



INDIAN INSTITUTE OF MATERIALS MANAGEMENT

PGDMM/PGDSCM&L – Two Years Course

COMPUTER MARKED ASSIGNMENT (CMA) For **Jan-June 2020 semester.**

Semester 1

PAPER –5

ORGANISATION BEHAVIOUR

Instructions:

1. Answer all 50 questions (compulsory). Each question carries 2 marks Total : 100 Marks
 2. Read instructions given on the OMR answer sheet and answer the questions.
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1. Which of the following is not an influence on behavior in an organization:

- a) An individual
- b) A group
- c) The building
- d) The environment

2. Which approach refers to measure of organizational effectiveness?

- a) Human Resource Approach
- b) System's Approach
- c) Productivity Approach
- d) Contingency Approach

3. Anthropology is the study of:

- a) Human mind
- b) Social Behavior
- c) Culture
- d) Power and politics

4. A manager has four roles : planning, organizing, leading and controlling. Who specified these roles:

- a) Likert
- b) Fayol
- c) Mintzberg
- d) Marshal

5. A manager executes the roles of monitor, disseminator and spokesperson. These roles are clubbed under which category:

- a) Interpersonal role
- b) Informational role
- c) Decisional role
- d) Political role

6. _____ is a relatively permanent change in behavior that occurs as a result of experience

- a) Behavior modification
- b) Learning
- c) Motivation
- d) Skill

7. Intergroup conflict refers to:
- Conflict among different individuals
 - Conflict among different organizations
 - Conflict within a group
 - Conflict between two or more groups
8. Which of the following is not an independent variable at individual level?
- Personality
 - Perception
 - Power
 - Attitude
9. Majority of the OB models are designed on the basis of which theory:
- Hygiene Theory
 - Need Hierarchy Theory
 - Equity Theory
 - Theory X and Theory Y
10. Which of the following is not a characteristic of Bureaucratic Model:
- Unity of command
 - Division of labor
 - Chain of command
 - Rigid policies and procedures
11. Hawthorne studies led to following outcome:
- Conflicts do not happen in the organization
 - Leadership does not play any major role
 - Open and two way communication is necessary in the organization
 - Social factors do not play any role in the organization
12. Culture is the basic assumptions and _____ which are shared by members of an organisation:
- Hopes
 - Beliefs
 - Fears
 - Views
13. _____ is one's view of reality:
- Attitude
 - Perception
 - Outlook
 - Personality
14. What is the name of the theory that deals with how we explain behavior differently depending on the meaning we assign to the actor?
- Judgment theory
 - Selective perception theory
 - Attribution theory
 - Behavioral theory

15. The sum total of ways in which an individual reacts to and interact with others is termed as:
- Moods
 - Values
 - Personality
 - Attitudes
16. _____ is our perception of one personality trait influences how we view a person's entire personality:
- Perception
 - Halo effect
 - Stereotype
 - Individual personality
17. Anything that both increases the strength of response and tends to induce repetitions of the desired behavior is known as:
- Cognitive learning
 - Reinforcement
 - Avoidance
 - Extinction
18. Allport, Vernon and Lindzey are known for their contribution in
- OB Models
 - Motivation
 - Classification of values
 - Learning
19. A learned pre-disposition to respond in a consistently favorable or unfavorable manner with respect to a given object is :
- Perception
 - Attitude
 - Behaviour
 - Personality
20. The belief that "discrimination is wrong" is a value statement. Such an opinion is the _____ component of the attitude:
- Cognitive
 - Affective
 - Reactive
 - Behavioral
21. If attitudes and behaviors are inconsistent, individuals will most likely:
- Change their behavior
 - Change their attitude
 - Change their either attitude or behavior
 - Do nothing
22. Term that refers to an individual's involvement with, satisfaction with and the enthusiasm for the work he does is:
- Employee engagement
 - Normative commitment
 - Cognitive support
 - Job enrichment

23. _____ is the process that accounts for an individual's intensity, direction and persistence of efforts towards attaining a goal:
- a) Perception
 - b) Cooperation
 - c) Motivation
 - d) Affect
24. Which is not a dimension in Maslow's Needs Hierarchy?
- a) Ego
 - b) Physiological
 - c) Safety
 - d) Esteem
25. According to expectancy theory, which of the following factors leads to a good performance?
- a) An individual must have the requisite ability to perform
 - b) Performance appraisal system must be perceived as fair
 - c) Rewards must be desirable to the employee
 - d) All of the above
26. Employees with relatively weak higher order needs are _____ concerned with variety and autonomy:
- a) Less
 - b) More
 - c) Very
 - d) Extremely
27. A _____ is two or more individuals , interacting and independent , who have come together to achieve certain objectives:
- a) Cohesive unit
 - b) Taskforce
 - c) Group
 - d) Clique
28. Which of the following groups can cross a command relationship?
- a) Task
 - b) Interest
 - c) Command
 - d) Informal
29. Which is the first stage in the group formation process?
- a) Norming
 - b) Storming
 - c) Forming
 - d) Performing
30. These are the acceptable standards of behavior that are shared by group's members:
- a) Rules
 - b) Norms
 - c) Policies
 - d) Missions

31. The group formed by an organization to accomplish narrow range of purposes within a specified time is known as:
- a) Formal group
 - b) Task group
 - c) Interest group
 - d) Functional group
32. A _____ interacts primarily to share information and to make decisions to help each member perform within his area of responsibility:
- a) Quality circle
 - b) Task group
 - c) Work group
 - d) Work team
33. Generally speaking, the most effective teams have _____ members:
- a) Three to five
 - b) Five to seven
 - c) Less than ten
 - d) Ten to fifteen
34. The contextual factor that does not affect the team effectiveness:
- a) Adequate resources
 - b) Abilities of the members
 - c) Leadership and structure
 - d) Climate of trust
35. _____ network is used by self managed work teams:
- a) Wheel
 - b) Chain
 - c) All channel
 - d) Spoked
36. What term is used to express the ability of influencing people to strive willingly for mutual objectives?
- a) Motivation
 - b) Control
 - c) Leadership
 - d) Supervision
37. Which leadership is stated to be as “No leadership at all”:
- a) Democratic
 - b) Autocratic
 - c) Free rein
 - d) Bureaucratic
38. Which of the following is not a contingency theory of leadership?
- a) LPC theory
 - b) Path Goal theory
 - c) Vroom-Yetton-Jago theory
 - d) Job centered Leadership

39. The ability to coerce or reward stems from which power?
- Information
 - Referent
 - Formal
 - Personal
40. The form of conflict that supports the goals of group and improves its performance is:
- Dysfunctional
 - Concordant
 - Functional
 - Relationship
41. Which bargaining presumes zero sum condition?
- Collective
 - Integrative
 - Distributive
 - Negotiative
42. Which of the following is not an element of organizational structure?
- Work Specialization
 - Span of Control
 - Fair Remuneration
 - Formalization
43. Which of the following are determinants of organization structure?
- Strategy, Size, People Technology
 - Strategy, Size, Objective, Technology
 - Strategy, Size, Objective, Environment
 - People, Environment, Technology, Economy
44. Who gave the bureaucratic theory of organization and management
- Charles Eames
 - Max Webber
 - Henry Fayol
 - F.W. Taylor
45. When stress attains a chronic stage, the person develops instability, frustration and feels uncomfortable and fails to cope up with problems. It affects physical efficiency and subsequently a psychological strength. This stage is known as:
- Trauma
 - Burn Out
 - Resistance Stage
 - Alarm Stage
46. When _____ is not followed strictly, there is always a conflict about reporting channels.
- Principle of Division of Work
 - Principle of Unity of Command
 - Principle of Subordination
 - Principle of Scalar Chain

47. Work life balance consists of the following components:

- a) Time balance, involvement balance, satisfaction balance
- b) Involvement balance, organization design, workforce diversity
- c) Time balance, organization design, satisfaction balance
- d) Organization design, workforce diversity, employee empowerment

48. _____ is the process by which organizations move from their present state to the desired state to increase their effectiveness

- a) Organization Design
- b) Workforce Balance
- c) Workforce Diversity
- d) Organizational Change

49. Employees who fail to adapt to the organization's culture are called ' _____ ' and are further put through an intensive training programme.

- a) Unskilled workers
- b) Non Conformists
- c) Resistant to change
- d) Unwilling learners

50. _____ stresses on the sharing of norms and values that guide the employees' behavior

- a) Organizational Design
- b) Organizational Culture
- c) Work Life Balance
- d) Performance Reward System
