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Objective Type Questions

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1. _____ represents our descriptive view of how the world behaves.
(a) Values premises (b) Mission (c) Vision **(d) Fact premises**
2. Autocratic model depends on _____.
(a) power (b) partnership (c) leadership (d) trust
3. Example of social cues is _____.
(a) visual images (b) attitudes (c) proxemics **(d) job titles**
4. To develop external relationships in order to accomplish your business objectives is termed as _____.
(a) ombudsperson **(b) boundary spanners** (c) virtual office (d) blog
5. Which of the following one is the unique way of each person sees, organizes and interprets things?
(a) mutual interest **(b) perception** (c) attitudes (d) motivation
6. Different managerial behaviour are required by different environment for effectiveness is a _____ approach
(a) supportive (b) result-oriented **(c) contingency** (d) system
7. _____ represents a challenging portrait of what the organization and its members can be – possible, and desirable, future.
(a) Value premises (b) Mission **(c) Vision** (d) Fact premises
8. An extension of the supportive model is the _____.
(a) autocratic model (b) system model (c) custodial model **(d) collegial model**
9. _____ involves the exploration of different practices and feelings about interpersonal space within and across cultures.
(a) jargon **(b) proxemics** (c) blog (d) credibility gap
10. _____ is a statement that encourages employees to come to their supervisor with any matter that concern them.

- (a) An open-door policy (b) Active listening (c) Grapevine (d) A closed-door policy
11. _____ means to impart understanding of the message.
(a) Encoding (b) Receiver (c) Decoding (d) Feedback
12. A handshake is an example of _____ communication.
(a) verbal (b) nonverbal (c) written (d) social
13. _____ is to correct the system to prevent future errors.
(a) Boundary spanners (b) ombudsperson (c) Blogs (d) Grapevine
14. Facial expressions are a part of what?
(a) Gestures (b) Sign language (c) Body language (d) Verbal communication
15. Active listening involves ears and _____.
(a) Action (b) responding (c) agreeing (d) mind
16. _____ is a challenge portrait can be a possible, desirable, and future.
(a) Vision (b) Mission (c) goals (d) fusion
17. Semantic barriers lead to misunderstanding of the information and the objective of communication.
(a) Physical Barriers (b) personal barriers (c) semantic barriers (d) social barriers
18. _____ assumes that people dislike work and will avoid it if possible.
(a) Theory Y (b) Theory X (c) Vroom theory (d) ERG theory
18. _____ is a part of grapevine, that is inaccurate.
(a) Chain system (b) Gossip system (c) Cluster system (d) Rumour
19. Communication begins with _____.
(a) encode (b) decode (c) channel selection (d) idea
20. The downward communication flow from _____.
(a) subordinate to a superior (b) a subordinate to a sub ordinate
(c) a superior to a superior (d) a superior to a sub ordinate
21. _____ is the pattern of actions expected of a person in activities involving others.
(a) Mentor (b) Role (c) Role ambiguity (d) Role conflict
22. _____ is a role model who guides another employee by sharing valuable advice.
(a) Mentor (b) Role (c) Role ambiguity (d) Role conflict
23. _____ is a mark of the amount of recognition.
(a) Status (b) Mentor (c) Role (d) Personality

24. An action or change creates unfavourable is called _____
- (a) Functional effect (b) **dysfunctional effect** (c) discrimination (d) diversity
25. _____ are the visible, external things that attach to a person and serve as evidence of social rank.
- (a) Status (b) status anxiety (c) **status symbol.** (d) Deprivation
26. _____ is the set of assumptions, beliefs, values and norms that are shared by an organization's member.
- (a) Organization climate (b) Social culture
(c) Social equilibrium (d) **organizational culture**
27. Health insurance is an example of _____
- (a) intrinsic motivators (b) **Extrinsic motivators**
(c) existence need (d) self actualisation
28. _____ provides a favourable consequence that encourages repetition of behaviour.
- (a) Shaping (b) **Positive reinforcement** (c) Punishment (d) Social learning
29. Systematic and progressive applications of positive reinforcement is _____
- (a) **Shaping** (b) Positive reinforcement (c) Punishment (d) Social learning
30. _____ occurs when behaviour is accomplished by removal of unfavourable consequences.
- (a) Shaping (b) **Negative reinforcement** (c) Punishment (d) Social learning
31. _____ is an internal belief regarding one's job-related capabilities and competencies.
- (a) **Self efficacy** (b) self respect (c) Extinction (d) Reinforcement
32. High expectations by employees themselves lead to high performance knows _____
- (a) Self service bias (b) Self-fulfilling (c) **galatea effect.** (d) perceptual set
33. _____ is a system that distributes to employees some portion of the gain of business.
- (a) Gain sharing (b) **Profit sharing,** (c) Incentives (d) rate setting
34. _____ is to offer a personal assessment of his accomplishment, strengths and weaknesses
- (a) Self-fulfilling (b) Self Efficacy (c) Self bias (d) **self appraisal**
35. _____ suggested that employees do not always have to learn directly from their own experience.
- (a) Self learning (b) **Vicarious learning** (c) Punishment (d) Goal setting
36. _____ is the process by which people interpret and assign causes for their own and others behaviour.

- (a) Social learning (b) Extinction (c) Attribution (d) Attitudes
37. _____ is the process of determining the standard output for each job.
(a) Attribution (b) Loose rates (c) output restriction (d) rate setting.
38. _____ rewards individuals for what they know how to do.
(a) Self appraisal (b) Skill based pay (c) Incentives (d) Allowance
39. _____ motivation is a drive some people have to pursue and attain goals.
(a) Achievement (b) Affiliation (c) Power (d) Internal
40. _____ motivations is a drive to relate to people on a social basis.
(a) Achievement (b) Affiliation (c) Power (d) Internal
41. _____ is the capacity to control and administer items that are valued by another.
(a) Personal power (b) Coercive power (c) Reward power (d) Expert power
42. _____ is the capacity to punish another, or at least to create a perceived threat to do so.
(a) Personal power (b) Coercive power (c) Reward power (d) Expert power
43. _____ also known as the authority of knowledge, come from specialized learning.
(a) Personal power (b) Coercive power (c) Reward power (d) Expert power
44. _____ also known as problem solving or integrating.
(a) Confronting (b) Avoiding (c) Forcing (d) Compromising
45. Forcing strategies result is a _____ situation.
(a) win-win (b) win-loss (c) loss-win (d) loss-loss
46. Smoothing strategies result is a _____ situation.
(a) win-win (b) win-loss (c) loss-win (d) loss-loss
47. Employees may exhibit their dissatisfaction with job condition is through _____.
(a) Presenteeism (b) Absenteeism (c) Avoidance (d) Tardiness
48. Which of the following is not a physical withdrawal?
(a) Actively pursuing. (b) Work slowdown (c) Extend breaks (d) Early departure
49. Employees have feelings about their jobs that are highly dynamic attitudes towards their jobs are called _____.
(a) Job involvement (b) Commitment (c) Satisfaction (d) work moods
50. Job satisfaction influence general life satisfaction is a _____.
(a) morale effect (b) Chain-over effect (c) Intentions (d) spill-over effect.
51. People are optimistic, upbeat and courteous are said to have _____

- (a) negative affectivity (b) Neutral affectivity (c) positive affectivity (d) Aggression
52. A person's knowledge of and ability in any type of process is called _____
- (a) Human skill (b) Technical skill (c) interpersonal skill (d) soft skills
53. _____ is the ability to work effectively with people and to build team work.
- (a) Human skill (b) Technical skill (c) interpersonal skill (d) soft skills
54. Myer's Briggs personality is called as _____
- (a) MBIT (b) MBET (c) MIBT (d) MBTI
55. MBTI tests the personalities in _____ categories.
- (a) 3 (b) 4 (c) 5 (d) 6
56. _____ leaders approach one or more employees and ask them for input prior to making a decision.
- (a) Consultative (b) Participative (c) Autocratic (d) legitimate
57. _____ use a combination of guidance and supportive to create pleasant work environment.
- (a) Fiedler's contingency (b) Path-goal model
(c) Hersey and Blanchard's situation (d) Vroom decision making
58. _____ leadership focus on clear task assignment, standard of successful performance and work schedules.
- (a) Supportive (b) Directive (c) Achievement-oriented (d) Participative
59. _____ refers to alternative belief about an employee achievement are the product of their own effort.
- (a) Self task ability (b) Enhancers (c) Locus of Control (d) focus control
60. _____ is the degree to which employees immerse themselves in their job, invest time and energy.
- (a) Job involvement (b) job commitment (c) job satisfaction (d) Quality work life
61. _____ is to record those changes and provide evidence of lying.
- (a) Polygraph. (b) Honest test (c) Paper test (d) Autograph
62. _____ discipline means that there are stronger penalties for repeated offenses.
- (a) Preventive (b) corrective (c) Progressive (d) Contingency
63. Employee given a wider of duties to reduce their monotony is called _____
- (a) Job depth (b) Job breath (c) job enlargement (d) job enrichment
64. _____ is the number of different tasks an individual is directly responsible for.
- (a) Job depth (b) Job breath (c) job enlargement (d) job enrichment

65. The availability of the internet at work has resulted in a phenomenon known as _____
 (a) cyber slackers (b) cyber loafers (c) cyber surfing. (d) cyber acting
66. The controversy over employee privacy rights has also emerged in the area of _____
 (a) Genetic testing. (b) Honest test (c) Paper test (d) poly test
67. _____ takes a different approach by adding additional motivators to a job to make it more rewarding.
 (a) Job involvement (b) job enrichment (c) job commitment (d) job satisfaction
68. Which of the following allow employees to perform a complete piece of the work?
 (a) Task significance (b) autonomy (c) task identity (d) feed back
69. _____ refers to information that tell employee how well they are performing.
 (a) Task significance (b) Autonomy (c) Task identity (d) Feedback
70. The idea of dues paid is based on the concept of _____
 (a) Whistle blowing (b) idiosyncrasy credit (c) Dues paying (d) Idea creative
71. The social process by which people interact face to face in small groups is called _____
 (a) Formal group (b) Group dynamics (c) Informal group (d) reference group
72. _____ is a method for encouraging creative thinking in group.
 (a) Deferred judgement (b) Nominal Group (c) Brain storming (d) Groupthink
73. A better understanding of an informal system is to prepare a visual portrait called _____
 (a) Network chart (b) pie chart (c) Flow chart (d) Flow diagram
74. _____ skills is the process of helping a group attain a resounding success, maximize its efficient use of time.
 (a) Adaptive (b) Progressive (d) Facilitation (d) Felicitation
75. _____ emerge to guide individual behaviour and co-operative feeling are increasingly evident.
 (a) Forming (b) Storming (c) Performing (d) Group norms
76. Most successful group disband is called _____
 (a) Social loafing (b) adjourning (c) adjusting (d) Progressive
77. _____ is the phenomenon of a person exerting less effort to achieve a goal when he works in a group.
 (a) Skill variety (b) Consultation (c) Social loafing (d) cyber slackers
78. _____ is the set of activities that help other focus on what is currently happening around them.
 (a) Skill variety (b) Process Consultation (c) Social loafing (d) cyber slackers

79. _____ allows employees to perform different operations that often require different skills.
- (a) Task variety (b) Task performance (c) Skill variety (d) Skill test
80. _____ discipline is action taken to encourage employee to follow standards and rules so that infractions do not occur.
- (a) Preventive (b) corrective (c) Progressive (d) Contingency
81. _____ refers to anticipating events, initiating change and take control of the organization destiny.
- (a) Reactive role (b) Proactive role (c) Perspective role (d) Creative role
82. _____ of manager is responding to events, adapting to change and tempting the consequences of change.
- (a) Reactive role (b) Proactive role (c) Perspective role (d) Creative role
83. A self correcting mechanism by which energies are called up to restore balance whenever change threatens is called _____
- (a) Psychic cost (b) Logical resistance (c) dynamic-stasis (d) homeostasis.
84. _____ is a type of reactivity in which individuals modify an aspect of their behaviour in response to their awareness of being observed.
- (a) Skill-over (b) luthans affect (c) Hawthorne effect. (d) maid effect
85. _____ is a subset of social cost that specifically represent the cost of added stress or losses to quality of life.
- (a) Physic cost (b) Static cost (c) Psychic cost. (d) mental cost
86. _____ is based on disagreement with the fact, rational reasoning logic and science.
- (a) Physical resistance (b) Logical resistance
- (c) Conceptual resistance (d) Persistent resistance
87. _____ based on emotion, sentiment and attitudes.
- (a) (a) Physical resistance (b) Logical resistance
- (c) Psychological resistance (d) Persistent resistance
88. How many stages in managing change?
- (a) Three. (b) Two (c) Four (d) Five
89. _____ is a leadership characteristic that can help influence employees to take early and sustained action.
- (a) Equilibrium (b) Creating vision (c) Charisma (d) simulate learning
90. _____ is the modification of goals or decision making rules in the light of experience.
- (a) Double loop learning (b) Creating vision (c) Charisma (d) single loop learn

91. Organizational Development programs are based on _____
 (a) Burn out (b) Exposure (c) Humanistic values. (d) mental values
92. _____ is a state of emotional, physical and mental exhaustion caused by excessive and prolonged stress.
 (a) Out busted (b) Open out (c) Burn out;. (d) Confusion
93. _____ is the disintegration of employees self concepts and beliefs in their capabilities.
 (a) Workaholics (b) layoff survivor's sickness
 (c) Posttraumatic stress disorder (d) Workplace trauma.
94. _____ counselling is the process of listening to an employee's problem.
 (a) Nondirective (b) Iceberg (c) Directive (d) Participative
95. _____ function involves a change in the employee's psychic self through a change in basic goals and values.
 (a) Reorientation (b) Clarified thinking (c) Reassurance (d) Emotional catharsis
96. _____ is a way of giving them encourage to face a problem that they are pursuing a suitable course of action.
 (a) Reorientation (b) Clarified thinking (c) Reassurance (d) Emotional catharsis
97. The counselee constantly encourages opening up and revealed deeper feeling by using _____ counselling
 (a) Iceberg model (c) Directive (d) Participative (d) Trauma
98. Stress is _____
 (a) External force (b) Internal resistance force (c) Axial force (d) Radial force
99. _____ turns employee attention away from negative focus on problem, missteps, and blaming.
 (a) Interventions (b) Appreciative inquiry (c) Supportive inquiry (d) Adaptive inquiry
100. _____ is a mutual counsellor-counselee relationship that establishes a cooperative exchange of ideas to help solve a counselee's problem.
 (a) Nondirective (b) Iceberg (c) Directive (d) Participative

ANSWERS:

1. (d) fact premises
2. (a) power
3. (d) job titles.

4. (b) boundary spanners
- 5 (b) perceptions
6. (c) contingency
7. (c) Vision
8. (d) collegial model.
9. (b) proxemics
10. (a) An open-door policy
11. (c) Decoding
12. (b) nonverbal
13. (b) ombudsperson
14. (c) Body language
15. (d) mind.
16. (a) Vision
17. (c) semantic barriers
18. (b) Theory X.
18. (d) Rumour.
19. (d) idea.
20. (d) a superior to a sub ordinate
21. (b) Role.
22. (a) Mentor.
23. (a) Status.
24. (b) dysfunctional effect.
25. (c) status symbol.
26. (d) organizational culture.
27. (b) Extrinsic motivators.
28. (b) Positive reinforcement.
29. (a) Shaping.
30. (b) Negative reinforcement.
31. (a) Self efficacy
32. (c) galatea effect.
33. (b) Profit sharing

- 34. (d) self appraisal.
- 35. (b) Vicarious learning.
- 36. (c) Attribution.
- 37. (d) rate setting.
- 38. (b) Skill based pay.
- 39. (a) Achievement.
- 40. (b) Affiliation.
- 41. (c) Reward power.
- 42. (b) Coercive power.
- 43. (d) Expert power.
- 44. (a) Confronting.
- 45. (b) win-loss.
- 46. (c) loss-win.
- 47. (d) Tardiness.
- 48. (a) Actively pursuing.
- 49. (d) work moods.
- 50. (d) spill-over effect.
- 51. (c) positive affectivity.
- 52. (b) Technical skill.
- 53. (a) Human skill.
- 54. (d) MBTI.
- 55. (b) 4.
- 56. (a) Consultative.
- 57. (c) Hersey and Blanchard's situation.
- 58. (b) Directive.
- 59. (c) Locus of Control.
- 60. (a) Job involvement.
- 61. (a) Polygraph.
- 62. (c) Progressive.
- 63. (c) job enlargement.
- 64. (b) Job breath.

- 65. (c) cyber surfing
- 66. (a) Genetic testing.
- 67. (b) job enrichment.
- 68. (c) task identity.
- 69. (d) Feedback.
- 70. (b) idiosyncrasy credit
- 71.(b) Group dynamics.
- 72. (c) Brain storming.
- 73. (a) Network chart.
- 74. (d) Facilitation.
- 75. (d) Group norms.
- 76. (b) adjourning.
- 77. (c) Social loafing.
- 78. (b) Process Consultation.
- 79. (c) Skill variety.
- 80. (a)Preventive.
- 81. (b) Proactive role.
- 82. (a) Reactive role.
- 83. (d) homeostasis.
- 84. (c) Hawthorne effect.
- 85. (c) Psychic cost.
- 86. (b) Logical resistance.
- 87. (c) Psychological resistance.
- 88. (a) Three.
- 89. (c) Charisma.
- 90. (a) Double loop learning.
- 91. (c) Humanistic values.
- 92. (c) Burn out
- 93. (d) Workplace trauma.
- 94. (c) Directive.
- 95. (a) Reorientation.

96. (c) Reassurance.

97. (a) Iceberg model.

98. (b) Internal resistance force.

99. (b) Appreciative inquiry.

100. (d) Participative.

