



MGT502 Current Online 76 Quizzes Question Repeated ignore...

Question # 1

In the modern work world, where higher-level trust has been largely destroyed because of broken promises, it is likely to be replaced with which of the following type of trust?

Select correct option:

Reliance-based

Dependence-based

Knowledge-based

Identity-based

Question # 2

The primary change agents in an organization are:

Select correct option:

Employees

Managers

Leaders

Stakeholders

Question # 3

“Fahad is easy-going at home, but at work he becomes very tense and anxious.” This statement attributes Fahad’s personality more to which of the following?

Select correct option:

Heredity

Environment

Situation

Locus of control

Question # 4

Which of the following theories was proposed by Douglas McGregor?

Select correct option:

Hierarchy of needs theory

Theories X and Y

Two-factor theory

Expectancy theory

Question # 5

Which of the following term is used to describe broad range of feelings that people experience?

Select correct option:

Mood

Affect

Emotion

Emotional Intelligence

Question # 6

One of the shortcuts used to judge others involves evaluating a person based on how he/she compares to other individuals on the same characteristic. What is this shortcut called?

Select correct option:

Selective perception

The contrast effect

The halo effect

Stereotyping

Question # 7

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

Select correct option:

Attitudes are the yardstick by which one measures one's actions

Attitudes are the emotional part of an evaluation of some person, object or event

Attitudes are evaluative statements of what one believes about something or someone

Attitudes are a measure of how the worth of an object, person or event is evaluated

Question # 8

Which one of the following would NOT be considered a human skill in Katz's structure?

Select correct option:

Decision making

Communicating

Working as part of a team

Listening to others

Question # 9

Mr. Zulfiqar, Manager in ABC Company, always assume that employees don't like to work and avoid working whenever possible, So he uses to threaten employees to achieve their goals. Which theory is he applying?

Select correct option:

Theory Z
Theory Y
Theory X
Goal Setting Theory

Question # 10

Which one of the following is NOT a component of an organization
Select correct option:

People
Place
Structure
Task

Question # 11

What is/are the key element(s) of motivation?
Select correct option:

Intensity
Direction
Persistence
All of the given options

Question # 12

Which of the following terminal values was ranked as the most important by executives?
Select correct option:

Freedom
Self-respect
Family security
Social security

Question # 13

According to Robert Katz, when managers have the mental ability to analyze and diagnose complex situations, they possess _____ skills.
Select correct option:

Technical
Leadership
Problem-solving
Conceptual

Question # 14

Which of the following is NOT an important issue relating to goal-setting theory?

Select correct option:

Goal specificity

Equity among co-workers

Feedback

Defining the goal

Question # 15

An OB study would be least likely to be used to focus on which of the following problems?

Select correct option:

An increase in absenteeism at a certain company

A fall in productivity in one shift of a manufacturing plant

A decrease in sales due to growing foreign competition

Excessive turnover in volunteer workers at a non-profit organization

Question # 16

Which of the following is NOT one of the most common types of teams?

Select correct option:

Problem-solving

Interdepartmental

Self-managed

Cross functional

Question # 17

Which of the following term is used to define tendency to draw a general impression about an individual on the basis of a single characteristic?

Select correct option:

Contrast Effect

Halo effect

Self-Serving bias

Selective Perception

Question # 17

Group behavior, power, and conflict are central areas of study for _____.

Select correct option:

Sociologists

Anthropologists

Social psychologists
Operations analysts

Question # 18

Which of the following is LEAST likely to create dependency?

Select correct option:

Importance
Non substitutability
Power legitimacy
Supply and demand

Question # 19

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:

Rewards-personal goals
Performance-reward
Effort-performance
Rewards-effort

Question # 20

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

Select correct option:

Operational analysts
Scientists
Psychologists
Sociologists

Question # 21

Ahmed is responsible to transmit information to outsiders on organization's plans, policies, actions and results. Which managerial role is he playing in organization?

Select correct option:

Disseminator
Spokesperson

Representative
Figurehead

Question # 22

The process of forming impression(through combining, integrating and interpreting information) of someone on the basis of previous attitude of ours, stimulus and current mood is called_____.

Select correct option:

Selective Perception(not sure, pls confirm)

Mood
Behavior
Social Perception

Question # 23

Your company's director of human resources suggests that the problem with the recruitment process is not the interviewers, but rather the fact that the interviewers lack a clear understanding of the traits and skills required for each position. Which type of team would be most likely to assemble to compile a list of the required skills?

Select correct option:

Virtual team
Self-managed team
Task force (not sure pls confirm)
Problem-solving team

Question # 24

The managers of a multinational company are located in Taiwan, India, Brazil, and the United States. Which group decision-making technique seems most reasonable for this organization?

Select correct option:

A postal service interaction
A brainstorming session
A nominal group
An electronic meeting

Question # 25

Psychology's major contributions to the field of organizational behavior have been primarily at what level of analysis?

Select correct option:

The level of the group

The level of the individual

The level of the organization

The level of the culture

Question # 26

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:

The contrast effect

Personal bias

The halo effect

Projection

Question # 27

If a person responds the same way over time, attribution theory states that the behavior shows:

Select correct option:

Distinctiveness

Consensus

Consistency

Continuity

Question # 28

Using operant conditioning, which of the following is NOT a method that can be used to change behavior?

Select correct option:

Negative reinforcement

Punishment

Counseling

Positive reinforcement

Question # 29

Emotional intelligence appears to be especially relevant in jobs that demand which of the following?

Select correct option:

Social Interaction

Commitment

Charisma

Leadership Skills

Question # 30

Which one of the following would be considered a motivator in the two-factor theory?

Select correct option:

Salary

Bonuses

Working conditions

Responsibility

Question # 31

The study which enables us to learn about human beings, their activities and societies is known as

Select correct option:

Political Science

Sociology

Anthropology

Organizational Behavior

Question # 32

Mr. Muneeb is responsible for corrective actions when his organization faces important and unexpected disturbance. What management role is he playing?

Select correct option:

Negotiator

Disturbance handler

Resource Allocator

Disseminator

Question # 33

Rizwan is low on conscientiousness. This would lead you to suspect that which of the following statements is most likely to be true about Rizwan?

Select correct option:

He will be easily distracted

He will find comfort in the familiar

He will be comfortable with solitude

He will be nervous, depressed, and insecure

Question # 34

Miss Manaal, HR Executive of XYZ company, rejected all those candidates who graduated from ABC University. It is an example of:

Select correct option:

Projection
Selective Perception
Stereotyping
Halo effect

Question # 35

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

Select correct option:

Psychology
Sociology
Corporate strategy
Political science

Question # 36

Which of the following is the expected weakness of group decision making?

Select correct option:

Less complete knowledge
More time will be used to make the decision
Employees will be less accepting of the group decision
The decision will probably be a lower quality decision

Question # 37

Sana is an honest and straightforward person. She believes her employees are all similarly honest and straightforward, ignoring signs that they may be manipulating her. What perceptual shortcut is Sana most likely using?

Select correct option:

Contrast effect
Halo effect
Stereotyping
Projection

Question # 38

All of the following are Decision-making styles EXCEPT:

Select correct option:

Analytical
Conceptual
Ethical

Behavioral

Question # 39

Which of the following term is used to define tendency to draw a general impression about an individual on the basis of a single characteristic?

Select correct option:

Contrast Effect

Halo effect

Self-Serving bias

Selective Perception

Question # 40

Dissatisfied customers have _____ effect on employee's job satisfaction.

Select correct option:

Negative

Positive

Neutral

No

Question # 41

What is the term used for the situation where employees are allowed to pick and choose from among a menu of benefit options?

Select correct option:

Flexible pay

Benefit menu options

Flexible benefits

Benefit participation

Question # 42

The most important aspect of power is probably that it:

Select correct option:

Involves control

Tends to corrupt people

Is counterproductive

Is a function of dependency?

Question # 43

Which of the following is NOT a step involved in rational decision making model

Select correct option:

Selecting the best alternative

Evaluating the alternatives

Evaluating the Problem

Defining the problem

Question # 44

Mr. Zulfiqar, Manager in ABC Company, always assume that employees don't like to work and avoid working whenever possible, So he uses to threaten employees to achieve their goals. Which theory is he applying?

Select correct option:

Theory Z

Theory Y

Theory X

Goal Setting Theory

Question # 45

When diversity is not managed properly, there is a potential for _____.

Select correct option:

Higher creativity

Communication benefits

Labor cost inequities

Higher turnover

Question # 46

Which of the following is one of the relationships proposed in expectancy theory?

Select correct option:

Reward-satisfaction relationship

Satisfaction-performance relationship

Rewards-personal goals relationship

Effort-satisfaction relationship

Question # 47

Which one of the following is NOT included in the 4-Ps of Continuous Improvement:

Select correct option:

Product

Place

People

Processes

Question # 48

Your boss never gives you the benefit of the doubt. When you were late back from lunch, he assumed that you had simply taken too much time. He never considered that the elevators were out and you had to walk up 10 flights of stairs. Your boss is guilty of _____.

Select correct option:

Self-serving bias

Selective perception

Fundamental attribution error

Inconsistency

Question # 49

Maria is dissatisfied with the way that her manager treats her. She has quit her job and found a new position with another firm. She has expressed her dissatisfaction through _____.

Select correct option:

Exit

Voice

Loyalty

Neglect

Question # 50

Which one of the following is NOT a component of an organization

Select correct option:

People

Place

Structure

Task

Question # 51

_____ refers to the network of personal and social relations that is developed spontaneously between people associated with each other.

Select correct option:

Formal organization

Informal organization

Business organization
Government organization

Question # 52

A high score in which dimension of the Big Five model predicts good job performance for all occupational groups?

Select correct option:

Agreeableness
Conscientiousness
Emotional stability
Openness to experience

Question # 53

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:

People are more conscientious when they are in a good mood
People are more efficient when they are in a good mood
People are more productive when they are in a good mood
People are more creative when they are in a good mood

Question # 54

Ability to understand what is read or heard and the relationship of words to each other is called _____

Select correct option:

Verbal comprehension
Non verbal comprehension
Perceptual speed
Memory

Question # 55

Which of the following is an environmental force that shapes personality?

Select correct option:

Gender
Height
Brain size
Experience

Question # 56

A national culture characteristic describing the extend to which a society feels threatened by uncertain and ambiguous situation and tries to avoid them is called _____

Select correct option:

Short Term Orientation

Long Term Orientation

Uncertainty Avoidance

Performance Orientation

Question # 57

In attribution theory, what is distinctiveness?

Select correct option:

Whether an individual displays consistent behaviors in different situations

Whether an individual displays different behaviors in different situations

Whether an individual displays consistent behaviors in similar situations

Whether an individual displays different behaviors in similar situations

Question # 58

Individuals with a high need to achieve prefer all of the following EXCEPT:

Select correct option:

Job situations with personal responsibility

A high degree of risk

Overcoming obstacles

Personal empowerment

Question # 59

Eden Corp has installed a new email system, but many staff members do not know of its features. Upper management decides to allocate a small portion of the company's budget to solving this problem. A team that uses rational decision making to arrive at a solution should be aware that this case deviates from the assumptions of the rational decision making model in what way?

Select correct option:

There are cost constraints

The problem is not clearly defined

The options available to the team are not known

There are constraints on the options available

Question # 60

What trait does a decision maker need to have if they are to fully appraise a problem and even see problems that others are not aware of?

Select correct option:

Creativity

Conceptual style

Intuition

Individuality

Question # 61

Which of the following leadership model integrates the expectancy theory of motivation with the Ohio State leadership research?

Select correct option:

Path-goal

Contingency

Leader-participation

Leader-member exchange

Question # 62

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

Select correct option:

Personality appears to be a result of external factors

Personality appears to be a result of mainly hereditary factors

Personality appears to be a result of mainly environmental factors

Personality appears to be a result of both hereditary and environmental factors

Question # 63

Alia has just presented her paper and has done a really good job. Why should you not want to present your own paper directly after she does?

Select correct option:

To avoid the stereotyping effect

To avoid the halo effect

To avoid the contrast effect

To avoid the projection effect

Question # 64

Which of the following types of teams would most likely be assembled to improve the efficiency of a company's production process?

Select correct option:

Cross-functional

Problem-solving

Self-managed

Virtual

Question # 65

Why most organizations develop multiple suppliers rather than give their business to only one?

Select correct option:

To increase knowledge and information

To develop interdependence

To reduce dependency

To maximize power

Question # 66

Trust and trustworthiness affect a leader's access to:

Select correct option:

Dedication and achievement

Persuasion and control

Power and influence

Knowledge and cooperation

Question # 67

Which of the following statements is true?

Select correct option:

Older employees have lower rates of avoidable absence than younger workers

Older employees are more likely to quit their job than younger workers

Older employees are perceived to be more flexible than younger workers

Older employees generally have lower productivity than younger workers

Question # 68

What is generally the result of groupthink?

Select correct option:

Higher quality decisions

More risky decisions

Less critical analysis
Unpopular decisions

Question # 69

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

Select correct option:

Referent
Formal
Expert
Personal

Question # 70

What term is used for intense feelings that are directed at someone or something?

Select correct option:

Affect
Cognition
Thoughts
Emotions

Question # 71

Mr. Hussain is a salesperson. He remembers the names of his customers easily because he is able to retain and recall past experience. He is able in which of the following dimensions of intellectual ability?

Select correct option:

Memory
Number Aptitude
Deductive Reasoning
Perceptual speed

Question # 72

What is the last step in the Rational Decision-Making Model?

Select correct option:

Developing alternatives
Collecting relevant data



Weighing the decision criteria

Computing the optimal decision

Question # 73

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:

Leadership role

Monitor role

Figurehead role

Spokesperson role

Question # 74

Which one of the following is NOT implied in the definition of power?

Select correct option:

Influence

Potential

Dependency

Actualization

Question # 75

Which of the following is NOT a key component of emotional intelligence?

Select correct option:

Self-awareness

Self-management

Commitment

Empathy

Question # 76

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

Select correct option:

Nominal group

Brainstorm

Electronic meeting

Groupthink