

FINALTERM EXAMINATION

Spring 2011

MGT502- Organizational Behaviour

(Session - 1)

Ref No:

Time: 90 min

Solved by Admin Binish

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Question No: 1 (Marks: 1) - Please choose one
Which dimension of the Big Five model refers to be pleasant and accommodating in social situations?

- ▶ **Extroversion**
- ▶ **Openness to experience**
- ▶ **Emotional stability**
- ▶ **Agreeableness**

Question No: 2 (Marks: 1) - Please choose one
The ability of a person to manipulate his/her emotions according to a given situation is called_____.

- ▶ **Emotional Intelligence**
- ▶ **Emotional Constraints**
- ▶ **Affective Emotions**
- ▶ **Cognitive dissonance**

Question No: 3 (Marks: 1) - Please choose one
Relevant personal characteristics affecting perception of the perceiver are:

- ▶ **Attitudes**
- ▶ **Interests**
- ▶ **Past experiences**
- ▶ **All of the given options**

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

All of the following are examples of downward communication flows EXCEPT:

- ▶ *Managers informing employees of procedures*
- ▶ *Managers pointing out problems that need attention*
- ▶ *Employees completing attitude surveys*
- ▶ *Managers telling employees to work more quickly*

*Question No: 4 (Marks: 1) - Please choose one
A leader high in initiating structure would do which of the following?*

- ▶ *Exhibit laissez-faire type of leadership*
- ▶ *Maximize leader-member relations*
- ▶ *Assign group members to particular tasks*
- ▶ *Empower employees to make their own decisions*

*Question No: 5 (Marks: 1) - Please choose one
Teams are very useful in which of the following situations:*

- ▶ *The work to be performed is very basic*
- ▶ *The tasks are interrelated*
- ▶ *No one wants to be accountable*
- ▶ *The group is homogeneous*

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

Which of the following is true about virtual teams?

- ▶ *There is an absence of verbal cues*
- ▶ *There is limited social context*
- ▶ *People collaborate online*
- ▶ *All of the given options*

*Question No: 7 (Marks: 1) - Please choose one
Team members with good listening, feedback,
and conflict resolution skills possess
_____.*

- ▶ *Technical expertise*
- ▶ *Problem-solving skills*
- ▶ *Decision-making skills*
- ▶ *Interpersonal skills*

*Question No: 8 (Marks: 1) - Please choose one
Which of the following is NOT one of the key
components of effective teams?*

- ▶ *Effective work design*
- ▶ *Recognized company identity*
- ▶ *Supportive contextual influences*
- ▶ *Well-managed team processes*

*Question No: 9 (Marks: 1) - Please choose one
After which stage of a group's development is
there a relatively clear hierarchy of leadership
within the group?*

- ▶ Norming
- ▶ Storming
- ▶ Development
- ▶ Forming

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

Which of the following statements is true?

- ▶ All command groups are also task groups
- ▶ All task groups are also friendship groups
- ▶ All command groups are also informal groups
- ▶ All informal groups are also command groups

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

Dependency is inversely proportional to which of the following statement?

- ▶ The level of an individual's personal power
- ▶ The number of alternative sources of a particular resource
- ▶ The type of informational analysis conducted in a situation

▶ *The financial resources required to solve a problem*

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

Most organizations develop multiple suppliers rather than give their business to only one in order to:

- ▶ *Maximize power*
- ▶ *Increase information*
- ▶ *Reduce dependency*
- ▶ *Develop interdependence*

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

Which type of conflict will you experience among the multiple roles in your life, like role of a father and a manager?

- ▶ *Intergroup Conflict*
- ▶ *Interpersonal Conflict*
- ▶ *Interrole Conflict*
- ▶ *Intrarole Conflict*

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

Ali wants to buy a motor bike. He goes to the showroom and sees different models of bikes. He

likes one of them very much and wants to purchase it. He asks the price from dealer which is more than his range. Both of them then negotiate over price. This is an example of:

- ▶ BATNA
- ▶ **Distributive negotiation**
- ▶ Integrative negotiation
- ▶ Third party negotiation

Question No: 16 (Marks: 1) - Please choose one

Which of the following is NOT a common success criteria for any organizational structures?

Decentralized reporting

High residual mass

Permanent monitoring

Rapid response

Question No: 17 (Marks: 1) - Please choose one

A tall, centralized hierarchy of authority and top-down communication and decision making are characteristics of which of the following organizational structures?

Organic structure

Matrix structure

Mechanistic structure

Functional structure

Question No: 18 (Marks: 1) - Please choose one

Which of the following term defines how job tasks are formally divided, grouped, and coordinated?

- ▶ ☐ ***Organizational structure***
- ▶ ☐ ***Work specialization***
- ▶ ☐ ***Departmentalization***
- ▶ ☐ ***Organizational behavior***

Question No: 19 (Marks: 1) - Please choose one

Which of the following organizational design superimposes product or project based design on existing function-based design?

- ▶ ☐ ***Matrix Structure***
- ▶ ☐ ***Functional Structure***
- ▶ ☐ ***Divisional Structure***
- ▶ ☐ ***Holding structure***

Question No: 20 (Marks: 1) - Please choose one

Giving workers more control over how a task is to be completed often leads to job enrichment because:

- ▶ ☐ *Workers can think out their own way of tackling the task*
- ▶ ☐ *Change their pattern of working when they want*
- ▶ ☐ *Feel more responsible for achieving the end product*
- ▶ ☒ *All of the given options*

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

Which one of the following best describes the process of interaction and integration among the people, companies, and governments of different nations, driven by international trade and investment and aided by information technology?

- ▶ ☐ *Reengineering*
- ▶ ☒ *Globalization*
- ▶ ☐ *Encroachment*
- ▶ ☐ *IT-Era*

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

Implementing ISO often gives the following advantages EXCEPT:

- ☐ ▶ ☐ *Create a more efficient, effective operation*
- ☐ ▶ ☐ *Increase customer satisfaction and retention*

▶ ☐ **Reduce international trade**

▶ ☐ **Reduce waste and increases productivity**

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

Which one of the following is NOT an example of regional economic alliances?

▶ ☐ **European Union**

☐ ▶ ☐ **Democratic Union of Hungarians**

☐ ▶ ☐ **North American Free Trade Agreement**

☐ ▶ ☐ **Caribbean Community**

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

Asif is late for work each day by about ten minutes. How would Attribution Theory describe this behavior?

▶ **It shows consensus**

▶ **It shows similarity**

▶ **It shows reliability**

▶ **It shows consistency**

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

According to attribution theory, which of the following is an internally caused behavior?

▶ **Working late in order to get a promotion**

▶ **Arriving at work late because heavy traffic**

▶ Working weekends because of your employer's orders

▶ Depending on luck for success

Question No: 26 (Marks: 1) - Please choose one

What is the name of the theory that deals with how we explain the cause of behaviors of others?

▶ Judgment Theory

▶ Selective Perception Theory

▶ Attribution Theory

▶ Equality Theory

Question No: 27 (Marks: 1) - Please choose one

Which of the following is NOT an ethic in decision making?

▶ Utilitarianism

▶ Focus on right

▶ Focus on justice

▶ Favoritism

Question No: 28 (Marks: 1) - Please choose one

Which of the following decision making style shows low tolerance for ambiguity and seeks rationality?

▶ Directive

- ▶ *Analytical*
- ▶ *Conceptual*
- ▶ *Behavioral*

Question No: 30 (Marks: 1) - Please choose one

Asma is experiencing conveyance problem for her college pick and drop. She decides to use the rational decision-making model to decide what to do. What might be the next step she takes if she follows this model?

- ▶ *Define the problem*
- ▶ *Identify the decisions criteria*
- ▶ *Evaluate other available alternatives*
- ▶ *Select the best alternative*

Question No: 31 (Marks: 1) - Please choose one

Which of the following is the dimension of emotional intelligence that describes the ability to manage your own emotions and impulses?

- ▶ *Self-awareness*
- ▶ *Self-management*
- ▶ *Commitment*
- ▶ *Social-skills*

Question No: 32 (Marks: 1) - Please choose one

The Big Five model is related to

- ▶ *Perception*
- ▶ *Personality*
- ▶ *Experience*
- ▶ *Culture*

Question No: 32 (Marks: 1) - Please choose one

The aim of which of the following is to fundamentally change the way everybody in the organization conceives his or her role?

- ▶ ☐ *Downsizing*
- ▶ ☒ *Reengineering*
- ▶ ☐ *Formalization*
- ▶ ☐ *Specialization*

Question No: 33 (Marks: 1) - Please choose one

Transmission of which of the following is the primary purpose of socialization?

- ☒ *Core values to new members*
- ▶ ☐ *Task demands*
- ▶ ☐ *Information associated with the realistic preview*

► ☐ *Information that allow future employees to master the job*

Question No: 34 (Marks: 1) - Please choose one

Which of the following is the individual source of resistance to change?

- ☐ *Structural inertia*
- ☐ ► ☐ *Threat to expertise*
- ☒ *Economic threat*
- ☐ ► ☐ *Threatened power*

Question No: 35 (Marks: 1) - Please choose one

Which of the following is the organizational source of resistance to change?

- ☐ *Fear of unknown*
- ☐ *Economic threat*
- ☐ *New social relationship*
- ☒ *Threatened power*

Question No: 36 (Marks: 1) - Please choose one

ABC manufacturer is a local organization. The CEO of that organization is thinking of expanding his business in international market. What can be the possible reasons of this expansion?

- ☒ *To earn foreign capital*

- ▶ ☐ *To work with untrained labor*
- ▶ ☐ *To avoid cultural diversity*
- ▶ ☐ *To work under poor working conditions*

Question No: 37 (Marks: 1) - Please choose one

PTCL has contracted with different recruiting agencies to provide human resource for its call centers. It is an example of which of the following?

- ▶ ☐ *Off shoring*
- ▶ ☒ *Outsourcing*
- ▶ ☐ *Job migration*
- ▶ ☐ *Geocentric*

Question No: 38 (Marks: 1) - Please choose one

Ali is working in an organization where his boss has a very authoritative personality. He always threatens him by explanation calls and termination warnings. Which of the following factor is causing stress for him?

- ▶ ☐ *Supervisor*
- ▶ ☐ *Salary*
- ☒ ▶ ☒ *Security*
- ▶ ☐ *Safety*

Question No: 39 (Marks: 1) - Please choose one

Which of the following performance

management component is about summarizing the performance and ranking the records?

- ▶ ☐ *Planning*
- ▶ ☐ *Monitoring*
- ▶ ☐ *Rewarding*
- ▶ ☒ *Rating*

Question No: 40 (Marks: 1) - Please choose one

Which of the following system comprises the processes and activities involved in performance appraisals?

- ▶ ☒ *Performance management*
- ▶ ☐ *Quality management*
- ▶ ☐ *Stress management*
- ▶ ☐ *Team management*

Question No: 41 (Marks: 1) - Please choose one

Job rotation, understudy assignments, apprenticeship and formal mentoring programs are examples of which of the following?

- ▶ ☒ *On the job training*
- ▶ ☐ *Off the job training*
- ▶ ☐ *Simulation training*
- ▶ ☐ *Vestibule training*

Question No: 42 (Marks: 1) - Please choose one

All of the following are examples of indirect compensations EXCEPT:

- ▶ ☐ *Breaks*
- ▶ ☒ *Bonuses*
- ▶ ☐ *Pensions*
- ▶ ☐ *Educational assistance*

Question No: 43 (Marks: 1) - Please choose one

A manager performing the role of disseminator is most likely to do which of the following activity?

- ▶ ☐ *Speak in a Chamber of Commerce's meeting*
- ▶ ☐ *Hire a new Human Resource Manager for the company*
- ▶ ☒ *Inform subordinates about newly founded competitors*
- ▶ ☐ *Develop a new strategic five-year plan for the company*

Question No: 44 (Marks: 1) - Please choose one

Which of the following is an example of positive emotions?

- ▶ ☐ *Anger*
- ▶ ☐ *Sadness*
- ▶ ☒ *Pride*

► ☐ *Disgust*

Question No: 45 (Marks: 1) - Please choose one

The banner ads on the different website that are large, bold graphics and have moving images are grabbing attention of viewers due to which of the following external stimulus?

- ☒ *Size and motion*
- ☐ *Novelty and familiarity*
- ☐ *Intensity and contrast*
- ☐ *Repetition and familiarity*

Question No: 46 (Marks: 1) - Please choose one

The degree to which people in a country accept that power in institution and organizations is distributed unequally is called:

- ☐ *Terminal Values*
- ☒ *Power Distance*
- ☐ *Fairness*
- ☐ *Uncertainty Avoidance*

Question No: 47 (Marks: 1) - Please choose one

The graphic portrayal of a two-dimensional view of leadership styles by Blake and Mouton is known as:

- ☐ *Least preferred co-worker scale*

- ☐ *Leader-participation model*
- ☐ *Autocratic-democratic continuum*
- ☐ *Managerial grid*

Question No: 48 (Marks: 1) - Please choose one

In a manufacturing organization supervisors and plant managers have which of the following type of authority?

- ☒ *Line authority*
- ☐ *Functional authority*
- ☐ *Staff authority*
- ☐ *All of the given options*

Explain the role of 360 degree feedback in the measurement of performance.

How the stress can be recognized?

Differentiate between job description and job specification.

When the organizations opt for the process reengineering?

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