

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

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**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
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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 ) bothe 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
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

#### I. **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.
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
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.
- \_\_\_\_\_ power is derived from formal authority to allocate resources and rewards.

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
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

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

### **III. Descriptive Question**

1. Explain the Herzberg's Two factor Theory of motivation
2. Explain the determinants of Leadership and types of leadership
3. Explain the different types of Teams and Constraints
4. Explain about Conflicts and Managing Conflicts.
5. What is Organizational Culture ? Explain the Factors of Organizational Culture