

**MIDTERM EXAMINATION
Fall 2009**

MGT502- Organizational Behaviour (Session - 4)
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**Time: 60 min
Marks: 50**

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

The behavior of people is influenced by which of the following factors?

- ▶ Psychological needs
- ▶ Individual drives
- ▶ Social roles and status
- ▶ **All of the given options**

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

The greatest contribution of which one of the following to OB is through their study of group behavior in organizations, particularly formal and complex organizations?

- ▶ **Psychology**
- ▶ Sociology
- ▶ Anthropology
- ▶ Social Psychology

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

Which one of the following set of skills is best representing the required competencies of managers?

- ▶ **Technical skills, human skills and conceptual skills**
- ▶ Leading skills and motivational skills
- ▶ Organizing skills and interpersonal skills
- ▶ Motivating skills and intrapersonal skills

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

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

- ▶ **Classical conditioning**
- ▶ Social learning
- ▶ Operant conditioning
- ▶ Reinforcement theory

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

Managers should be interested in their employees' attitudes because:

- ▶ Attitudes influence behavior and perception
- ▶ Attitudes give warning signs of potential problems
- ▶ Attitudes are associated with job satisfaction
- ▶ **All of the given options**

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

Which of the following is NOT one of the scales to measure job satisfaction?

- ▶ Minnesota Satisfaction Questionnaire
- ▶ The Faces Scale
- ▶ **The mentor scale**
- ▶ Descriptive Index

Reference: The most widely used scales to measure job satisfaction include the Minnesota Satisfaction Questionnaire, the Faces Scale, and the Job Descriptive Index. Pg no. 30

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

Zahra's personality shows that she is dependable, well organized, and responsible. According to the Big Five model; which of the following is the right dimension for describing Zahra's personality?

- ▶ Agreeableness
- ▶ Emotional stability
- ▶ Extroversion

▶ **Conscientiousness**

Reference: Conscientiousness Is exhibited by those who are described as dependable, organized, and responsible. Pg no. 35

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

Which of the following are the categories into which emotions are usually grouped?

- ▶ Simple and Complex
- ▶ **Positive and Negative**
- ▶ Positive and Complex
- ▶ Complex and Negative

Reference: Women show greater emotional expression than men, experience emotions more intensely, and display more frequent expressions of both positive and negative emotions. Emotions are classified as positive & negative only.

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

Emotional Responses that the organization requires workers to show and considers appropriate in a given job are called:

- ▶ Felt Emotions
- ▶ **Displayed Emotions**
- ▶ Moods
- ▶ Emotional Intelligence

Reference: Displayed emotions are those that are organizationally required and considered appropriate in a given job. Pg no. 39

Question No: 10 (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: 11 (Marks: 1) - Please choose one

What do we call the process by which individuals organize and interpret their sensory impressions in order to give meaning to their environment?

▶ Environmental analysis

- ▶ Social verification
- ▶ Outlook

▶ **Perception**

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

The awareness that a problem exists and that a decision needs to be made is a/an:

▶ **Perceptual issue**

- ▶ Emergency issue
- ▶ Cognitive issue
- ▶ Ethical issue

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

Which of the following is NOT an assumption of the rational decision-making model?

- ▶ The decision maker has complete information
- ▶ The decision maker is aware of all consequences
- ▶ The decision maker can identify all the relevant criteria

▶ **The decision maker is constrained by time and costs**

Reference: No time or cost constraints. The rational decision maker can obtain full information about criteria and alternatives because it is assumed that there are no time or cost constraints. Pg no. 53

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

According to which of the following decision making model; people seek solutions that are satisfactory and sufficient?

▶ **Bounded Rational**

- ▶ Three Component Model
- ▶ Contingency
- ▶ Rational

Reference: Bounded Rationality; People satisfice—they seek solutions that are satisfactory and sufficient. Pg no. 53

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

How is the satisficing decision maker best characterized?

- ▶ As using rationality
- ▶ **As using bounded rationality**
- ▶ As using creativity
- ▶ As relying on others to make decisions

Question No: 16 (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: 17 (Marks: 1) - Please choose one

Which of the following statements is **NOT** an example of stereotyping?

- ▶ There is no need to offer child-care to him; men aren't interested in child care
- ▶ Don't hire an older worker; they can't learn new skills
- ▶ **She was good at her last job, so she will be good at this one**
- ▶ She won't relocate for a promotion, since women don't relocate

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

What is the primary organizational factor that satisfies people's physiological needs?

- ▶ Relationship
- ▶ Recognition
- ▶ **Pay**
- ▶ Admiration

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

Who developed ERG theory?

- ▶ McClelland
- ▶ Maslow
- ▶ **Alderfer**
- ▶ Ouchi

Reference: Alderfer's ERG Theory Pg no. 61

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

Shahid is a salaried employee whose job is to proof read legal documents. He discovers that he is paid substantially more than his colleagues, even though their jobs and performances are very similar. What is likely to be his reaction to this discovery according to equity theory?

- ▶ The quantity of documents he proofreads will decrease
- ▶ The quality of documents he proofreads will decrease
- ▶ **The quantity and/or the quality of documents he proofreads will increase**
- ▶ There will be no effect of this fact on his performance

Question No: 21 (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: 22 (Marks: 1) - Please choose one

Research does **NOT** support which of the following statements about gender in the workplace?

- ▶ Women are more willing to conform to authority than men
- ▶ Men are more aggressive than women
- ▶ **Women are more productive at work than men**
- ▶ Men have higher expectations of success

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

Which of the following is **NOT** one of the most widely used variable-pay programs?

- ▶ Piece-rate wages
- ▶ Merit-based pay
- ▶ **Fixed pay**
- ▶ Profit sharing plans

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

In which of the following situation Synergy is most likely to occur?

- ▶ The activities of all group members are fully dependent on one another
- ▶ The performance of one member of a group affects what other members do
- ▶ Group members must perform specific behaviors in a predetermined order
- ▶ **Group members acting together produce more or better output than**

alone

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

Which of the following is the stage of group development characterized by the development of close relationships and cohesiveness?

- ▶ Forming
- ▶ **Norming**
- ▶ Storming
- ▶ Adjourning

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

Which of the following does **NOT** explain the characteristics of teams?

- ▶ Commonality of purpose
- ▶ Interconnectivity among individual members
- ▶ Flexibility and degree of responsiveness
- ▶ **Restrictions on expression of ideas**

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

Which of the following is **NOT** considered an advantage of electronic meetings?

- ▶ Maintains the secrecy of ideas
- ▶ Speed up decision making process
- ▶ **Receiving credit for the best ideas**
- ▶ Accurate exchange of opinions

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

Which of the following statement is true about decision making using nominal group technique?

- ▶ This method is good to generate a quantity of ideas
- ▶ This method is good for building group cohesiveness
- ▶ **This method is good for encouraging independent thinking**
- ▶ This method is an inexpensive way of generating maximum ideas

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

Which of the following is the product of a sender's encoding?

- ▶ Channel
- ▶ **Message**
- ▶ Transmission
- ▶ Medium

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

If Ali is apprehensive regarding oral communication, which of the following behaviors is he least likely to display?

- ▶ **He prefers to talk on the phone**
- ▶ He prefers to send emails
- ▶ He relies on memos or letters
- ▶ He avoids face-to-face communication

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

Sami is developing marketing page for the company web site and is concerned about the appearance of his active links. He seeks reactions from fellow employees. The reactions he seeks are part of the:

- ▶ Adjourning phase
- ▶ Encoding phase
- ▶ Decoding phase
- ▶ **Feedback phase**

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

Which of the following is an important nonverbal component of communication?

- ▶ Written memo
- ▶ Paraphrase
- ▶ **Eye contact**
- ▶ E-mail

It is mentioned in the handouts of ENG301. Pg no. 15

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

A communication channel with greater channel richness is most likely to provide:

- ▶ Greater feedback density
- ▶ Greater filtering capability
- ▶ Greater perceptual wellness
- ▶ **Larger amounts of information**

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

Jobs in which success demands stamina, leg strength and manual dexterity require management to identify an employee's which characteristics?

- ▶ **Physical abilities**
- ▶ Motor abilities
- ▶ Mental abilities
- ▶ Emotional abilities

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

If a manager is responsible to define goals, establish an overall strategy for achieving those goals and matching activities accordingly, then which one of the following functions is he/ she performing?

- ▶ **Planning**
- ▶ Organizing
- ▶ Leading
- ▶ Controlling

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

A bachelor degree holder is most likely to have a job that requires:

- ▶ Human skills
- ▶ **Technical skills**
- ▶ Conceptual skills
- ▶ Leading skills

Reference: Technical Skills

• **The ability to apply specialized knowledge or expertise. All jobs require some specialized expertise, and many people develop their technical skills on the job Bachelor degree holder will certainly prefer the job that requires his expertise in certain field. Human and conceptual skills are required for the jobs as of disturbance handlers, figure heads and liaison etc.**

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

Which of the following type of values determine the preferences for the means to be used in achieving desired ends?

- ▶ Terminal values
- ▶ **Instrumental values**
- ▶ Theoretical values
- ▶ Social values

Reference: Instrumental values.

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

Pg no. 25

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

Ali is an employee in a company. He expresses his dissatisfaction by discussing the problem with the superiors, suggests improvements and involves the unions in problem solving, He expresses his dissatisfaction in which of the following ways?

- ▶ Exit
- ▶ **Voice**
- ▶ Loyalty
- ▶ Neglect

Reference: Voice is an Actively and constructively attempting to improve conditions, including suggesting improvements, discussing problems with superiors, and some forms of union activity. Pg no. 32

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

The degree to which an individual believes that performing at a particular level will generate a desired outcome is defined by expectancy theory as what kind of relationship?

- ▶ **Performance-reward**
- ▶ Effort-performance
- ▶ Reward-personal goal
- ▶ Effort-satisfaction

Reference: Expectancy theory states that an individual tends to act in a certain way based on the expectation that the act will be followed by a given outcome. Pg no. 66

If we note in the above definition the word 'act' can be replaced by performance and 'outcome' can be used instead of reward. This theory states that an individual expect to achieve reward for his/her performance.

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

The communication used by managers to provide job instructions is an example of:

- ▶ **Downward communication**
- ▶ Lateral communication
- ▶ Directional communication
- ▶ Diagonal communication

Reference: In downward communication Organizational decisions are made at top level and then flow down to the people who carry them. Pg no. 6 of ENG301 H.outs

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