

SSR DEGREE COLLEGE (AUTONOMOUS) NIZAMABAD
DEPARTMENT OF MANAGEMENT
ORGANIZATIONAL BEHAVIOUR
Sem –II, Internal – II Examinations
Question bank

UNIT –III : MOTIVATION & LEADERSHIP

I. Multiple choice questions

1. _____ refers to two or more people who work together for a common purpose.
(B)
(A) A leader (B) A group (C) An individual (D) None
2. Individuals are the employees, workers or labours of an organization who are working for accomplishing the _____ goals. (C)
(A) Personal (B) Individual (C) Organizational (D) None
3. Who differ in their personality traits, attitudes, motives, abilities and learning experiences ?
(A)
(A) Individuals (B) Groups (C) Both a (or) b (D) None
4. Which factors contribute to group cohesiveness ? (D)
(A) Degree of Dependency on the group (B) Size (C) Group status (D) All the Above
5. Which of the following are the characteristics of groups ? (D)
(A) Two or more people (B) Collective identity (C) Shared goal interest (D) All the Above
6. _____ is the understanding, prediction and management of human behaviour in organization. (B)
(A) Organizational culture (B) Organizational behaviour (C) Organizational conflict (D) Leadership.
7. _____ refers to the forces in the group which directly or indirectly influence the behaviour of group members. (A)
(A) Group dynamics (B) Conflict (C) Leadership (D) Team dynamics
8. Differences in goals of group members results in _____. (C)
(A) Dis-satisfaction (B) De-motivation (C) Conflicts (D) None
9. There are _____ stages in the group development (C)
(A) 1 (B) 2 (C) 5 (D) 4
10. _____ is not a component of Johari Window. (A)
(A) Known area (B) Hidden area (C) Open area (D) unknown area

II. FILL IN THE BLANKS

1. _____ is the degree of attachment of the members to their group.
2. _____ and _____ are the functions of groups.
3. Group cohesiveness is also known as _____ and _____.
4. _____ developed five-stage model of group development.
5. Storming stage is also known as _____.
6. _____ explains the relationship between members of the group.
7. Balance theory was introduced by _____.
8. There are _____ steps involved in group decision making process.
9. _____ area comprises of information known to self and known to others.
10. _____ helps individuals in knowing about themselves and understanding other people's perception about them.

ANSWERS :

1. Group cohesiveness
2. Individual and Organizational functions
3. Group cohesion and social cohesion
4. Bruce Tuckman
5. Confrontation
6. Propinquity
7. New Comb
8. Four
9. Open
10. Johari Window

UNIT –IV: GROUP & INTERPERSONAL DYNAMICS6

I. Multiple choice questions

1. OD has a _____ goal. (A)
(A) Definite (B) Indefinite (C) Both a & b (D) None
2. Which of the following is a component of OD process ? (D)
(A) Diagnosis (B) Action/OD intervention (C) Program management (D) all the above
3. According to _____ OD is a response to change (D)
(A) Richard Beckhard (B) Burke (C) Beer (D) Bennis
4. The change which completely transforms the organization is, (B)
(A) First order change (B) Second order change (C) Unplanned change (D) both a & b
5. The stage in which old behaviours are given up and new behaviours are acquired is,
(C)
(A) Refreezing (B) Moving (C) Unfreezing (D) None
6. _____ helps in inspiring the followers to reach towards the new performance heights.
(A)
(A) Transformational leadership (B) Transactional leadership (C) Charismatic Leadership
(D) All the above
7. _____ is not under the control of the firm. (B)
(A) Planned change (B) Unplanned change (C) Both a & b (D) Neither a or b
8. First order change is also called as _____. (A)
(A) Transactional change (B) Transformational change (C) Planned change (D) Unplanned change
9. Which of the following is not a stage of Kurt Lewin's change model? (B)
(A) Unfreezing (B) Diagnosing (C) Moving (D) Refreezing
10. How many activities are involved in general model of planned change ? (D)
(A) One (B) Five (C) Three (D) Four

II. FILL IN THE BLANKS

1. _____ model of organizational change was developed by Warner Burke and George Litwin.
2. _____ is taken up for enhancing the current operating conditions of the firm.
3. _____ is a change in which only some of the organizational features are changed.
4. The individuals who bring change in the organizations are called _____

5. The final stage of Kurt-Lewin's planned change model is _____
6. Changing employee demographics and performance gaps come under _____ internal change.
7. _____ refers to the alterations which occurs in an organization due to changes in business environment.
8. OD programs are long-term and _____ in nature.
9. OD is considered to be an _____ approach rather than the revolutionary approach.
10. OD emphasizes the _____ and process of an Organization.

ANSWERS :

1. Burke Litwin
2. Planned change
3. First order change
4. Practitioner
5. Refreezing
6. Unplanned
7. Organizational change
8. Planned
9. Evolutionary
10. Culture

UNIT –V : ORGANISATIONAL CULTURE, CHANGE & CONTEMPORARY TRENDS

- I. Multiple choice questions
1. _____ is defined as the set of assumptions, beliefs, values and norms that are shared by members of an organization. (A)
(A) Organizational culture (B) Organizational climate (C) Organizational change (D) Organizational effectiveness
2. _____ are the behavioural standards including guidelines (B)
(A) Behavioural regularities (B) Norms (C) Values (D) Philosophies
3. _____ refers to the physical layout, the method of interaction among organizational members and customers. (A)
(A) Organizational climate (B) Organizational culture (C) Organizational change (D) Organizational effectiveness
4. _____ is a psychological concept which includes sentiments, emotions and attitudes that lead to satisfaction or dissatisfaction among employees. (D)
(A) Organizational culture (B) Organizational change (C) Conflict (D) Morale
5. _____ Morale is advantageous to the organization. (A)
(A) High (B) Low (C) Medium (D) Group
6. _____ is a feeling of disagreement among parties. (B)
(A) Morale (B) Conflict (C) Enthusiasm (D) Effectiveness
7. _____ is the recognition of one's presence by others. (D)
(A) Striking (B) Stalking (C) Staring (D) Stroking
8. _____ conflicts arise between various groups, departments or sections. (A)
(A) Inter-group (B) Intra-group (C) Inter-personal (D) Intra-individual
9. _____ is the ability of an organization to do the right things. (A)

(A) Organizational effectiveness (B) Organizational Development (C) Organizational Behaviour (D) Organizational Change

10. _____ measures organizational effectiveness by considering the people's behaviour in the organization. (B)
(A) Goal approach (B) Behavioural approach (C) System resource approach (D) Strategic constituencies approach

II. FILL IN THE BLANKS

1. Organizational culture is defined as the set of assumptions, beliefs, values and norms that are shared by _____ of the organization.
2. _____ are the guidelines to get along in the organization.
3. _____ are the policies of an organization regarding the manner in which its customers and employees are treated.
4. _____ and _____ morale are the two types of morale.
5. Conflict has both _____ and _____ characteristics.
6. _____ arises between two individuals in an organization.
7. _____ measures organizational effectiveness in terms of the degree to which the stated goals are achieved.
8. _____ is derived from system- resources approach with two changes.
9. _____ power is vested due to the positional authority of an individual.
10. _____ power is derived from formal authority to allocate resources and rewards.

ANSWERS :

1. Members
2. Rules
3. Philosophies
4. High, Low
5. Positive and Negative
6. Inter-personal, conflicts
7. Goal approach
8. Strategic constituencies approach
9. Positional
10. Reward
