

MIDTERM EXAMINATION
Spring 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

Which of the following is defined as intellectual and mechanical processes used by an organization to transform inputs into products or services?

- ▶ Mechanism
- ▶ **Technology**
- ▶ Operational system
- ▶ Information system

Lesson 3

Technology - the intellectual and mechanical processes used by an organization to transform inputs into products or services that meet.

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

Which of the following is not one of the types of attitude?

- ▶ Job satisfaction
- ▶ Job Involvement
- ▶ **Organizational Behavior**
- ▶ Organizational commitment

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

Which of the following is NOT included in the ways employees can express dissatisfaction?

- ▶ Exit
- ▶ Voice
- ▶ Loyalty
- ▶ **Noise**

Lesson 7

There are a number of ways employees can express dissatisfaction

- Exit
- Voice
- Loyalty
- Neglect

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

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

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

Ref: The instrumental values are: cheerfulness, ambition, love, cleanliness, self-control, capability, courage, politeness, honesty, imagination, independence, intellect, broad-mindedness, logic, obedience, helpfulness, responsibility and forgiveness.

Question No: 6 (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

Lesson 8

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

According to the Big Five model; people having personality dimension of openness to experience are:

- ▶ Caring and dependable
- ▶ **Flexible and risk taker**
- ▶ Outgoing and talkative
- ▶ Tolerant and self-hearted

Lesson 8

Openness to Experience: Reflects the extent to which an individual has broad interests and is willing to be a risk-taker.

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

Mr. Abad thinks that his own actions and behaviors have an impact in determining what happens to him. What do you think he has?

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

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

Which of the following is the dimension of emotional intelligence that describes the ability to manage your own emotions and impulses?

- ▶ Self-awareness
- ▶ **Self-management**
- ▶ Commitment
- ▶ Social-skills

Lesson 9

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

Which of the following is NOT a factor in the individual perceiver?

- ▶ Attitude

- ▶ Motive
- ▶ **Location**
- ▶ Perception

Lesson 10

The more relevant personal characteristics affecting perception of the perceiver are attitudes, motives, interests, past experiences, and expectations.

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

A decision making model that describes how individuals should behave in order to maximize some outcomes is:

- ▶ **Rational decision making**
- ▶ Bonded rational model
- ▶ Intuitive decision making
- ▶ Contingent decision making

Lesson 12

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

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

- ▶ **Defining the problem**
- ▶ Weighing the decision criteria
- ▶ Identifying the decision criteria
- ▶ Developing alternatives

Lesson 12

Steps in the Rational Decision-Making Model

1. Define the problem.

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**

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

If someone wishes to emphasize the importance of making decisions consistent with fundamental liberties and privileges, the focus of his/her teaching will be on which of the following?

▶ **Rights**

- ▶ Privilege
- ▶ Justice
- ▶ Utilitarianism

Lesson 12

Focus on rights—calls on individuals to make decisions consistent with fundamental liberties and privileges as set forth in documents such as the Bill of Rights.

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

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

▶ **Working late in order to get a promotion**

- ▶ Arriving at work late because heavy traffic
- ▶ Working weekends because of your employer's orders
- ▶ Depending on luck for success

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

Amna 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 Amna most likely using?

- ▶ Prototyping
- ▶ Contrast effect
- ▶ Halo effect

▶ **Projection**

Lesson 11

Projection: Attributing one's own characteristics to other people.

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

Which level of Maslow's hierarchy of needs deals with satisfying one's hunger, thirst, and need for sex?

- ▶ Esteem
- ▶ Safety
- ▶ **Physiological**
- ▶ Social

Lesson 13

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

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

Sheraz wants to become a surgeon, not only because achieving this goal will give him self-respect and autonomy, but also because he wants a job with high status and recognition from others. Which of Maslow's needs is Sheraz trying to fill?

- ▶ Self-actualization
- ▶ Social
- ▶ **Esteem**
- ▶ Safety

Lesson 13

Esteem needs: internal esteem factors such as self-respect, autonomy, and achievement and external esteem factors such as status, recognition, and attention.

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Question No: 19 (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

Lesson 13

Social needs: affection, belongingness, acceptance, and friendship.

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

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

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

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

Which of Maslow's needs best approximates McClelland's need for achievement?

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

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

Which of the following is **NOT** a comparison an employee can use in equity theory?

- ▶ Self-inside
- ▶ **Self-goal**
- ▶ Other-outside
- ▶ Self-outside

Question No: 23 (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

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

Which of the following concepts is inconsistent with the expectancy theory of motivation?

- ▶ Self-interest is pursued
- ▶ Performance and rewards are related
- ▶ Attractive rewards will motivate
- ▶ **One's inputs and outputs are compared to another's**

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

What is the largest demographic change in the last few years in Pakistani workforce?

- ▶ Increasing ethnic diversity
- ▶ A fall in married workers
- ▶ Increasing age of workers
- ▶ **More women in the workforce**

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

What is the name for an incentive plan where improvements in group productivity determine the total amount of money that is allocated?

- ▶ **Gainsharing**
- ▶ Profit-sharing
- ▶ Piece rates
- ▶ Employee ownership

Ref: Gain sharing: an incentive plan where improvements in group productivity determine the total amount of money that is allocated.
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Question No: 27 (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**

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

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

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

Question No: 29 (Marks: 1) - Please choose one
Which of the following is true about virtual teams?

- ▶ There is an absence of verbal cues
- ▶ There is limited social context
- ▶ People collaborate online
- ▶ **All of the given options**

Question No: 30 (Marks: 1) - Please choose one
All of the following are problem solving techniques EXCEPT:

- ▶ Consensus
- ▶ Brainstorming
- ▶ Nominal Group Techniques

▶ **Synergy**

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Question No: 31 (Marks: 1) - Please choose one
Which of the following statement best defines leadership?

- ▶ Implementing the strategy provided by management
- ▶ Least concerned in bringing organizational change
- ▶ Coordinating and handling day-to-day problems
- ▶ **The ability to influence a group in goal achievement**

Question No: 32 (Marks: 1) - Please choose one
Which of the following leadership style gave the group members complete freedom?

- ▶ Autocratic
- ▶ Democratic

▶ **Laissez-faire**

- ▶ Consideration

Ref: Laissez-faire leadership involves giving group members the freedom to make their own decisions.

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

Which of the following is a behavioral theory of leadership?

- ▶ Trait theory
- ▶ Fiedler model

▶ **Ohio State studies**

- ▶ Equity Theory

Lesson 22

The Ohio State Studies: The most comprehensive and replicated of the behavioral theories resulted from research that began at Ohio State University in the late 1940s. These researchers sought to identify independent dimensions of leader behavior.

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

In the communication process, which of the following steps occurs first?

- ▶ Transmitting
- ▶ Decoding
- ▶ **Encoding**
- ▶ Understanding

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

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

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

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Question No: 36 (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: 37 (Marks: 1) - Please choose one

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

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

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

The ability to do speedy and accurate arithmetic is called:

- ▶ Verbal Comprehension
- ▶ Number aptitude
- ▶ **Perceptual Speed**
- ▶ Memory

Ref: Perceptual speed is the ability to quickly and accurately compare letters, numbers, objects, pictures, or patterns.

Question No: 39 (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

Lesson 9

Felt emotions are an individual's actual emotions.

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

A group composed of MBA marketing students similar in age, type of problem, and personality characteristics can be called _____

▶ **A homogeneous group**

- ▶ A heterogeneous group
- ▶ A command group
- ▶ A task group

Question No: 41 (Marks: 10)

Zahid is responsible for purchasing a new computer system for her office. Given the significant financial investment, Zahid has decided to use the rational decision-making model. You are required to identify six steps of rational decision making model and explain how Zahid proceeds according to this model.

