Unit 01: Organizational Behaviour & Foundations of Individual Behaviour

1.

A study of human behavior in organizational settings is

Individual behavior   Group behavior   Organizational behavior   None of these

2.

Organization Behavior is

An interdisciplinary approach   A humanistic approach   Total system approach   All of these

3.

_____studies behavior as it relates to concerns such as absenteeism, turnover, productivity, and performance.

Psychology   Kinetics   Organizational Behavior   Ergonomics

4.

Benefits for managers who understand organizational behavior (OB) are that they can:

Explain, predict and influence behavior   Know why some employees engage in some behaviors   Predict how employees will respond to various actions and decisions   All of the above

5.

Benefits of OB for employees include to help them:

Clarify their goals   Understand what motivates them   Increase their job satisfaction   All of the above

6.

OB is concerned with describing and explaining organizational phenomena.

True   False

7.

How Organizational Behavior concepts help managers to build string foundation?

Managers are less effective in motivating their subordinates.

Managers are not able to predict and control employee behavior.

Relationships are better between management and employees.

None of the above

8.

_____ represent basic convictions that "a specific mode of conduct or end state of existence is personally or socially preferable to an opposite mode of conduct."

Values

Attitude

Conviction

Preferences

9.

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

Terminal Values

Instrumental values

Theoretical Values

Societal Values

10.

Values are not _____

Static

Stable

Constant

Invariable

11.

Mitch likes Toyota automobiles because he thinks they have the highest reliability of all automobiles. His belief about Toyota's reliability represents which component of Mitch's attitude?

Affective

Cognitive

Factual

Behavioral

12.

The belief that "discrimination is wrong" is a value statement. Such an opinion is the _____ component of an attitude.

Cognitive

Affective

Reactive

Behavioral

13.

Steve is unhappy with his job. He takes every possible vacation and sick day and sometimes shows up for work late. He is expressing his dissatisfaction with a _____ response.

Exit   Voice   Loyalty   Neglect

14.

An attitude can be inferred from a person's:

Cognition   Affect   Behavior   All of the above

15.

The employee who is not satisfied with self esteem need will feel inferior and loss confidence.

True   False

16.

A common behavior that is typically studied in organizational behavior is _____

Job Satisfaction   Pay Satisfaction   Individualism   Risk Taking

17.

Which of the following is true about organizationally committed and satisfied employees?

lower rates of turnover   higher rates of   higher rates of   much higher pay levels
and absenteeism   voluntary turnover   cognitive dissonance

18.

_____ is employees' general belief that their organization values their contribution and cares about their well-being.

Job involvement   Organizational   Perceived   Cognitive Dissonance
                              Commitment   Organizational Support

19.

The degree to which an employee identifies with a particular organization and its goals and wishes to maintain its membership in the organization is the employees' _____.

| job involvement | organizational commitment | global commitment | organizational citizenship |

20. The smell of fresh cake baking makes Alia's mouth watery is an example of which one of the following learning theory?

| Social Learning | Classical Conditioning | Operant Conditioning | Reinforcement Theory |

21. When it comes to applying learning theory to the classroom, the most pressing problem for educators is:

| Finding age-appropriate learning materials | Getting students to learn | Presenting the learning material in a gender-neutral manner | Presenting students with the right stimuli on which to focus their attention and mental effort |

22. According to operant conditioning,

| Behavior is controlled by its consequences | Once a behavior is learned, it is not forgotten | Punishment and negative reinforcement are the same | Punishment can strengthen behavior |

23. In classical conditioning, what is paired

| The unconditioned response and the unconditioned stimulus | The conditioned stimulus and the unconditioned stimulus | The conditioned stimulus and neutral stimuli | The unconditioned stimulus and the neutral stimuli |

24.

_____ embodies a team concept, is based on the principle of mutual contribution by employer and employees.

| Autocratic model | Custodial model | Supportive Model | Collegial Model |

25.

OB focuses at 3 Levels.

| Individuals, Organization, Society | Society, Organization, Nation | Employee, Employer, Management | Individual, Groups, Organization. |

26.

Organizational behaviors are an applied behavioral science that is built on contributions from a number of behavioral disciplines.

True   False

27.

Sociology is a branch of psychology which borrows concepts from psychology and social psychology and focuses on the influence of people on one another.

True   False

28.

"Leadership motivates the people to work and not the power of money", this concept is related to

| Autocratic model | Custodial model | Supportive Model | Collegial Model |

29.

What is not a contribution of individual psychology to OB?

| Learning | Perception | Motivation | Power |

30.

_____studies people in relation to their social environment or culture.

| Individual Psychology | Social Psychology | Sociology | Anthropology |

31.

_____is the study of societies to learn about human beings and their activities.

| Individual Psychology | Social Psychology | Sociology | Anthropology |