

FINAL TERM EXAMINATION		Marks: 60
SPRING 2006		Time: 120min
MGT502 - ORGANIZATIONAL BEHAVIOUR (Session - 1)		
StudentID/LoginID:	<hr/>	
Student Name:	<hr/>	
Center Name/Code:	<hr/>	
Exam Date:	Saturday, August 19, 2006	
<p><i>All questions are compulsory.</i></p> <p><i>This exam consists of 15 Multiple Choice Questions (MCQ's), 5 Fill in the blanks, 5 true & false, 5 short questions and 2 descriptive questions.</i></p> <p><i>MCQ's, fill in the blanks and true & false carry 1 mark each, short Questions carry 3 Marks each and descriptive questions carry 10 marks each.</i></p> <p><i>For each MCQ question, read the choices available and select the choice which you consider is the most appropriate one. Multiple answers for a question will be marked as zero.</i></p> <p><i>Check your answer before proceeding to the next question.</i></p> <p><i>This is a closed book, closed notes and closed neighbors examination.</i></p> <p><i>Do not ask any questions about the contents of this examination from anyone.</i></p> <p>a. <i>If you think that there is something wrong with any of the questions, attempt it to the best of your understanding.</i></p> <p>b. <i>If you believe that some essential piece of information is missing, make an appropriate assumption and use it to solve the problem.</i></p> <p><i>You may wish to pace yourself with your own watch, but the Supervisor will be the official timekeeper of the test.</i></p>		

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Failure to comply with the Supervisor's directions will result in your test being cancelled. Please comply with supervisor's directions to avoid any unpleasant event.

For Teacher's use only											
Question Marks	1	2	3	4	5	6	7	8	9	10	Total
Question Marks	11	12	13	14	15	16	17	18	19	20	
Question Marks	21	22	23	24	25	26	27	28	29	30	
Question Marks	31	32									

Question No: 1 (Marks: 1) - Please choose one

According to the path-goal model, which of these behaviors encourage employees to reach their peak performance?

- ▶ Achievement-oriented
- ▶ Competitive
- ▶ Supportive
- ▶ Directive

Question No: 2 (Marks: 1) - Please choose one

The capacity to influence others through the ability to apply punishment refers to _____ power.

- ▶ referent
- ▶ coercive

▶ legitimate

▶ reward

Question No: 3 (Marks: 1) - Please choose one

The process in which one party perceives that its interests are being opposed or negatively affected by another party is called a(an) _____

▶ mediation

▶ arbitration

▶ conflict

▶ negotiation

Question No: 4 (Marks: 1) - Please choose one

Which of these is true about organizational structure?

▶ It refers to the division of labor.

▶ It refers to the pattern of coordination.

▶ A structure reflects its organizational culture and power relationships.

▶ All of the given options

Question No: 5 (Marks: 1) - Please choose one

Informal communication _____

▶ is a coordinating mechanism in all organizations.

- ▶ can be avoided in larger organizations by creating a liaison role.
- ▶ does not work in non-routine and ambiguous situations.
- ▶ creates standardization

Question No: 6 (Marks: 1) - Please choose one

All of these factors have played a role in increasing global and local competition except

- ▶ technology
- ▶ diversity
- ▶ privatization
- ▶ All of the given options

Question No: 7 (Marks: 1) - Please choose one

Change agents are typically, people _____

- ▶ within the organization
- ▶ who are transformational leaders
- ▶ with power to facilitate the change effort
- ▶ All of the given options

Question No: 8 (Marks: 1) - Please choose one

Characteristics of the employee, task or organization that either limit the leader's influence or make it unnecessary is called _____

- ▶ leadership substitute
- ▶ competency-based leadership
- ▶ transactional leadership
- ▶ middle-of-the-road approach

Question No: 9 (Marks: 1) - Please choose one

Which statement about OB is the most correct one?

- ▶ OB seeks “one-best-way” solutions to management problems
- ▶ OB is a unique science that has little relationship to other scientific disciplines
- ▶ OB focuses on using knowledge for practical applications
- ▶ OB is so modern that it has no historical roots

Question No: 10 (Marks: 1) - Please choose one

The process of knowledge acquisition, information distribution, information interpretation and organizational retention is called _____

- ▶ decision making

- ▶ organizational learning
- ▶ organizational design
- ▶ a virtual organization

Question No: 11 (Marks: 1) - Please choose one

Task oriented group roles include all of these except _____

- ▶ initiating
- ▶ information seeking
- ▶ opinion giving
- ▶ dominating

Question No: 12 (Marks: 1) - Please choose one

“Effective teams have confidence in themselves and believe that they can succeed. Success breeds success”. Identify suitable term related to the concept.

- ▶ Team conflicts
- ▶ Virtual teams
- ▶ Team efficacy
- ▶ None of the given options

Question No: 13 (Marks: 1) - Please choose one

The performance potential of an organization based on the value of people and their job-relevant abilities, knowledge and experience is called _____.

- ▶ knowledge management
- ▶ human capital
- ▶ organizational learning
- ▶ empowerment

Question No: 14 (Marks: 1) - Please choose one

Performance management includes _____

- ▶ Setting goals and standards
- ▶ Measuring performance and providing feedback
- ▶ Rewarding good performance
- ▶ All of the given options

Question No: 15 (Marks: 1) - Please choose one

360° Feedback and quality evaluations are the concepts of _____

- ▶ performance measurement
- ▶ performance standards

▶ day-to-day management

▶ formal reviews

Question No: 16 (Marks: 1)

_____ applies the knowledge gained about individuals, groups and the effect of structure on behavior in order to make organizations work more effectively.

Question No: 17 (Marks: 1)

_____ refers to a capacity that 'A' has to influence the behavior of 'B' so that 'B' acts in accordance with A's wishes.

Question No: 18 (Marks: 1)

_____ is the decisions and actions that result in organizational structure.

Question No: 19 (Marks: 1)

_____ is the degree to which decision making is concentrated at a single point in the organization.

Question No: 20 (Marks: 1)

_____ is a long-term plan outlining actions needed to achieve desired results.

Question No: 21 (Marks: 1) - Please choose one

Departmentalization specifies how employees and their activities are grouped together.

▶ True

▶ False

Question No: 22 (Marks: 1) - Please choose one

The most basic pre-requisite of power is that one party believes it is dependent on the other for something of value.

▶ True

▶ False

Question No: 23 (Marks: 1) - Please choose one

The higher the level of task interdependence, the lower the risk of conflict.

▶ True

▶ False

Question No: 24 (Marks: 1) - Please choose one

The coercion method becomes necessary when speed is essential and other tactics are ineffective.

▶ True

▶ False

Question No: 25 (Marks: 1) - Please choose one

Organizational subcultures generally oppose the organization's core values.

► True

► False

Question No: 26 (Marks: 3)

On what factors conflicts can be stimulated in an organization?

Question No: 27 (Marks: 3)

How the communication carries out between two parties?

Question No: 28 (Marks: 3)

Being a manager of an electronic company, how would you get the process reengineering done?

Question No: 29 (Marks: 3)

Why management practices Impression Management in organization?

Question No: 30 (Marks: 3)

Which organization can be called an e-Organization?

Question No: 31 (Marks: 10)

“Employees prefer to work in flat, decentralized organizations.” Do you agree or disagree? Discuss and justify with examples.

Question No: 32 (Marks: 10)

“More powerful managers are good for the organization whereas powerless managers are ineffective managers.” Do you agree or disagree with this statement? Discuss.