Final Test Semester 1 Paper 5 INDIAN INSTITUTE OF MATERIALS MANAGEMENT Organisation Behaviour Management [PGDMM, PGDSCM & L (2 years)]

Instructions:
1. Answer all 50 questions. Each question carries 2 marks Total : 100 Marks
2. Duration 1 Hour.

*Required

1. Email *

____________________________________

2. Name *

____________________________________

3. Roll Number *

____________________________________

4. Analysing and studying of organisational behaviour is helpful in understanding the patterns of ___________.

Mark only one oval.

- economics
- human behaviour
- capital inflow
- market share
5. .......... involves the application of a scientific approach to decision making in terms of collecting data, analysing data and taking a decision based on the outcome of that analysis.

   *Mark only one oval.*

   - Scientific management
   - Administration
   - Society
   - Human values

6. .......... introduced the scientific methods to management, wherein there was systematic use of goal-setting and rewards to motivate employees.

   *Mark only one oval.*

   - Elton Mayo
   - Frederick Winslow Taylor
   - Adam Smith
   - Max Weber

7. The people in .......... constantly interact with the environment and are influenced by others.

   *Mark only one oval.*

   - Open system
   - Closed system
   - Natural system
   - Artificial system

8. .......... refers to the behaviour and action of a person to a thing or a situation. It can change over time.

   *Mark only one oval.*

   - Ability
   - Attitude
   - Intellect
   - Identity
9. A person understands his own strength and weakness when he has the awareness of __________ within himself. 

*Mark only one oval.*

- emotional intelligence
- attitude
- values
- finance

10. Psychologist Gordon Allport mentioned two kinds of traits in an individual – Central traits and ________________.

*Mark only one oval.*

- Personality traits
- Functional traits
- Secondary traits
- Negative traits

11. Personality Theory where people learn from one another through observation, imitation and modelling is known as ________________.

*Mark only one oval.*

- Social Learning Theory
- Trait Theory
- Psychoanalytic Theory
- Self-theory

12. According to Freud’s psychoanalytic theory, love and __________ have direct control on our minds and thoughts.

*Mark only one oval.*

- empathy
- aggression
- passion
- ethics
13. Factors influencing an individual's perception are divided into three parts, namely characteristics of the perceiver, characteristics of the perceived and characteristics of the _____.

*Mark only one oval.*

- family
- situation
- nation
- society

14. ________ reflects an individual's ability to respond positively or negatively to certain stimuli, such as ideas, objects, persons or situations.

*Mark only one oval.*

- Interest
- Attitude
- Personality
- Knowledge

15. The stimulus perceived by individuals using their sensory organs is referred to as ________ of stimulus.

*Mark only one oval.*

- registration
- interpretation
- reaction
- culmination

16. The psychologist Frederick Herzberg proposed the two-factor theory to develop a correlation between motivation levels and the employees’ ________.

*Mark only one oval.*

- ethics
- attitudes
- morals
- knowledge
17. Safety needs include needs for safety and protection from physical danger and ______ harm.

*Mark only one oval.*

☐ emotional
☐ monetary
☐ societal
☐ spiritual

18. ______ needs include needs for the drive to become what one is capable of becoming.

*Mark only one oval.*

☐ Safety
☐ Self-actualisation
☐ Social
☐ Self-esteem

19. A/An ______ leader believes in assigning work, giving orders and delegating responsibilities without consulting others.

*Mark only one oval.*

☐ democratic
☐ autocratic
☐ bureaucratic
☐ laissez-faire

20. Leaders use their ______ powers to inspire people and make them believe in their vision and work to achieve their goals.

*Mark only one oval.*

☐ money
☐ muscle
☐ persuasive
☐ networking
21. ________ leaders like to follow a structured way of working and ensure that employees also follow certain protocols and procedures.

*Mark only one oval.*

- Bureaucratic
- Democratic
- Autocratic
- Directive

22. When individuals in small groups interact face to face among themselves, the process of social interaction is defined as ________.

*Mark only one oval.*

- decision making
- pressure group
- group dynamics
- interest group

23. A group focusses more on individuality, whereas a team focusses on ________.

*Mark only one oval.*

- personality
- identity
- collectiveness
- behaviour

24. The process by which an individual tries to extend his primary situation during the discussion of various alternatives is defined as ________.

*Mark only one oval.*

- groupshift
- groupthink
- group dynamics
- decision making
25. __________ is a type of culture which does not match with the values of the organisation. 2 points

*Mark only one oval.*

- Adhocracy culture
- Counterculture
- Clan culture
- Sub-culture

26. A process wherein all the employees and owners of the organisation interact with each other is known as __________. 2 points

*Mark only one oval.*

- Socialisation
- Adhocracy
- Selection criteria
- Hierarchy

27. In the __________ stage of socialisation, new employees adjust to their work group's values and norms. 2 points

*Mark only one oval.*

- Pre-arrival
- Encounter
- Metamorphosis
- None of these

28. The organisational __________ depict(s) the work hierarchy within the organisation by defining each job and its related functions, together with specifying the reporting responsibilities. 2 points

*Mark only one oval.*

- Ethics
- Structure
- Values
- Change
29. Change _________ is a systematic procedure of amicably dealing with the transition or changes in the organisation’s goals. 

*Mark only one oval.*

- management
- behaviour
- culture
- hierarchy

2 points

30. Organisational _______ incorporates a number of planned changes based on human beliefs, values, technology, behaviour which is needed for improving the effectiveness of the organisation and the well being of its employees.

*Mark only one oval.*

- profit
- development
- behaviour
- hierarchy

2 points

31. _________ view of conflict refers to the idea that conflict is a driving factor, and is necessary to carry out all the organisational tasks efficiently.

*Mark only one oval.*

- Populist
- Interactionist
- Human resource
- Traditional

2 points

32. The conflict that supports the individual and group goals, which leads to higher performance, is known as _________.

*Mark only one oval.*

- negative conflict
- divisional conflict
- functional conflict
- dysfunctional conflict

2 points
33. _______ stage of conflict process refers to a stage where conflict becomes visible through the remarks, statements, actions and reactions made by the parties involved in the conflict.

*Mark only one oval.*

- [ ] Intentions
- [ ] Incompatibility
- [ ] Behaviour
- [ ] Potential opposition

34. _______ comprises influences, mechanisms and processes that are combined together to drive a pre-determined behaviour of employees.

*Mark only one oval.*

- [ ] Authority
- [ ] Power
- [ ] Politics
- [ ] Attitude

35. _______ power is the negative part of power that is exercised only when a manager has to influence employees by punishment.

*Mark only one oval.*

- [ ] Coercive
- [ ] Reward
- [ ] Expert
- [ ] Referent

36. The idea of _______ as power implies that affiliations and coalitions, both inside and outside the organisation, act as sources of power within organisations.

*Mark only one oval.*

- [ ] resources
- [ ] networks
- [ ] knowledge
- [ ] decision making
37. Factors of decision-making process of an organisation which depends on thinking patterns of individuals are known as __________.

*Mark only one oval.*

- past experiences
- cognitive biases
- individual differences
- performance evaluation

38. __________ model is a decision-making model which is based on the approach that a single solution is not feasible for solving all problems.

*Mark only one oval.*

- Rational
- Bounded rationality
- Retrospective
- Contingency

39. __________ decisions are short-term decisions which are not ultimate and compulsory.

*Mark only one oval.*

- Delayed
- Reversible
- Quick
- Irreversible

40. Which of the following introduced a theory about rational organisations and brought out the concept of effective leadership?

*Mark only one oval.*

- Max Weber
- Adam Smith
- Frederick Winslow Taylor
- Elton Mayo
41. The organisational behaviour is studied at which level?  

*Mark only one oval.*

- At the individual level
- At the group level
- At the organisational level
- All of these

42. The main principles of Taylor’s scientific management consisted of

*Mark only one oval.*

- observation
- measurement
- experimentation and inference
- All of these

43. Who propagated the models of Theory X and Theory Y on the behaviour of employees at work?  

*Mark only one oval.*

- Elton Mayo
- Douglas McGregor
- Max Weber
- Louise James

44. Which of the following is not related to the historical emergence of organisational behaviour?  

*Mark only one oval.*

- Industrial revolution
- Scientific management movement
- Human relations movement
- Communist revolution
45. What is described as a relationship between people based on personal and social networks which originates from within the formal set-up?

*Mark only one oval.*

- [ ] Formal relationship
- [ ] Informal organisation
- [ ] Hierarchy
- [ ] Chain of command

46. Which of the following is considered as a negative attribute of individual behaviour?

*Mark only one oval.*

- [ ] Honesty
- [ ] Appreciative
- [ ] Creative
- [ ] Egoistic

47. An individual’s behaviour is influenced by which of the following factors?

*Mark only one oval.*

- [ ] Attitude
- [ ] Values
- [ ] Emotions
- [ ] All of these

48. Which of the following is/are the factor(s) of self-actualisation?

*Mark only one oval.*

- [ ] Esteem
- [ ] Belonging
- [ ] Safety
- [ ] All of these
49. Which of the following is/are positive ways of coping and managing stress levels? 2 points

Mark only one oval.

☐ Meditation and relaxation
☐ Positive socialisation
☐ Time management
☐ All of these

50. Psychoanalytic theory of personality development was propagated by _____________. 2 points

Mark only one oval.

☐ H.J. Eysenck
☐ Gordon Allport
☐ Sigmund Freud
☐ Albert Bandura

51. Which element of Freud’s Psychoanalytic Theory deals with all the moral principles which we encounter from childhood? 2 points

Mark only one oval.

☐ Id
☐ Ego
☐ Self-esteem
☐ Super-ego

52. Which of the following factors influence the personality of the people in the society? 2 points

Mark only one oval.

☐ Cultural factors
☐ Biological factors
☐ Environmental factors
☐ All of these
53. The characteristic that describes an individual’s personality as someone who has a negative attitude and thought process, and does not know how to cope with his life is known as _______.

*Mark only one oval.*

- [ ] agreeableness
- [ ] neuroticism
- [ ] being open
- [ ] being conscientious