

MIDTERM EXAMINATION

Spring 2010

MGT502- Organizational Behaviour (Session - 4)

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Referenced By vuZs Team

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Time: 60 min

Marks: 47

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

Which of the following statements best describes the goals of Organizational Behavior?

- ▶ To understand the behaviors of people at work
- ▶ To appreciate the behavior of people at work
- ▶ To align behaviors according to the organizational goals
- ▶ **To describe, understand, predict, and control human behavior at work**

Reference

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

Which one of the following is not considered as a part of organizational output?

- ▶ Finished goods
- ▶ Services
- ▶ Dividends
- ▶ **Capital**

Ref: It is input instead of out put.Capital is invested for income.

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

Advertisements are directed at changing a person's:

- ▶ **Attitude**
- ▶ Value
- ▶ Ethics
- ▶ Custom

Ref: Advertisements are directed at changing your attitudes and are often successful.(Page 29)

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

Which of the following lay the foundation for the understanding of attitudes and motivation because they influence our perceptions?

- ▶ Moods
- ▶ Behaviors
- ▶ **Values**
- ▶ Customs

Ref: Values lay the foundation for the understanding of attitudes and motivation because they influence our perceptions.(Page no.28)

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

The extent to which a society encourages people to be tough, confrontational, and competitive versus modest and tender is called:

▶ **Assertiveness**

- ▶ Future orientation
- ▶ Gender differentiation
- ▶ Power distance

Ref: Assertiveness: The extent to which a society encourages people to be tough, confrontational, assertive, and competitive versus modest and tender.(Page 26)

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

If you believe that outside forces are largely responsible for your fate, you are the person having:

▶ **External Locus of control**

- ▶ Personal Locus of control
- ▶ Internal Locus of control
- ▶ Core locus of control

Ref: Individuals who believe that outside forces are largely responsible for their fate have an external locus of control..(Page 35)

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

Why is decision making a perceptual issue?

- ▶ Decision making is generally by consensus
- ▶ Decision making occurs as a reaction to a problem
- ▶ There may be more than one way to solve a problem
- ▶ **For a decision, a problem must be perceived to exist**

Ref: The awareness that a problem exists and that a decision needs to be made is a perceptual issue.(Page 45)

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

Which of the following statement is true regarding "intuitive decision making"?

- ▶ A logical process
- ▶ **An unconscious process**

- ▶ A satisficing process
- ▶ An effective process

Ref: "An unconscious process created out of distilled experience". (Page 54)

Question No: 9 (Marks: 1) - Please choose one
Which applicants are usually considered "best" by interviewers?

- ▶ Those with the best qualifications
 - ▶ **Those who lack any unfavorable characteristics**
 - ▶ Those who are verbally adept
 - ▶ Those whose interview lasts the longest
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Question No: 10 (Marks: 1) - Please choose one
Hassan derives a great sense of belongingness, acceptance and friendship from his relationships with his extended family. Which of Maslow's needs is Hassan fulfilling through these relationships?

- ▶ Self-actualization
- ▶ Esteem
- ▶ **Social**
- ▶ Physiological

Ref: Social needs: affection, belongingness, acceptance, and friendship.(Page 60)

Question No: 11 (Marks: 1) - Please choose one
A theory Y manager would assume that employees would _____.

- ▶ Dislike work
- ▶ Need to be controlled
- ▶ Attempt to avoid work

▶ **Exercise self direction**

Ref: Theory Y offers a positive view. It assumes that workers can exercise self-direction, accept and actually seek out responsibility, and consider work to be a natural activity.(Page 61)

Question No: 12 (Marks: 1) - Please choose one
What would be the predicted result of overpaying a piece-rate worker, according to equity theory?

- ▶ **Quality will increase**
- ▶ Quantity will increase
- ▶ Quality will decrease
- ▶ There will be no effect

Ref: When workers perceive ratios to be equal, they are motivated to maintain the status quo or increase inputs to receive greater outcomes.(Page 65)

Question No: 13 (Marks: 1) - Please choose one
Which of the following is an example of a piece-rate plan?

- ▶ Stock options
- ▶ **Rs20 for each unit produced**
- ▶ Productivity bonus
- ▶ Commission

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

Which of the following helps to explain the current popularity of teams?

- ▶ Easy to manage
- ▶ Less expensive
- ▶ **Use employee talents better**
- ▶ Promote socialization

Ref: The current popularity of teams seems based on the evidence that teams typically outperform individuals when the tasks being done require multiple skills, judgment, and experience.(Page 84)

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

Which of the following best demonstrates the effectiveness of self-managed teams?

- ▶ An increase in the number of teams required to manufacture a product
- ▶ A reduction in the number of employees qualified to participate in the teams
- ▶ **A significant reduction in response time for resolving customer concerns**
- ▶ An increase in the technology budget for connecting team members

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

Which of the following teams are made up of employees from about the same hierarchical level?

- ▶ Problem-solving
- ▶ Self-managed
- ▶ **Cross-functional**
- ▶ Virtual

Ref: These are teams made up of employees from about the same hierarchical level, but from different work areas, who come together to accomplish a task.(Page 89)

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

Which of the following is likely to generate the least innovative alternatives?

- ▶ **Face-to-face interacting groups**
- ▶ Brainstorming
- ▶ Delphi technique
- ▶ Nominal group technique

[Reference](#)

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

When manager marketing is communicating with the manager production, it is called:

- ▶ Upward communication
- ▶ Downward communication
- ▶ **Lateral communication**
- ▶ Vertical communication

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

Which of the following is NOT a barrier to effective communication?

- ▶ Filtering
- ▶ **Silence**
- ▶ Language
- ▶ Selective perception

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

Receivers in communication see and hear based on their needs, motivations, experience, background, and other personal characteristics. This is called:

- ▶ Filtering
- ▶ Defensiveness
- ▶ **Selective perception**
- ▶ Selective selection

Ref: Selective Perception

Receivers in the communication process selectively see and hear based on their needs, motivations, experience, background, and other personal characteristics.(97)

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

Messages conveyed through body movements and facial expressions are called:

- ▶ **Non-verbals**
- ▶ Physical characteristics
- ▶ Semantics
- ▶ Excitement

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

Productivity, job satisfaction and turnover are _____.

- ▶ Moderating variables
- ▶ **Dependent variables**
- ▶ Independent variables
- ▶ Continuous variables

These all are the inputs depend on out puts like pay, benefit and work environment etc.

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

Following a response by the termination or withdrawal of something unpleasant is called

_____.

- ▶ Positive reinforcement
- ▶ Extinction
- ▶ **Negative reinforcement**
- ▶ Punishment

Reference

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

Which emotions are the emotions an individual actually is experiencing, despite what they might apparently show?

- ▶ **Felt**
- ▶ Displayed
- ▶ Conditional
- ▶ Exposed

Ref: Felt emotions are an individual's actual emotions. Key-felt and displayed emotions are often different. This is particularly true in organizations, where role demands and situations often require people to exhibit emotional behaviors that mask their true feelings.

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

In the following steps of rational decision making, which would come first?

- ▶ Generate alternatives
- ▶ **Identify criteria**
- ▶ Make a choice
- ▶ Implement the decision

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

Which of the following is an advantage of oral communication?

- ▶ Permanent record of oral communication
- ▶ Accurate when passing through many people
- ▶ **Chance for timely feedback**
- ▶ More likely to be well thought out

Ref: Oral Communication

- Advantages: Speed and feedback.
- Disadvantage: Distortion of the message.. (Page 99)

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

The oil company search for oil, refines and converts it into petrol and petroleum products. This statement shows which of the following component of an organization?

- ▶ People
- ▶ **Technology**
- ▶ Task
- ▶ Structure

Organizational inputs are converted into output with the help of "Technology".

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

CEO of a computer manufacturing organization rewards his employees with computers, vacations or bonuses for meeting personal or organizational goal. He is practicing which of the following method of shaping behavior?

▶ **Positive reinforcement**

- ▶ Negative reinforcement
- ▶ Punishment
- ▶ Extinction

Ref :Potential reinforces include rewards such as pay, bonuses, promotions, job titles, interesting work, and verbal praise. Rewards are positive reinforcements if a worker acts in the desired manner to obtain them.(Page 22)

Question No: 29 (Marks: 1) - Please choose one

Which of the following is a common way for companies to encourage employees to behave ethically?

- ▶ Set examples of employees who behave unethically by terminating them
- ▶ Prosecute unethical employees
- ▶ **Issue a code of ethics/conduct and train employees in the ethics of conducting business**
- ▶ Administer annual ethics tests to employees

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

Job satisfaction and employee performance are positively related when:

- ▶ Pay is linked with attendance
- ▶ Non-participative techniques are used
- ▶ Rewards are valued by employees
- ▶ **Employee turnover is high**

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

Suppose you are a member of quality improvement team. Every member in your team gives usual suggestions regarding process improvements. But one of your team member suggests an innovative and totally new idea that is acknowledged by everyone. His idea is noticed because of which of the following external stimulus?

▶ **Contrast**

- ▶ Motion
- ▶ Novelty
- ▶ Intensity

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

Mr. Shahzad has been performing successfully at work for several months. He believes that he will get a pay raise if he maintains this high level of performance. This belief is an example of which of the following according to expectancy theory?

► **Effort-performance**

- Performance-benefit
- Performance-outcome
- Performance-valence

Ref: EXPECTANCY THEORY proposes that an individual will act in a certain way based on the expectation that what they do will lead to, or will be linked to, a particular outcome.

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

Which of the following determines requirements of organization conversion process?

► **Machinery, computers and human skills**

- Raw material and capital
- Finished products and services
- HR and information system

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

Which of the following can be considered a method of social learning?

- Directories
- Purchase invoices

► **TV commercial**

- Work Manual

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Question No: 35 (Marks: 3)

Explain the basics of leadership style.

Answer:-

Leading requires managers to tailor their leadership styles to suit differences in the attitudes and values of foreign workers. The challenge of managing a diverse workforce increases as organizations expand their operations internationally. There are several issues that arise in the international arena. First, managers must understand cultural differences to interact with workers and associates in foreign countries. Understanding the differences between national cultures is important in any attempt to manage behavior in global organizations to increase performance.

Question No: 36 (Marks: 5)

Social loafing is a threat to group effectiveness. How can a manager avoid social loafing?

Answer:-

Managers can reduce or eliminate social loafing by making individual contributions to a group identifiable so that individual performance can be evaluated and appropriate outcomes delivered. Group members can complete peer evaluations, or the level of group supervision can increase. When individual performance cannot be separated, managers can make each individual feel that contribution to the group is valuable. A manager can remind each member of unique contributions

and indicate when group success or failure hinges on individual efforts. Managers can remind members that their selection

hinged on their unique contributions. Keeping the group as small as possible reduces social loafing. If process losses increase with group size, managers should reduce size by dividing the work into two groups. Group members will no longer perceive their efforts as unidentifiable or unnecessary

Question No: 37 (Marks: 5)

Discuss some of the errors in perceptual judgment made by interviewers in job interviews.

Answer:-

The following are the errors which can occur in perceptual judgment made by interviewers in job interviews.

* Stereotyping is judging someone on the basis of our perception of the group to which he or she belongs

* Generalization is not without advantages. It is a means of simplifying a complex world, and it permits us to maintain consistency. The problem, of course, is when we inaccurately stereotype.

* In organizations, we frequently hear comments that represent stereotypes based on gender, age, race, ethnicity, and even weight

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.

b. Students may give prominence to a single trait such as enthusiasm and allow their entire evaluation to be tainted by how they judge the instructor on that one trait.

Selective Perception

* Any characteristic that makes a person, object, or event stand out will increase the probability that it will be perceived.

* It is impossible for us to assimilate everything we see only certain stimuli can be taken in.

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