

DEPARTMENT OF BUSINESS ADMINISTRATION (BBA)

18UBM203-ORGANIZATIONAL BEHAVIOUR-K1 QUESTIONS

UNIT - I

1. Organization structure primarily refers to
 - a. how activities are coordinated & controlled**
 - b. how resources are allocated
 - c. the location of departments and office space
 - d. the policy statements developed by the firm
2. The Hawthorne studies are of utmost significance as they form an honest and concerted attempt to understand:
 - a. The human factor
 - b. Employee attitudes
 - c. The workers social situations
 - d. All of the above**
3. The _____ leadership style is an expression of the leader's trust in the abilities of his subordinates.
 - a. Participative**
 - b. Delegative
 - c. Authoritarian
 - d. All of the above
4. Work attitudes can be reflected in an organization through
 - a. Job satisfaction
 - b. Organizational commitment
 - c. Both 'A' and 'B'**
 - d. None of the above
5. The two dimensions of leadership which emerged from the Leader Behavior Description Questionnaire were 'consideration' and '_____'.
 - a. Energizing
 - b. Initiating structure**
 - c. Deliberate
 - d. Commanding
6. The model(s) of Organizational Behaviour is (are):
 - a. Autocratic
 - b. Custodial

c. Supportive

d. All of the above

7. Feature(s) of Maslow's need hierarchy theory is (are):

a. Theory of human motives

b. Classifies basic human needs in a hierarchy

c. Theory of human motivation

d. All of the above

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

a. Salary

b. Work itself

c. Responsibility

d. Recognition

9. Personality reflects in one's -----.

a. appearance

b. temperament

c. behaviour

d. leadership

10. Personality is determined by :

a. heredity

b. Environment

c. Situation

d. All above.

11. Behavioral theories can be classified as:

a. Human and animal

b. Classical and Operant

c. Decent and rowdy

d. Polished and sophisticated

12. In an organization, good performances can be encouraged by giving rewards.

Rewards must be proportionate to _____.

a. Behavior patterns

b. Quick learning

c. Employee's inputs

d. Manager's choice

13. In addition to perception and personality, _____ helps in understanding human behavior.

- a. Motivation**
- b. Learning
- c. Temperament
- d. All the above

14. An individual's behavior is caused by _____

- a. Family help
- b. Attitudes**
- c. Society's response
- d. All

15. An attitude can be described as _____

- a. Human response
- b. The mindset of a person
- c. The way a person thinks**
- d. All

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. "----- are social inventions for accomplishing goals through group efforts"

- a. Management
- b. Organization**
- c. Leadership
- d. Behavior

18. "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

19. ----- is "the reactions of individuals to new or threatening factors in their work environments"

- a. Attitude
- b. Stress**
- c. Dissonance
- d. Disappointment

20. Today's organization are

- a. Open system**
- b. Closed system
- c. Open as well as closed

d. None of these

UNIT - II

21. -----represent noblest thoughts, ideals etc.

a. Ego

b. Super ego

c. Negative ego

d. Id

22. ----- is reality and practical oriented part of thinking

a. Ego

b. Super ego

c. Negative ego

d. Id

23. Which of the following is/are not job related source of stress

a.Role ambiguity

b.Role overload

c.Ethical dilemmas

d.Career concerns

24. Which of the following is/are not organizational factors causing stress

a.Task demand

b.Role demand

c.Role conflict

d.Satisfaction

25. ----- refers to the negotiation or an agreement between two groups

a. Contracting

b. Co-opting

c. Pressure tactics

d. None of these

26. Which of the following methods is/are used to solve intergroup conflicts indirectly

a. Avoidance

b. Encouragement

c. Bargaining

d. All of these

27. A technique to bring changes in the entire organization, rather than focusing attention on individuals to bring changes easily.

a. Organizational development

b. Organizational change

c. Organizational culture

d. Organizational conflicts

28. Behaviour, power, and conflict are central areas of study for _____.
- a. **sociologist**
 - b. Anthropologists
 - c. Social psychologists
 - d. Operations analysts
29. What do we call it when we judge someone on the basis of our perception?
- a. Stereotyping
 - b. Categorizing
 - c. Halo effect
 - d. **Prototyping**
30. 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
40. Which of the following leadership behaviours are identified by the path-goal theory?
- a. Supportive, employee-oriented, laissez-faire and participative
 - b. Achievement-oriented, supportive, humanistic, and directive
 - c. **Participative, achievement-oriented, directive, and supportive**
 - d. Directive, participative, supportive, and laissez-faire

UNIT - III

41. Which dimension of Big 5 personality traits represents artistically sensitive, refined etc.
- a. **Culture**
 - b. Emotional stability
 - c. Conscientiousness
 - d. Extroversion
42. _____ refers to the network of personal and social relations that is developed spontaneously between people associated with each other.
- a. Formal organization
 - b. **Informal organization**
 - c. Business organization
 - d. Government organization
43. 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

44. 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

45. 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

46. Job appraisal is the part of _____

- a. Sociology
- b. Anthropology
- c. Psychology**
- d. Political science

47. Which of the following is a reason that the study of organizational behaviour is useful?

- a. Human behavior does not vary a great deal between individuals and situations.
- b. Human behavior is not random.**
- c. Human behavior is not consistent.
- d. Human behavior is rarely predictable

48. Today's managers understand that the success of any effort at improving quality and productivity must include.

- a. process reengineering
- b. quality management programs
- c. customer service improvements
- d. employees**

49. Most valuable asset in an organization is

- a. Land and building
- b. Cash and bank balances
- c. Human being**
- d. technology

50. _____ is discretionary behaviour that is not part of an employee's formal job requirement, but

that promotes the effective functioning of the organization.

- a. Productivity
- b. Motivation

c. Organizational citizenship

d. Organizational behaviour

51.is once view of reality

a. Attitude

b. Perception

c. Outlook

d. Personality

52.is the dynamic organization within the individual that determine his unique adjustment to the environment

a. Perception

b. Attitude

c. Behavior

d. personality

53. Which is also known as a non- reinforcement

a. Punishment

b. Negative reinforcement

c. Extinction

d. all the above

54. Basis of “Autocratic Model of OB is

a. Economic resources

b. Power

c. Leadership

d. Partnership

55. Basis of “Custodial Model of OB is

a. Economic resources

b. Power

c. Leadership

d. Partnership

56. Basis of “Supportive Model of OB is

a. Economic resources

b. Power

c. Leadership

d. Partnership

57. Basis of “Collegial Model of OB is

a. Economic resources

b. Power

c. Leadership

d. Partnership

58.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

59. Which of the following is not an attribute of physiological individual difference?

- a. Appearance
- b. Complexion
- c. Attitude**
- d. Body shape

60. Under ERG theory, "R" stands for-----

- a. Rationality
- b. Responsibility
- c. Remuneration
- d. Relatedness**

UNIT - IV

61. Porter Lawler Model is an extension of

- a. Maslow's theory
- b. Mc Clelland's theory
- c. Stacy Adams theory
- d. Vroom's theory**

62. Free rein leadership is also known as

- a. Democratic
- b. Autocratic
- c. Laissez-faire**
- d. Bureaucratic

63. -----leader is self confident and can attract followers by his great influence

- a. Charismatic**
- b. Autocratic
- c. Laissez-faire
- d. Bureaucratic

64. ----- refers to the basic changes in the content and responsibilities of job so as to satisfy higher motivational needs

- a. Job enrichment**
- b. Job enlargement
- c. Work relocation
- d. Process consultation

65. Path-goal model of Leadership was introduced by
- a. Martin Evans & Robert House**
 - b. Fred Fielder
 - c. Whetton
 - d. Cameron
66. The concept of Work- Week is related with
- a. Quality of Work life
 - b. Quality Circle
 - c. Alternative Work schedule**
 - d. Job Redesign
67.fringe benefits are no longer employees first priority
- a. Wages**
 - b. bonus
 - c. Rewards
 - d. Promotions
68.explains internal processes of choices among different behaviours.
- a. equity theory
 - b. Expectancy theory**
 - c. Goal attain theory
 - d. Goal setting theory
69. _____ is another term used to denote Organisation behavior.
- a) Behavior science
 - b) Circumstantial response
 - c) Human relations**
 - d) Social responsibility
70. What corrects problems of conflict?
- a) MDs attitude
 - b) People's attitude
 - c) Built in rules of organization**
 - d) Courts f law.
71. Conflicts can be helpful and constructive if -----
- a) avoided
 - b) buried deep
 - c) handled properly**
 - d) crushed with heavy hand

72. Basic types of conflicts are :

- a) Intrapersonal
- b) Interpersonal
- c) International
- d) a & b above.**

73. One single factor that mainly contributes to reducing conflict is:

- a) Money
- b) Employee status
- c) Trust**
- d) Authority

74. _____ in his book on OB, uses the terms, 'negotiation' and 'bargain' interchangeably.

- a) Stephen Covey
- b) Stephen Robbins**
- c) Shiv Khera
- d) Paulo Coelho

75. The _____ defines heredity as 'the process by which characteristics are given from a parent to a child through the genes.'

- a) Oxford Dictionary
- b) Harvard texts
- c) Cambridge International Dictionary**
- d) Webster's Dictionary

76. Beliefs, attitudes, traditions and expectations which are shared by group members is called.....

- a. Group norms**
- b. Group communication
- c. Group cohesiveness
- d. Group structure

77. In----- in fact "No leadership at all"

- a. Democratic
- b. Autocratic
- c. Free rein**
- d. Bureaucratic

78. ----- is small groups of workers who meet regularly with their supervisor to solve work related problem

- a. Quality of Work life
- b. Quality Circle**
- c. Alternative Work schedule
- d. Job Redesign

79. Behaviour, power, and conflict are central areas of study for _____.

- a. sociologist**
- b. Anthropologists
- c. Social psychologists
- d. Operations analysts

80. 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**

UNIT - V

81. 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

82. Today's managers understand that the success of any effort at improving quality and productivity must include _____.

- a. Quality management programs
- b. Customer service improvements
- c. Employee's participation**
- d. Manufacturing simplification

83. _____ refers to the network of personal and social relations that is developed spontaneously between people associated with each other.

- a. Formal organization
- b. Informal organization**
- c. Business organization
- d. Government organization

84. Determining how tasks are to be grouped is part of which management function?

- a. Planning
- b. Leading
- c. Controlling
- d. organizing**

85. According to Fred Luthans and his associates, which of the following is considered a part of traditional management?

- a. Disciplining
- b. decision making**
- c. exchanging routine information
- d. acquiring resources

86. The science that focuses on the influence people have on one another is.

- a. Psychology
- b. Anthropology**
- c. political science
- d. social psychology

87. Responsible, dependable, persistent and achievement oriented are features of

- a. introversion
- b. agreeableness
- c. extroversion
- d. conscientiousness**

88. The 3 situations in learning include:

- a) Basic, primary and applied
- b) Basic, secondary and advanced**
- c) Primary, advanced and applied
- d) None

89. Eustress is caused by :

- a) excelling in examination
- b) on being offered a job promotion
- c) financial troubles or heavy workload
- d) either a or b above.**

90. Visualizing worst possible outcome of any situation, an individual

- a) increases his stress level
- b) reduces his stress level**
- c) has no effect on his stress level
- d) gets into panic situation.

91. With modern therapy and self observation, it is possible to

- a) eliminate stress
- b) reduce stress
- c) avoid stress
- d) manage stress**

92. In the S O B model for human actions, S stands for

- a) Stimulus
- b) Situations**
- c) Style
- d) Status

93. When a group gives some of its leadership positions to the members of other group, it is
- a. Contracting
 - b. Co-opting**
 - c. Co-alition
 - d. Competition
94. Least Preferred Co-worker (LPC) model of leadership was developed by
- a. Martin Evans
 - b. Robert House
 - c. Fred Fielder**
 - d. Whetton
95. An OB study would be least likely to be used to focus on 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. an increase in theft by employees at a retail store
96. Psychology's major contributions to the field of organizational behavior have been primarily at what level of analysis?
- a. the level of the group
 - b. the level of the individual**
 - c. the level of the organization
 - d. the level of the culture
97. How judiciously we use our _____ decides our effectiveness.
- a) Wealth
 - b) Time**
 - c) Energy
 - d) All
98. 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?
- a. Customer
 - b. Production
 - c. Process**
 - d. Matrix
99. Today's managers understand that the success of any effort at improving quality and productivity must include.
- a. process reengineering
 - b. quality management programs
 - c. customer service improvements

d. employees

100. Individual-level independent variables include all of the following except.

a. Leadership

b. Learning

c. Perception

d. motivation

DEPARTMENT OF BUSINESS ADMINISTRATION (BBA)

18UBM203-ORGANIZATIONAL BEHAVIOUR-K2 QUESTIONS

UNIT - I

1. Define Organizational Behaviour.
2. List the elements of OB.
3. Define TQM
4. Write any two characteristic of OB.
5. Explain Empowerment.
6. What is meant by Re-engineering?
7. List the types of Hawthorne Experiments.
8. List the types of Benchmarking.
9. Describe Learning Organization.
10. Write the different types of OB models.

UNIT - II

11. What is meant by Perception?
12. List down the features of perception.
13. What are the factors that influence perception?
14. Write the meaning of Impression Management.
15. List the purpose of Impression Management.
16. Define Personality.
17. Explain the ID theory of Personality.
18. List the factors Influencing Personality.
19. Write the importance of Personality in OB.
20. Write down the Oral stage of Personality Development.

UNIT - III

21. Define the term Motivation.
22. Expand ERG.
23. Explain the characteristics of Motivation.

24. List the types of Motivation.
25. Explain the Two Factor theory of Motivation.
26. List the elements of VIE theory of Motivation.
27. Define Reinforcement theory of motivation.
28. Give an outline for Equity theory of motivation.
29. Give an outline for Attribution theory of motivation.
30. Explain the primary and secondary type of motivation.

UNIT - IV

31. Explain stress
32. Illustrate the meaning of team.
33. Classify the types of Team.
34. Define the term conflict.
35. What is meant by formal group?
36. Give the importance of Group Dynamics.
37. List the causes of stress.
38. What are the forms of stress?
39. Write any two coping strategies of stress at organizational level.
40. Write any two coping strategies of stress at Individual level.

UNIT - V

41. Define leadership.
42. Write the importance of leadership.
43. List the components of leadership.
44. Explain Organizational change.
45. List the approaches of Organizational change.
46. Define Organization Development.
47. Write the importance of Organization Development.
48. Differentiate leader and manager.
49. List the Classic Leadership styles.
50. What is meant by behavioural theory?

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DEPARTMENT OF BUSINESS ADMINISTRATION

18UBM 203 – ORGANISATIONAL BEHAVIOUR

ANSWER THE FOLLOWING (K3) QUESTIONS:

5 MARK

UNIT- I

1. Examine the characteristics of Organizational Behaviour.
2. Analyze and give brief notes on components of learning organization.
3. Examine the meaning and principles of TQM.
4. List out the types of benchmarking.
5. Examine and explain PDCA cycle.
6. Classify the approaches of Organizational Behaviour.
7. Explain the levels of organizational change.
8. List out the natures of organizational change.
9. Explain the emerging challenges in organizational change.
10. List out the scope of OB.

UNIT- II

11. Simplify and give notes on factors influencing personality.
12. Analyze the components of perception.
13. Write a short note on impression management
14. Explain the tactics of impression management.
15. Discover the nature of personality.
16. Examine the features perception.
17. Examine the importance of perception.
18. Explain the proactive and reactive change.
19. Explain the social perception.
20. Explain the development of perception.

UNIT- III

21. List out the types of motivation.
22. Explain the porter's lawler model of motivation.

23. Discover the reinforcement theory of motivation.
24. Write a short note on Herzberg 2 factor motivation theory.
25. Explain Alderfer's ERG theory of motivation. How does it compare with Maslow's need hierarchy?
26. Difference between financial and non-financial motivation.
27. Difference between primary and secondary motives.
28. Short note on Expectancy theory.
29. Explain attribution theory process of motivation.
30. Describe attribution theory principles of motivation.
31. Examine the need and significance of teams at work place.

UNIT- IV

32. List and explain the features of Group dynamics.
33. Classify the types of conflict.
34. Examine the consequences of stress.
35. Explain the reasons for conflict.
36. Inspect and briefly discuss about matrix organization.
37. Categorize the advantages of empowerment.
38. Classify the approaches of organizational change.
39. Explain the functions of group.
40. Describe the characteristics of team
41. Discuss the various types of teams.
42. Examine the characteristics of stress.
43. Explain the group level stressors.
44. Explain the organizational level stressors.

UNIT- V

45. Analyze the Path-Goal theory of leadership.
46. Analyze the different leadership styles.
47. Explain the basic qualities of leader.
48. Distinguish between leader and manager.
49. Discuss the internal and external forces of organizational change.

50. Infer the charismatic theory of leadership.
51. List the types of organizational change.
52. List out the different types of leadership style.
53. Examine leadership and the characteristics of leadership.

**DEPARTMENT OF BUSINESS ADMINISTRATION
18UBM 203 – ORGANISATIONAL BEHAVIOUR**

ANSWER THE FOLLOWING (K4 & K5) QUESTIONS:

10 MARKS

UNIT - I

1. Explain the models of Organizational Behaviour.
2. Elucidate the determinants of Organizational Behaviour.
3. Explain the challenges to Organizational Behaviour.
4. Explain the importance of OB.
5. Examine the Hawthorne studies and its implications.

UNIT - II

6. Evaluate the stages of personality development.
7. Elaborate the theories of personality.
8. Discuss a detailed note on process of perception.
9. Discuss a detailed note on social perception.
10. Discover the importance of personality.

UNIT - III

11. Conclude motivation and Maslow's need hierarchy theory of motivation.
12. Discuss the reinforcement and punishment theories of motivation.
13. Estimate the contemporary equity theory of motivation.
14. Explain the importance of motivation in detail.
15. Define motivation and describe its nature.

UNIT - IV

16. Elaborate the coping strategies of stress at both the organizational and individual level.
17. Discover the difference between formal and informal group.
18. Propose the various methods for conflict resolution.
19. Examine the process of team building.
20. Criticize reengineering and its process.

UNIT - V

21. Construct the steps in organization development.
22. Discuss the various trait theory of leadership.

23. Explain the contemporary views on leadership theories: i) Attribution theory
ii) Transactional-transformational theory iii) Charismatic leadership theory.
24. Compare and explain the leadership styles with advantage and disadvantages.
25. Construct the steps in organization change.
26. Estimate the behavioural theory of leadership.
27. Discuss the techniques and approaches of organizational development.