

MIDTERM EXAMINATION
Spring 2010
MGT502- Organizational Behaviour (Session - 2)
Shared by Maqsood
Solved by vuZs Team
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Time: 60 min
Marks: 47

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

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

- ▶ Disseminator
- ▶ **Spokesperson**
- ▶ Representative
- ▶ Figurehead

Spokesperson—represent the organization to outsiders.

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

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

- ▶ **Deviant Workplace Behavior**
- ▶ Emotional Labor
- ▶ Emotional disorder
- ▶ None of the given options

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

Which of the following is **NOT** one of the six universal emotions, as agreed upon by most contemporary researchers?

- ▶ Anger
- ▶ Fear
- ▶ **Hate**
- ▶ Sadness

Six universal emotions have been identified: anger, fear, sadness, happiness, disgust, and surprise.

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

The time at which an object or event is seen is an example of what type of factor influencing the perceptual process?

- ▶ **Situation**
- ▶ Perceiver
- ▶ Reality
- ▶ Target

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

When people tend to use intuitive decision making?

▶ **When a high level of uncertainty exists**

- ▶ When facts and figures are available
- ▶ When programmed decisions are made
- ▶ When there is no time constraint

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

Which of the following terms involves making decisions so as to provide the greatest good for the greatest number?

▶ **Utilitarianism**

- ▶ Justice
- ▶ Rights
- ▶ Satisfying

Utilitarian criterion—decisions are made solely on the basis of their outcomes or consequences. The goal of utilitarianism is to provide the greatest good for the greatest number.

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

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

▶ **An employee is late because of a flat tire.**

- ▶ An employee was promoted because of his abilities
- ▶ An employee was fired because he slept on the job.
- ▶ An employee was promoted because he was hard working.

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

What are the three key elements of motivation?

- ▶ Interest, activity and reward
- ▶ Awareness, effort and outcome
- ▶ Stimulation, progress and achievement

▶ **Intensity, direction and persistence**

Lesson 13

Key Elements

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.

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

Maslow's hierarchy of needs arranges those needs in which of the following orders?

- ▶ Physiological, esteem, safety, social, and self-actualization
- ▶ **Physiological, safety, social, esteem, and self-actualization**
- ▶ Safety, physiological, esteem, social, and self-actualization
- ▶ Physiological, social, safety, esteem, and self-actualization

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

Hunger, thirst, sex, pay, and physical work environment are examples of which of Alderfer's needs?

- ▶ Existence
- ▶ Safety
- ▶ Growth

▶ **Physiological**

Physiological needs: food, drink, shelter, sexual satisfaction, and other physical requirements.

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

Which of the following statements is true?

▶ **Older employees have lower rates of avoidable absence than younger workers**

- ▶ Older employees have lower rates of unavoidable 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

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

Which of the following has **Not** been shown to be a benefit of flextime?

- ▶ Reduced absenteeism
- ▶ Improved productivity
- ▶ **Decreased satisfaction**
- ▶ Improved promptness

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Question No: 13 (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

Formal work groups include command groups, task forces, teams, and self-managed work teams.

Question No: 14 (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

Factors Affecting Teams

Four key components:

- Work design
- Team's composition
- The resources and other contextual influences that make teams effective
- Process variables reflects that things that go on in the team that influence effectiveness.

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

What is generally the result of groupthink?

- ▶ Higher quality decisions
- ▶ **More risky decisions**
- ▶ Less critical analysis
- ▶ Unpopular decisions

Question No: 16 (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

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

Which group decision-making technique seems most reasonable for the management of a multinational company whose offices are located in China, India, Australia and England?

- ▶ Brainstorming session
- ▶ Nominal group technique
- ▶ **Electronic meeting**
- ▶ Postal service interaction

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

Messages conveyed through body movements and facial expressions are called:

▶ **Non-verbals**

- ▶ Physical characteristics
- ▶ Semantics
- ▶ Excitement

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

Which of the following is the most effective communication network for facilitating the emergence of a leader?

- ▶ Chain
- ▶ All-channel
- ▶ **Wheel**
- ▶ Direct

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

The relatively stable set of psychological attributes that distinguishes one person from another is called _____.

- ▶ Attitude
- ▶ **Personality**
- ▶ Perception
- ▶ Mind-set

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

Which of the following managerial roles might include reading trade magazines to learn more about competitors?

- ▶ Disseminator
- ▶ Leader
- ▶ **Monitor**
- ▶ Spokesperson

Monitor: Collect information from organizations and institutions outside their own.

Question No: 22 (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

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

Which of the following variables adversely affects organization's performance?

- ▶ Organizational citizenship
- ▶ Productivity
- ▶ **Turnover**
- ▶ Job satisfaction

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

The suspension of a construction employee for one day without pay for not wearing hard hat when instructed strictly, is an example of which of the following method of shaping behavior?

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

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

Which of the following is the set of characteristics that underlines a relatively stable pattern of behavior?

- ▶ Emotions
- ▶ Moods
- ▶ Values
- ▶ **Personality**

Personality: "Relatively stable pattern of behaviours and consistent internal states that explain a person's behavioural tendencies"

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

The extent to which personality attributes are inherited from our parents or shaped by our environment is called which of the following factors?

- ▶ Individual differences
- ▶ **Psychological contributions**

- ▶ Nature versus nurture
- ▶ Psychological contract

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

People with which of the following decision making style work well with others and enjoy social interactions?

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

Behavioural Style: People with a behavioural decision-making style work well with others, are open to suggestions, and are concerned about the achievements.

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

Which of the following statement is TRUE regarding trait theories?

- ▶ Fit traits to various situations
- ▶ Emphasize the situation in classifying approaches to leadership
- ▶ **Suggest leaders are born and not made**
- ▶ Focus on leaders physical attributes, personality, and abilities

Question No: 29 (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

Organization's Conversion Process

- Machinery
- Computers
- Human Skills & Abilities

Question No: 30 (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: 31 (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: 32 (Marks: 1) - Please choose one

Mr. Afaq is working in a sales department of Star Corporation. He gave a personal report to the general manager. In his report he pointed out that the sales staff are not performing their due responsibilities. Afaq's attitude is showing which of the following component?

► **Cognitive**

- Affective
- Behavioral
- None of the given option

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

Which level of Maslow's hierarchy of needs deals with satisfying one's food, shelter and cloth?

► **Physiological**

- Social
- Esteem
- Safety

Physiological needs: food, drink, shelter, sexual satisfaction, and other physical requirements.

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

A group which is raising funds from public for a medical research on a disease that can affect the population can be called as:

- Command group
- Formal group

► **Task group**

- Interest group

Task group: Comprises employees who work together to complete a particular task or project.

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Question No: 35 (Marks: 3)

Describe the situations under which a company or a manager should use teams.

Question No: 36 (Marks: 5)

Different cultures have different ways of decision making. How cultural differences affect the decision making of managers? Discuss.

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Question No: 37 (Marks: 5)

How can an organization build effective teams for different tasks?

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