

50 Latest

Solved MCQ of MGT502 **Organizational Behavior**

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1) Which of the following types of teams would most likely empower its team members to make work-related decisions?

Select correct option:

- a) Technical
- b) **Self-managed** Page No. 137
- c) Problem-solving
- d) Management

2) Which of the following is LEAST likely to create dependency?

Select correct option:

- a) Importance
- b) Non substitutability
- c) **Power legitimacy (In Conference it was decided) (Not Confirmed)**
- d) Supply and demand

3) _____ focuses on the study of people in relation to their social environment.

Select correct option:

- a) Psychology
- b) **Sociology (Page No. 4)**
- c) Corporate strategy
- d) Political science

Sociology

Sociologists study the social system in which individuals fill their roles; that is, sociology studies people in relation to their fellow human beings

4) Which of the following techniques most restricts discussion or interpersonal communication during the decision-making process?

Select correct option:

- a) **Nominal group (Page No. 92)**
- b) Brainstorm
- c) Electronic meeting
- d) Formal process

“Process to generate ideas and evaluate solutions”

A form of structured group decision making that enables everyone to participate and have his/her ideas heard without hostile criticism or distortions.

A structured voting procedure is used to prioritize responses to the nominal question.

Restricts discussion or interpersonal communication during the decision-making process

5) _____ creates problem for employees when their job requires to display emotions incompatible with their actual feelings

Select correct option:

- a) Depression
- b) **Emotional Labor (Page No. 39)**
- c) Stress
- d) Anxiety

A related affect-term that is gaining increasing importance in organizational behavior is emotional labor. Originally developed in relation to service jobs. It is when an employee expresses organizationally desired emotions during interpersonal transactions.

6) Self-managed teams are typically comprised of how many members?

Select correct option:

- a) 2-5
- b) 5-10
- c) **10-15 (Page No. 88)**
- d) Over 100

7) In attribution theory, what is distinctiveness?

Select correct option:

- a) Whether an individual displays consistent behaviors in different situations
- b) **Whether an individual displays different behaviors in different situations (Page No, 48)**
- c) Whether an individual displays consistent behaviors in similar situations
- d) Whether an individual displays different behaviors in similar situations

Distinctiveness refers to whether an individual displays different behaviors in different situations.

8) Job satisfaction is best described as _____.

Select correct option:

- a) A result
- b) A value
- c) **An attitude (Page No. 29)**
- d) A discipline\

9) Sadaf has a low absenteeism rate. She takes responsibility for his health and has good health habits. She is likely to have a(an):

Select correct option:

- a) **Internal locus of control (Page No. 35)**
- b) External locus of control
- c) Core locus of control
- d) High emotional stability level

10) When we rank an individual's values in order of their _____, we obtain the person's value system.

Select correct option:

- a) **Intensity (Page No. 25)**
- b) Content
- c) Context
- d) Social needs

Value System -- a hierarchy based on a ranking of an individual's values in terms of their intensity.

11) An individual most likely to engage in political behavior would have all of the following except a/an :

Select correct option:

- a) High need for power
- b) High ability to self monitor
- c) **High charisma rating (True) (As Discussed in the Group)**
- d) Internal locus of control

12) The advertisers believe the celebrities have which of the following power?

Select correct option:

- a) Personal

- b) **Referent**
- c) Expert
- d) Legitimate

Referent power Obtaining compliance through charisma or personal attraction

13) Which of the following is the term used to refer to establishing effective relationships with key people inside and/or outside an organization?

Select correct option:

- a) Networking
- b) Politicking
- c) Interest group
- d) **Lobbying (Page No. 119)**

14) Decrease in tenure can increase

Select correct option:

- a) Innovation
- b) Productivity
- c) Creativity
- d) **Absenteeism (Page No. 18)**

2. Extensive reviews of the seniority-productivity relationship have been conducted:

There is a positive relationship between tenure and job productivity.

There is a negative relationship between tenure to absence.

15) Which of the following type of leader is likely to have the most profound effect on his or her followers?

Select correct option:

- a) Educational
- b) **Directive (Page No. 110)**
- c) Transformational
- d) Transactional

Directive leadership is likely to be perceived as redundant among employees with high perceived ability or with considerable experience.

16) What is the term used for a general impression about an individual based on a single characteristic such as intelligence, sociability, or appearance?

Select correct option:

- a) The contrast effect
- b) Personal bias
- c) **The halo effect**
- d) Projection

Halo Effect

The halo effect occurs when we draw a general impression on the basis of a single characteristic:

- a. This phenomenon frequently occurs when students appraise their classroom instructor.

17) Which of the following is NOT true of charismatic leaders?

Select correct option:

- a) They have behavior that is unconventional
- b) They are willing to take high personal risk
- c) They have a vision and the ability to articulate the vision
- d) **They show consistency with their followers' behaviors (Page No. 111)**

18) Zahid is undergoing a great deal of stress at his job. Zahid performs several duties during the course of a day and finds that the accomplishment of one duty directly competes or interferes with the successful accomplishment of another duty. It can be said that Zahid is most probably experiencing:

Select correct option:

- a) **Role ambiguity (Page No. 136)**
- b) Role conflict
- c) Personal conflict
- d) Relationship conflict

Role ambiguity Others' expectations are unknown

19) If you support the idea that conflict should be eliminated, you are supporting which of the following views of conflict?

Select correct option:

- a) **The traditional view (Page No. 127)**
- b) The human relations view
- c) The interactionist view
- d) The positivistic view

The traditional view of conflict argues that it must be avoided—it indicates a malfunctioning with the group.

20) Which of the following can be defined as a loss in performance due to low leader expectations?

Select correct option:

- a) **Golem effect (Page No. 142)**
- b) Galatea effect
- c) Halo effect
- d) Marshal effect

Golem effect Loss in performance due to low leader expectations

21) Which of the following is NOT one of Hofstede's five dimensions of national culture?

Select correct option:

- a) Power distance
- b) Future orientation
- c) Uncertainty avoidance
- d) **Flexibility versus rigidity**

http://workabroadtravel.suite101.com/article.cfm/hofstedes_five_dimensions_of_culture

22) Which of the following statements about the determinants of personality is true?

Select correct option:

- a) Personality appears to be a result of external factors
- b) Personality appears to be a result of mainly hereditary factors
- c) Personality appears to be a result of mainly environmental factors
- d) **Personality appears to be a result of both hereditary and environmental factors (Not Sure)**

23) The smell of fresh cake baking makes Saima's mouth water is an example of which one of the following learning theory?

Select correct option:

- a) **Classical conditioning**
- b) Operant conditioning
- c) Social learning
- d) Reinforcement theory

<http://psychology.about.com/od/behavioralpsychology/a/classcond.htm>

24) Imran is the head of a group at an advertising agency working with artists and designers to come up with effective branding of new products. Why is it particularly important for him to keep his team happy?

Select correct option:

- a) People are more conscientious when they are in a good mood
- b) People are more efficient when they are in a good mood
- c) People are more productive when they are in a good mood
- d) **People are more creative when they are in a good mood**

25) Which of the following is true of people with a Type A personality?

Select correct option:

- a) They are generally content with their place in the world
- b) They generally feel little need to discuss their achievements
- c) They are easy going and relaxed that's why take no tension of work
- d) **They have an intense desire to achieve and are extremely competitive (Page No. 36)**

Type A individuals have an intense desire to achieve, are extremely competitive, have a sense of urgency, are impatient, and can be hostile. A Type A personality is “aggressively involved in a chronic, incessant struggle to achieve more and more in less and less time, and, if required to do so, against the opposing efforts of other things or other persons.” They are always moving, walking, and eating rapidly, are impatient with the rate at which most events take place, are doing two or more things at once and cannot cope with leisure time. They are obsessed with numbers, measuring their success in terms of how many or how much of everything they acquire.

26) What is/are the key element(s) of motivation?

Select correct option:

- a) Intensity
- b) Direction
- c) Persistence
- d) **All of the given options (Page No. 59)**

Key Elements of Motivation

Intensity: how hard a person tries. Intensity is concerned with how hard a person tries. This is the element most of us focus on when we talk about motivation.

Direction: toward beneficial goal. Direction is the orientation that benefits the organization.

Persistence: how long a person tries. Persistence is a measure of how long a person can maintain his/her effort. Motivated individuals stay with a task long enough to achieve their goal.

27) As a manager, one of Ali's duties is to present awards to outstanding employees within his department. Which Mintzberg managerial role is Ali performing, when he does this?

Select correct option:

- a) Leadership role
- b) Monitor role
- c) **Figurehead role**
- d) Spokesperson role

<http://www.provenmodels.com/88/ten-managerial-roles/mintzberg,-henry>

28) The two general approaches to bargaining are known as:

Select correct option:

- a) **Emotional and rational**
- b) Affective and reflective
- c) Distributive and integrative
- d) Formal and informal

29) According to attribution theory, which of the following is an example of externally caused behavior?

Select correct option:

- a) **An employee is late because of a flat tire (Page No. 48)**
- b) An employee was promoted because of his abilities
- c) An employee was fired because he slept on the job
- d) An employee was promoted because he was hard working

30) For task conflict to be productive, it should be:

Select correct option:

- a) Kept high to low
- b) Kept at low to high
- c) Kept at moderate levels
- d) Kept at low-to-moderate levels

Task conflict relates to the content and goals of the work. Low-to-moderate levels of task conflict are functional and consistently demonstrate a positive effect on group performance because it stimulates discussion, improving group performance.

31) Which of Hofstede's dimensions is the degree to which people in a country prefer structured to unstructured situations?

Select correct option:

- a) Collectivism
- b) Power distance
- c) Long-term orientation
- d) **Uncertainty avoidance (Page No. 26)**

Uncertainty avoidance:

The degree to which people in a country prefer structured over unstructured situations.

32) Which of the following answer choices is the best definition of attitude?

Select correct option:

- a) Attitudes are the yardstick by which one measures one's actions
- b) Attitudes are the emotional part of an evaluation of some person, object or event
- c) **Attitudes are evaluative statements of what one believes about something or someone (Correct)**
- d) Attitudes are a measure of how the worth of an object, person or event is evaluated

33) Which of the following theory is proposed by Clayton Alderfer?

Select correct option:

- a) Theory X and Theory Y
- b) Hierarchy of Needs
- c) **ERG Theory (Page No. 61)**
- d) Theory Z

Alderfer's ERG Theory

Clayton Alderfer's existence-relatedness-growth (ERG) theory is also a need theory of work motivation. Alderfer reduces the number of needs from five to three and states that needs at more than one level can be motivators at any time. Like Maslow, Alderfer proposes a hierarchy of needs. Yet, he believes that when an individual has difficulty satisfying a higher-level need, motivation to satisfy lower-level needs increase

A three-level hierarchical need theory of motivation that allows for movement up and down the hierarchy.

- Existence Needs
- Relatedness Needs
- Growth Needs

34) Values are important to organizational behavior because they:

Select correct option:

- a) **Are considered as an integral part of culture (As Discussed in conference)**
- b) Help to understand the attitudes and motivation
- c) Form the supporting foundation for the study of ethics

- d) Allow the study of alignment of organizational policies

35) When a bank robber points a gun at a bank employee, his base of power is:

Select correct option:

- a) **Coercive (Page No. 211)**
- b) Punitive
- c) Positional
- d) Authoritative

Coercive power Obtaining compliance through threatened or actual punishment

36) The highest level of trust is exhibited in which of the following type of trust?

Select correct option:

- a) Reward-based
- b) Deterrence-based
- c) Knowledge-based
- d) **Identification-based (Page No. 112)**

37) Hadia is an office worker who processes health insurance forms. She has worked at her present job for three years. Initially she was criticized by her supervisor for careless work, but in the months after that improved considerably. Now she consistently processes her forms without errors and above quota. However she has found her supervisor has not responded to the extra effort she puts in, giving her no praise and no financial reward. Hadia will most likely perceive that there is a problem in which of the following relationships?

Select correct option:

- a) Rewards-personal goals
- b) **Performance-reward (Correct)**
- c) Effort-performance
- d) Rewards-effort

38) The more consistent a behavior, the more the observer is inclined to ____.

Select correct option:

- a) **Attribute it to interpretation (Page No. 49)**
- b) Attribute it to internal causes
- c) Attribute it to consensus

- d) Attribute it to external causes

The more consistent the behavior, the more the observer is inclined to attribute it to internal causes.

39) According to the goal-setting theory of motivation, highest performance is reached when goals are set to which level?

Select correct option:

- a) Impossible but inspirational
- b) **Difficult but attainable (Page No. 64)**
- c) Only marginally challenging
- d) Easy and attainable

40) Asma has composed a list of concerns along with her suggestions for improving conditions. Asma is dealing with her dissatisfaction through ____.

Select correct option:

- a) Exit
- b) **Voice (Page No. 32)**
- c) Loyalty
- d) Neglect

Voice: Actively and constructively attempting to improve conditions, including suggesting improvements, discussing problems with superiors, and some forms of union activity.

41) Values like working hard, being creative and honest are the means which lead towards achieving organizational goals. Which of the following term best describes these values?

Select correct option:

- a) Terminal values
- b) **Instrumental values (Page No. 25)**
- c) Theoretical values
- d) Social values

– Instrumental values.

- Preferences for the means to be used in achieving desired ends.

42) Rater Errors comprised of the following EXCEPT:

Select correct option:

- a) Central Tendency
- b) Leniency

- c) **Mis-perception (Pgae No. 50)**
- d) Harshness

Rater Errors

Sometimes individuals make similar judgments, even though job performance is varied. Some supervisors are overly harsh in appraisals, whereas others are overly lenient. Others rate everyone as average. One effect is that high performers do not receive the rewards they deserve and low performers do not improve performance.

Biases make it difficult to compare employees rated by different supervisors. Should an employee with a good performance rating from a lenient supervisor be promoted over an employee with a poor rating from a harsh supervisor?

- **Leniency** – The tendency to perceive the job performance of ratees as especially good.
- **Harshness** – The tendency to perceive the job performance of ratees as especially ineffective.
- **Central tendency** – The tendency to assign most ratees to middle-range job performance categories.

43) Your physician has advised you to take a series of medications. You comply because of his _____ power.

Select correct option:

- a) Referent
- b) Formal
- c) **Expert (Page No. 115)**
- d) Personal

Expert Power:

Expert power is "influence wielded as a result of expertise, special skill, or knowledge."

Expertise has become a powerful source of influence as the world has become more technological. As jobs become more specialized, we become increasingly dependent on experts to achieve goals.

44) Mrs. Hillary Clinton gained political capital by her marriage to the President Clinton is an example of which of the following power?

Select correct option:

- a) Referent power
- b) **Legitimate power (Page No. 138) (For Detail 113)**
- c) Reward power
- d) Expert power

Legitimate power Obtaining compliance through formal authority

45) Maslow's Need theory was widely recognized by practicing managers during:

Select correct option:

- a) 1950s and 1960s

- b) **1960s and 1970s (Page No. 61)**
- c) 1970s and 1980s
- d) 1980s and 1990s

Maslow's need theory received wide recognition, especially among practicing managers during the 1960s and 1970s.

46) Saad comes to you with a request for funds for a project. He reminds you that company policy supports his position. He is using the tactic of :

Select correct option:

- a) Coalitions
- b) Consultation
- c) **Legitimacy (As Discussed in Conference)**
- d) Pressure

47) Which of the following is NOT consistent with rational decision-making?

Select correct option:

- a) Consistency
- b) Value-maximizing
- c) **Restraints (Page No. 52)**
- d) Ranking of criteria

The optimizing decision maker is rational. He or she makes consistent, value-maximizing choices within specified constraints.

48) Which of the following fields has most helped us understand differences in fundamental values, attitudes, and behavior among people in different countries?

Select correct option:

- a) **Anthropology (Page No. 04)**
- b) Psychology
- c) Political science
- d) Operations research

Psychology:

Psychology is the science that seeks to measure, explain, and sometimes change the behavior of humans and other animals.

Anthropology

The study of societies to learn about human beings and their activities

Political Science

The study of the behavior of individuals and groups within a political environment

49) Organizational members who intentionally violate established norms that result in negative consequences for the organization, its members, or both, show:

Select correct option:

- a) **Deviant Workplace Behavior (Page No. 42)**
- b) Emotional Labor
- c) Interpersonal Skills
- d) Social Skills

Deviant Workplace Behaviors

Negative emotions can lead to employee deviance in the form of actions that violate established norms and threaten the organization and its members.

- i. Productivity failures
- ii. Property theft and destruction
- iii. Political actions
- iv. Personal aggression

50) Explaining, measuring and changing behavior of humans or animals are concerned with:

Select correct option:

- a) Operational analysts
- b) Scientists
- c) **Psychologists (Correct)**
- d) Sociologists

