   c. Skinner
   d. Deming

115. According to operant conditioning, when behaviour is not reinforced, what happens to the probability of that behaviour occurring again?
   a. It increases.
   b. It declines.
   c. It remains unchanged.
   d. It becomes zero.
116. What do we call the view that we can learn both through observation and direct experience?
   a. situational learning theory
   b. classical learning
   c. social learning theory
   d. the Pavlov principle

117. Four processes have been found to determine the influence that a model will have on an individual. Which of the following is not one of those processes?
   a. attention processes
   b. retention processes
   c. motor reproduction processes
   d. consequential processes

118. Which of the following processes deals with how well an individual remembers a model’s action after it is no longer readily available?
   a. Attitudinal
   b. Retention
   c. motor reproduction
   d. reinforcement

119. What do we call the practice of reinforcing closer and closer approximations of a desired behaviour?
   a. Modelling
   b. Shaping
   c. classical conditioning
   d. social learning

120. Suspending an employee for dishonest behaviour is an example of which method of shaping behaviour?
   a. Extinction
   b. negative reinforcement
   c. punishment
   d. reaction

121. The application of reinforcement concepts to individuals in the work setting is referred to as
   a. classical conditioning
   b. self-management
   c. Reengineering
   d. OB Mod

122. Who said “Give me a child at birth and I can make him into anything you want”?
   a. B.F. Skinner
   b. Ivan Pavlov
   c. Sigmund Freud
   d. James Emery
123. Syam is always late coming to work and the manager cut his increment. This is an example of.
   a. positive reinforcement
   b. negative reinforcement
   c. **Punishment**
   d. extinction

124. What is the process by which individuals organize and interpret their sensory impressions in order to give meaning to their environment?
   a. Interpretation
   b. environmental analysis
   c. Outlook
   d. **perception**

125. Two people see the same thing at the same time yet interpret it differently. Where do the factors that operate to shape their dissimilar perceptions reside?
   a. the perceivers
   b. the target
   c. the timing
   d. the context

126. What is the most relevant application of perception concepts to OB?
   a. the perceptions people form about each other
   b. the perceptions people form about their employer
   c. the perceptions people form about their culture
   d. the perceptions people form about society

127. What is the name of the theory that deals with how we explain behaviour differently depending on the meaning we assign to the actor?
   a. behavioural theory
   b. judgment theory
   c. selective perception theory
   d. **attribution theory**

128. In attribution theory, what is distinctiveness?
   a. whether an individual displays consistent behaviours in different situations
   b. **whether an individual displays different behaviours in different situations**
   c. whether an individual displays consistent behaviours in similar situations
   d. whether an individual displays different behaviours in similar situations

129. ....................is once view of reality
   a. Attitude
   b. **Perception**
   c. Outlook
   d. Personality
130. …………is the dynamic organization within the individual that determine his unique adjustment to the environment
   a. Perception
   b. Attitude
   c. Behaviour
   d. personality

131. Which is also known as a non- reinforcement
   a. Punishment
   b. Negative reinforcement
   c. Extinction
   d. all the above

132. Most of the learning that takes place in the Classroom is
   a. Classical conditioning
   b. Operant conditioning
   c. Cognitive learning
   d. Social learning

133. …………..are those factors that exists in the environment as perceived by the individual
   a. Physiological drive
   b. Psychological drive
   c. Cue stimuli
   d. Reinforcement

134. …………..is the process of screening out information that we are uncomfortable with or that contradict to our beliefs
   a. Perceptual context
   b. Selective perception
   c. Halo effect
   d. Stereotyping

136. A learned pre-disposition to respond in a consistently favourable or unfavourable manner with respect to a given object
   a. Perception
   b. Attitude
   c. Behaviour
   d. personality

137. “I don’t like that company”- is ……….components of attitude.
   a. Affective component
   b. Cognitive component
   c. Intentional component
   d. None of these
138. “They are the worst firm I have ever dealt with” is ..........components of attitude.
   a. Affective component
   b. **Cognitive component**
   c. Intentional component
   d. None of these

139. “I will never do business with them again” is ..........components of attitude.
   a. Affective component
   b. Cognitive component
   c. **Intentional component**
   d. None of these

140. Which of the following is a method of measuring attitude?
   a. Opinion survey
   b. Interview
   c. Scaling techniques
   d. **All the above**

153. ” Person-Job fit” means
   a. Persons physical fitness match with the job
   b. Persons skills match with the job
   c. **Persons contributions match with the incentives offered by the organization**
   d. Persons education match with the job

156. ..........is a person’s belief about his chances of successfully accomplishing a specific task
   a. Self esteem
   b. Job satisfaction
   c. **Self efficacy**
   d. Self appraisal

157. Select the correct hierarchical order of qualities of an individual
   a. Ability-Skills- Aptitude- Competency
   b. **Aptitude-Ability- Skills- Competency**
   c. Skills- Aptitude- Competency- Ability
   d. Competency-Ability-Skills- Aptitude

158. As per Stimulus-Response Model, input for behaviour process is
   a. Drive
   b. Organism
   c. **Stimuli**
   d. Response

160. An enduring attribute of a person that appears constantly in a variety of situation is
   a. behaviour
   b. **trait**
   c. attitude
   d. culture
161. Sociable, talkative, assertive etc. are features of
a. introversion
b. agreeableness
c. extroversion
d. conscientiousness

162. Good natured, cooperative and trusting are the features of
a. introversion
b. agreeableness
c. extroversion
d. conscientiousness

163. Responsible, dependable, persistent and achievement oriented are features of
a. introversion
b. agreeableness
c. extroversion
d. conscientiousness

164. Imaginative, artistically sensitive etc. are features of
a. Openness
b. agreeableness
c. extroversion
d. conscientiousness

165. Tensed, insecurity and nervousness are features of
a. emotional instability
b. agreeableness
c. extroversion
d. conscientiousness

166. Some people strongly believe that each person have control of his own life. This is
a. extroversion
b. conscientiousness
c. internal locus of control
d. external locus of control

167. Some people think that what happens to them is a result of fate, chance, luck etc. this is
a. extroversion
b. conscientiousness
c. internal locus of control
d. external locus of control

168. ……..is the tendency of individual, which directs them to be inward and process ideas
and thought within themselves
a. extroversion
b. Introversion
c. internal locus of control
d. external locus of control
169. ..........persons are likely to be most successful in the field of advertisement, sales department, public relation etc
   a. extroversion
   b. conscientiousness
   c. internal locus of control
   d. external locus of control

170. ..........persons are likely to be most successful in the field of research and work based on abstract idea.
   a. extroversion
   b. introversion
   c. internal locus of control
   d. external locus of control

181. ERG theory of motivation was proposed by
   a. Maslow
   b. F. Herzberg
   c. Alderfer
   d. Mc Gregor

182. Under ERG theory, “R” stands for--------
   a. Rationality
   b. Responsibility
   c. Remuneration
   d. Relatedness

188. ------------- theory believes that employees dislike work
   a. X theory
   b. Y theory
   c. Z theory
   d. None of these

189. According to --------employees love work as play or rest
   a. X theory
   b. Y theory
   c. Z theory
   d. None of these

190. . _____ is the study of what people think, feel, and do in and around organizations.
    OB
    Marketing
    Sociology
    Psychology
191. Which of the following statements about the field of organizational behavior is FALSE?
   OB is the study of what people think, feel and do in and around organizations.
   OB emerged as a distinct field of inquiry in the 1940s.
   OB is a self-contained discipline, independent of other disciplines.
   OB theories are usually tested using the scientific method.

191. _______ are more compliant and willing to follow directions

   Externals
   Boomers
   Veterans
   Internals

192. ________ is one of the following three personality traits to as to the dark triad, along with
   narcissism and psychopathy
   - Machiavellianism
   - Narcissistic Personality
   - Psychopathic Personality
   - Thick Black theory

193. High_____ believe that they possess the ability they need to succeed at work

   SB's
   Mach's
   RT's
   SE's

194. Low ____ are dependent on the receipt of positive evaluations from others

   SB's
   Mach's
   RT's
   SE's