

Final Test Semester 1 Paper 5 INDIAN INSTITUTE OF MATERIALS MANAGEMENT Organisation Behaviour Management [PGDMM , PGDSCM & L (2 years)]

Instructions:

1. Answer all 50 questions. Each question carries 2 marks Total : 100 Marks
2. Duration 1 Hour.

***Required**

1. Email *

2. Name *

3. Roll Number *

4. Analysing and studying of organisational behaviour is helpful in understanding the patterns of _____.

2 points

Mark only one oval.

- economics
- human behaviour
- capital inflow
- market share

5. _____ involves the application of a scientific approach to decision making in terms of collecting data, analysing data and taking a decision based on the outcome of that analysis. 2 points

Mark only one oval.

- Scientific management
- Administration
- Society
- Human values

6. _____ introduced the scientific methods to management, wherein there was systematic use of goal-setting and rewards to motivate employees. 2 points

Mark only one oval.

- Elton Mayo
- Frederick Winslow Taylor
- Adam Smith
- Max Weber

7. The people in _____ constantly interact with the environment and are influenced by others. 2 points

Mark only one oval.

- Open system
- Closed system
- Natural system
- Artificial system

8. ___ refers to the behaviour and action of a person to a thing or a situation. It can change over time. 2 points

Mark only one oval.

- Ability
- Attitude
- Intellect
- Identity

9. A person understands his own strength and weakness when he has the awareness of _____ within himself. 2 points

Mark only one oval.

- emotional intelligence
- attitude
- values
- finance

10. Psychologist Gordon Allport mentioned two kinds of traits in an individual – Central traits and _____ . 2 points

Mark only one oval.

- Personality traits
- Functional traits
- Secondary traits
- Negative traits

11. Personality Theory where people learn from one another through observation, imitation and modelling is known as _____ . 2 points

Mark only one oval.

- Social Learning Theory
- Trait Theory
- Psychoanalytic Theory
- Self-theory

12. According to Freud's psychoanalytic theory, love and _____ have direct control on our minds and thoughts. 2 points

Mark only one oval.

- empathy
- aggression
- passion
- ethics

13. Factors influencing an individual's perception are divided into three parts, namely characteristics of the perceiver, characteristics of the perceived and characteristics of the _____. 2 points

Mark only one oval.

- family
- situation
- nation
- society

14. _____ reflects an individual's ability to respond positively or negatively to certain stimuli, such as ideas, objects, persons or situations. 2 points

Mark only one oval.

- Interest
- Attitude
- Personality
- Knowledge

15. The stimulus perceived by individuals using their sensory organs is referred to as _____ of stimulus. 2 points

Mark only one oval.

- registration
- interpretation
- reaction
- culmination

16. The psychologist Frederick Herzberg proposed the two-factor theory to develop a correlation between motivation levels and the employees' _____. 2 points

Mark only one oval.

- ethics
- attitudes
- morals
- knowledge

17. Safety needs include needs for safety and protection from physical danger and _____ harm. 2 points

Mark only one oval.

- emotional
- monetary
- societal
- spiritual

18. _____ needs include needs for the drive to become what one is capable of becoming. 2 points

Mark only one oval.

- Safety
- Self-actualisation
- Social
- Self-esteem

19. A/An _____ leader believes in assigning work, giving orders and delegating responsibilities without consulting others. 2 points

Mark only one oval.

- democratic
- autocratic
- bureaucratic
- laissez-faire

20. Leaders use their _____ powers to inspire people and make them believe in their vision and work to achieve their goals. 2 points

Mark only one oval.

- money
- muscle
- persuasive
- networking

21. _____ leaders like to follow a structured way of working and ensure that employees also follow certain protocols and procedures. 2 points

Mark only one oval.

- Bureaucratic
- Democratic
- Autocratic
- Directive

22. When individuals in small groups interact face to face among themselves, the process of social interaction is defined as _____ 2 points

Mark only one oval.

- decision making
- pressure group
- group dynamics
- interest group

23. A group focusses more on individuality, whereas a team focusses on _____ 2 points

Mark only one oval.

- personality
- identity
- collectiveness
- behaviour

24. The process by which an individual tries to extend his primary situation during the discussion of various alternatives is defined as _____. 2 points

Mark only one oval.

- groupshift
- groupthink
- group dynamics
- decision making

25. _____ is a type of culture which does not match with the values of the organisation. 2 points

Mark only one oval.

- Adhocracy culture
- Counterculture
- Clan culture
- Sub-culture

26. A process wherein all the employees and owners of the organisation interact with each other is known as _____ . 2 points

Mark only one oval.

- socialisation
- adhocracy
- selection criteria
- hierarchy

27. In the _____ stage of socialisation, new employees adjust to their work group's values and norms. 2 points

Mark only one oval.

- pre-arrival
- encounter
- metamorphosis
- None of these

28. The organisational _____ depict(s) the work hierarchy within the organisation by defining each job and its related functions, together with specifying the reporting responsibilities. 2 points

Mark only one oval.

- ethics
- structure
- values
- change

29. Change _____ is a systematic procedure of amicably dealing with the transition or changes in the organisation's goals. 2 points

Mark only one oval.

- management
- behaviour
- culture
- hierarchy

30. Organisational _____ incorporates a number of planned changes based on human beliefs, values, technology, behaviour which is needed for improving the effectivity of the organisation and the well being of its employees. 2 points

Mark only one oval.

- profit
- development
- behaviour
- hierarchy

31. _____ view of conflict refers to the idea that conflict is a driving factor, and is necessary to carry out all the organisational tasks efficiently. 2 points

Mark only one oval.

- Populist
- Interactionist
- Human resource
- Traditional

32. The conflict that supports the individual and group goals, which leads to higher performance, is known as _____. 2 points

Mark only one oval.

- negative conflict
- divisonal conflict
- functional conflict
- dysfunctional conflict

33. _____ stage of conflict process refers to a stage where conflict becomes visible through the remarks, statements, actions and reactions made by the parties involved in the conflict. 2 points

Mark only one oval.

- Intentions
- Incompatibility
- Behaviour
- Potential opposition

34. _____ comprises influences, mechanisms and processes that are combined together to drive a pre-determined behaviour of employees. 2 points

Mark only one oval.

- Authority
- Power
- Politics
- Attitude

35. _____ power is the negative part of power that is exercised only when a manager has to influence employees by punishment. 2 points

Mark only one oval.

- Coercive
- Reward
- Expert
- Referent

36. The idea of _____ as power implies that affiliations and coalitions, both inside and outside the organisation, act as sources of power within organisations. 2 points

Mark only one oval.

- resources
- networks
- knowledge
- decision making

37. Factors of decision-making process of an organisation which depends on thinking patterns of individuals are known as _____.
- 2 points

Mark only one oval.

- past experiences
- cognitive biases
- individual differences
- performance evaluation

38. _____ model is a decision-making model which is based on the approach that a single solution is not feasible for solving all problems.
- 2 points

Mark only one oval.

- Rational
- Bounded rationality
- Retrospective
- Contingency

39. _____ decisions are short-term decisions which are not ultimate and compulsory.
- 2 points

Mark only one oval.

- Delayed
- Reversible
- Quick
- Irreversible

40. Which of the following introduced a theory about rational organisations and brought out the concept of effective leadership?
- 2 points

Mark only one oval.

- Max Weber
- Adam Smith
- Frederick Winslow Taylor
- Elton Mayo

41. The organisational behaviour is studied at which level? 2 points

Mark only one oval.

- At the individual level
- At the group level
- At the organisational level
- All of these

42. The main principles of Taylor's scientific management consisted of _____ 2 points

Mark only one oval.

- observation
- measurement
- experimentation and inference
- All of these

43. Who propagated the models of Theory X and Theory Y on the behaviour of employees at work? 2 points

Mark only one oval.

- Elton Mayo
- Douglas McGregor
- Max Weber
- Louise James

44. Which of the following is not related to the historical emergence of organisational behaviour? 2 points

Mark only one oval.

- Industrial revolution
- Scientific management movement
- Human relations movement
- Communist revolution

45. What is described as a relationship between people based to personal and social network which originates from within the formal set-up? 2 points

Mark only one oval.

- Formal relationship
- Informal organisation
- Hierarchy
- Chain of command

46. Which of the following is considered as a negative attribute of individual behaviour? 2 points

Mark only one oval.

- Honest
- Appreciative
- Creative
- Egoistic

47. An individual's behaviour is influenced by which of the following factors? 2 points

Mark only one oval.

- Attitude
- Values
- Emotions
- All of these

48. Which of the following is/are the factor(s) of self-actualisation? 2 points

Mark only one oval.

- Esteem
- Belonging
- Safety
- All of these

49. Which of the following is/are positive ways of coping and managing stress levels? 2 points

Mark only one oval.

- Meditation and relaxation
- Positive socialisation
- Time management
- All of these

50. Psychoanalytic theory of personality development was propagated by _____. 2 points

Mark only one oval.

- H.J. Eysenck
- Gordon Allport
- Sigmund Freud
- Albert Bandura

51. Which element of Freud's Psychoanalytic Theory deals with all the moral principles which we encounter from childhood? 2 points

Mark only one oval.

- Id
- Ego
- Self-esteem
- Super-ego

52. Which of the following factors influence the personality of the people in the society? 2 points

Mark only one oval.

- Cultural factors
- Biological factors
- Environmental factors
- All of these

53. The characteristic that describes an individual's personality as someone who has a negative attitude and thought process, and does not know how to cope with his life is known as _____. 2 points

Mark only one oval.

- agreeableness
- neuroticism
- being open
- being conscientious

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