

Q.1. Communication begins with _____
(a) encoding (b) idea origination
(c) decoding (d) channel selection
Ans. (b) idea origination

Q.2. A study of the culture and practises in different societies is called _____
(a) Personality (b) Anthropology
(c) Perception (d) Attitudes
Ans. (b) Anthropology

Q.3. Scope of Organizational Behaviour does not include _____
(a) Leadership (b) Perception
(c) Job Design (d) Technology
Ans. (d) Technology

Q.4. In present context, challenges for Organizational Behaviour are _____
(a) Employee expectation
(b) Workforce diversity
(c) Globalization
(d) All of the above
Ans. (d) All of the above

Q.5. Meso organisation behaviour is related with
(a) Individual behaviour
(b) Group behaviour.
(c) Organisational behaviour
(d) None of these
Ans. (b) Group behaviour

Q.6. Organizational behaviour focuses at 3 Levels-
(a) Individuals, Organisation, Society
(b) Society, Organisation, Nation
(c) Employee, Employer, Management
(d) Individual, Groups, Organisation.
Ans. (d) Individual, Groups, Organisation.

Q.7. _____ is recognised as father of "Human relations"
(a) William Gilbreth (b) Hendry Fayol
(c) F.W.Taylor (d) Elton Mayo
Ans. (d) Elton Mayo

Q.8. Some of OB's challenges and opportunities include all of the following except

- (a) reinforcing the importance of traditional methods of management
- (b) offering specific insights to improve interpersonal and people skills
- (c) helping us learn to cope in a continuously changing world
- (d) facilitating the improvement of quality and employee productivity

Ans. (a) reinforcing the importance of traditional methods of management

Q. 9. Edward Tolman is related to _____

- (a) Behaviourist Framework
- (b) Cognitive approach
- (c) Social Cognitive Framework
- (d) None of these

Ans. (b) Cognitive approach

Q. 10. Hawthorne Studies is related to which stage of the organisational behaviour evolution?

- (a) Industrial revolution
- (b) Scientific management
- (c) Organisational behaviour
- (d) Human relations movement

Ans. (d) Human relations movement

Q. 11. Which of the following represents the correct sequencing of historical developments of Organisational Behaviour?

- (a) Industrial revolution → Scientific management → Human relations movement → OB
- (b) Industrial revolution → Human relations movement → Scientific management → OB
- (c) Scientific management → Human relations movement → Industrial revolution → OB
- (d) None of these.

Ans. (a) Industrial revolution → Scientific management → Human relations movement → OB

Q. 12. The field of organizational behaviour examines such questions as the nature of leadership, effective team development, and _____

- (a) Interpersonal conflict resolution; motivation of individuals
- (b) Organisational control; conflict management
- (c) Motivation of individuals; planning
- (d) Planning; development

Ans. (a) Interpersonal conflict resolution; motivation of individuals

Q. 13. Organisational Behaviour is a field of study backed by a body associated with growing concern for people at the workplace

- (a) Theory (b) Research
- (c) Application (d) All of the above

Ans. (d) All of the above

Q. 14. Which of the following is not correct for the organisational behaviour?

- (a) Organisational behaviour is an integral part of management

- Ans. (b) Organisational behaviour is a disciplinary approach
(c) Organisational behaviour helps in analysis of behaviour
(d) Organisational behaviour is goal-oriented
Ans. (b) Organisational behaviour is a disciplinary approach

Q.15. Which one of the following is the definition given by Fred Luthans _____

- (a) Organisational behaviour is to understand, predicting and controlling human behaviour at work
(b) Organisational behaviour is subset of management activities concerned to human behaviour
(c) Organisational behaviour is a branch of social sciences that seeks to build theories
(d) Organisational behaviour is a field of study that investigates the impact on behaviour

Ans. (a) Organisational behaviour is to understand, predicting and controlling human behaviour at work

Q.16. Contribution/s of human relations movement is/are

- (a) Great Depression
(b) Labour Movement
(c) Hawthorne Studies
(d) All of these

Ans. (d) All of these

Q.17. Nowadays a lot of stress is being put on the _____ of the employee in the organisation

- (a) Character (b) improvement
(c) Behaviour (d) Rewards

Ans. (c) Behaviour

Q.18. The term 'psychology' is derived from the word 'psyche', which means 'soul' or 'spirit' _____

- (a) Latin (b) French
(c) Greek (d) None of these

Ans. (c) Greek

Q.19. The field of organisational behaviour is primarily concerned with _____

- (a) The behaviour of individual and groups.
(b) How resources are effectively managed.
(c) Control processes and interactions between organisations, external context.
(d) Both a and c.

Ans. (d) Both a and c.

Q.20. The _____ is based on the environment. Though _____ like thinking, expectations and perception do exist, and they are not needed to manage or predict behaviour.

- (a) Behaviouristic approach, Cognitive processes.
(b) cognitive processes, behaviouristic approach
(c) Social cognitive, behaviouristic approach

- (d) Cognitive processes, social cognitive
Ans. (a) Behaviouristic approach, Cognitive processes,

Q.21 Organisational Behaviour is the study of _____ in the organisation

- (a) Human (b) Employer
(c) Human Behaviour (d) Employees

Ans. (c) Human Behaviour

Q.22 The model(s) of organisational behaviour is (are) _____

- (a) Autocratic (b) Supportive
(c) Custodial (d) All of the above

Ans. (d) All of the above

Q.23 OB Helps to understand behaviour of human in _____

- (a) work place and Society (b) work place only
(c) Society only (d) Department only

Ans. (b) work place only

Q.24 In present context, challenges for OB are

- (a) Employee expectation (b) Workforce diversity
(c) Globalization (d) All of the above

Ans. (d) All of the above

Q.25 Due to emphasis on productivity & efficiency, employee are not allowed to work with harmony with one another is a limitation of _____

- (a) Organizational Cultural (b) Organizational Structure
(c) Organizational Behaviour (d) Organisational Value

Ans. (c) Organizational Behaviour

Q.26 Common uniform, canteen, office does not mean common treatment is a limitation of

- (a) Organizational Cultural
(b) Organizational Structure
(c) Organizational Behaviour
(d) Organisational Value

Ans. (c) Organizational Behaviour

Q.27 Which of the following is not a contributing discipline of OB

- (a) Anthropology (b) Psychology
(c) physiology (d) sociology

Ans. (c) physiology

Q.28 _____ is a Study of individual Behaviour

- (a) Anthropology (b) Psychology
(c) political science (d) sociology

Ans. (b) Psychology

Q.29 _____ is a Study of Group Behaviour

- (a) Anthropology (b) Psychology
(c) physiology (d) sociology

Ans. (d) sociology

- Q.30. _____ is a Study of man, his work and Culture
- (a) Anthropology (b) Psychology
 - (c) Social psychology (d) sociology

Ans. (a) Anthropology

- Q.31. _____ focuses on the influence of people on one another
- (a) Anthropology (b) Psychology
 - (c) Social psychology (d) sociology

Ans. (c) Social psychology

- Q.32. _____ framework is based on the concept of Expectancy, demand and Intention of the human being.
- (a) Behaviouristic (b) Expectancy
 - (c) Cognitive (d) Social learning

Ans. (c) Cognitive

- Q.33. The study of organizational behaviour has certain basic assumptions. They are _____

- (a) An industrial enterprise is an organisation of people.
- (b) These people must be motivated to work effectively.
- (c) The goals of the employee and the employer may not necessarily coincide.
- (d) All of the above.

Ans. (d) All of the above.

- Q.34. "Leadership motivates the people to work and not the power of money", this concept is related to _____

- (a) Autocratic model (b) Custodial model
- (c) Supportive Model (d) Collegial Model

Ans. (b) Custodial model

- Q.35. The study of organization behavior has certain basic assumptions. They are -

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Ans. (d) All of the above

- Q.36. Which of the following frameworks is used in the development of the overall model of OB?

- (a) The cognitive framework
- (b) The behaviouristic framework
- (c) The social learning framework
- (d) All of the above

Ans. (d) All of the above

- Q.37. Which of the following frameworks is based on the expectancy, demand and incentive concepts?

- (a) The cognitive framework
- (b) The behaviouristic framework

- (c) The social learning framework
- (d) The supportive framework

Ans. (a) The cognitive framework

Q.38. According to Edward Tolman, _____ consists of the expectancy that a particular event will lead to a particular consequence.

- (a) eventual (b) Behaviour
- (c) Learning (d) Attitude

Ans. (c) Learning

Q.39. The 3 Theoretical Framework of OB are

- (a) Cognitive, Social and Technical
- (b) Cognitive, Behaviouristic, Social
- (c) leadership, attribution, motivation
- (d) attribution, Perception and motivation

Ans. (b) Cognitive, Behaviouristic, Social

Q.40. _____ explains internal processes of choice among different behaviours

- (a) Equity Theory (b) Expectancy theory
- (c) Goal attain theory (d) Goal setting Theory

Ans. (b) Expectancy theory

Q.41. _____ explains how and why people react when they feel unfairly treated

- (a) Equity Theory (b) Expectancy theory
- (c) Goal attain theory (d) Goal setting Theory

Ans. (a) Equity Theory

Q.42. _____ focuses on how to set goals for people to reach

- (a) Equity Theory (b) Expectancy theory
- (c) Goal attain theory (d) Goal setting Theory

Ans. (c) Goal attain theory

Q.43. Every individual set his goal and he also know the _____ which will take him to achieve the goal.

- (a) Process (b) Behaviour
- (c) Event (d) way

Ans. (b) Behaviour

Q.44. _____ insist that it is advisable and fruitful to the study the behaviour of the human being which is visible than studying the mind which is elusive in nature.

- (a) Ivan Pavlov and Jon B. Watson
- (b) Ivan Pavlov
- (c) Jon B. Watson Ivan Pavlov and A. Maslow
- (d) None of the above

Ans. (a) Ivan Pavlov and Jon B. Watson

Q.45. _____ is the behaviour for a stimulus.

- (a) Stimulus (b) response
- (c) Perception (d) Attitude

Ans. (b) response

Q.46. Behavioural framework based on _____ behaviour and environmental variables.

- (a) Observable — Non Observable
- (b) Observable — Observable
- (c) Non Observable — Observable
- (d) Non observable — Non Observable

Ans. (b) Observable — Observable

Q.47. Human can project _____ behaviour for _____ stimulus and he exhibit a response depending on environmental consequences.

- (a) different — different (b) same — same
- (c) same — different (d) different — same

Ans. (d) different — same

Q.48. As per _____ Behaviour is not the outcome of stimulus alone, but it is an outcome which also depends on contingent environmental consequences of a behaviour.

- (a) Behaviouristic Framework
- (b) Cognitive Framework
- (c) Sinner Framework
- (d) Behaviour Theory

Ans. (a) Behaviouristic Framework

Q.49. _____ means the mental action or process of acquiring knowledge and understanding through thought, experience, and the senses.

- (a) Learning (b) development
- (c) Cognition (d) Training

Ans. (c) Cognition

Q.50. The social cognitive theory states that the person and the external situations are _____ with each other along with the behaviour itself to determine the behaviour.

- (a) related (b) linked
- (c) interdependence (d) combined

Ans. (c) interdependence

Q.51. _____ states that along with cognitive and external situation the experiences faced through relevant past events determines what a person becomes and this will create an impact in subsequent behaviour.

- (a) Behaviouristic Framework
- (b) Cognitive Framework
- (c) Social Cognitive Framework
- (d) Social Framework

Ans. (c) Social Cognitive Framework

Q.52. _____ developed social learning theory into the more comprehensive social cognitive theory (SCT).

- (a) Bandura (b) Luthans
- (c) Sinner (d) I Pavlo

Ans. (a) Bandura

Q.53. _____ have translated this SCT into the theoretical framework for organizational behavior.

- (a) Stajkovic and Luthans
- (b) Stajkovic and Sinner
- (c) Sinner and Luthans
- (d) Stajkovic and Pavlo

Ans. (a) Stajkovic and Luthans

Q.54. Bandura identified _____ basic human capabilities as a part of SCT.

- (a) 4
- (b) 3
- (c) 5
- (d) 6

Ans. (c) 5

Q.55. People process visual experiences into cognitive models. They help in future action is

- (a) Symbolizing
- (b) Forethought
- (c) Observational
- (d) Regulatory

Ans. (a) Symbolizing

Q.56. Employees plan their actions is called as

- (a) Symbolizing
- (b) Forethought
- (c) Observational
- (d) Self-regulatory

Ans. (b) Forethought

Q.57. Employees learn by observing the performance of the referent group (peers, supervisors and high performers) and the consequences of their actions is referred as.

- (a) Symbolizing
- (b) Forethought
- (c) Observational
- (d) Self-regulatory

Ans. (c) Observational

Q.58. Employees self regulate their actions by setting internal standards

- (a) self- reflective
- (b) Forethought
- (c) Observational
- (d) Self-regulatory

Ans. (d) Self-regulatory

Q.59. Employees reflect back on their actions (how did I do?) and perceptually determine how they believe then can successfully accomplish the task in the future given the context

- (a) self- reflective
- (b) Forethought
- (c) Observational
- (d) Self-regulatory

Ans. (a) self- reflective

Q.60. Expectancy theory is a theory comes under _____ theory.

- (a) Process
- (b) Content
- (c) Attribution
- (d) perception

Ans. (a) Process

Q.61. _____ contains the theories which gives an idea about what employees wants or needs.

- (a) Expectancy theory
- (b) Maslow theory
- (c) Process Theory
- (d) Content Theory

Ans. (d) Content Theory

Q.62. Which of the following is not an example of Content Theory?

- (a) Maslow Theory
- (b) Herzberg's Theory
- (c) Expectancy theory
- (d) Alderfer's ERG theory
- (c) Expectancy theory

Ans. (c) Expectancy theory

Q.63. _____ theory emphasis that Unsatisfied need can influence the behaviour satisfied one will not act as a motivator.

- (a) Maslow Theory
- (b) Herzberg's Theory
- (c) Expectancy theory
- (d) Alderfer's ERG theory

Ans. (a) Maslow Theory

Q.64. Which of the following is not a part of the hygiene factor of two-factor theory

- (a) Company policy
- (b) Administration
- (c) responsibilities
- (d) Interpersonal Relations

Ans. (c) responsibilities

Q.65. The purpose of job enrichment is to _____

- (a) expand the number of tasks an individual can do
- (b) increase job efficiency
- (c) increase job effectiveness
- (d) increase job satisfaction of middle management

Ans. (b) increase job efficiency

Q.66. _____ is the process of stimulating people to actions to accomplish the goals.

- (a) Bonus
- (b) Motivation
- (c) Performance-based Incentive
- (d) Promotion

Ans. (b) Motivation

Q.67. _____ is the force of action or motivation.

- (a) Behaviour
- (b) Stimulus
- (c) Perception
- (d) Attitude

Ans. (b) Stimulus

Q.68. Motivation includes _____

- (a) job enrichment
- (b) Job rotation
- (c) Job enlargement
- (d) all of the above

Ans. (d) all of the above

Q.69. High rate of _____ increase cost and tend to place less experienced employee in job

- (a) Training
- (b) Absenteeism
- (c) Employee Turnover
- (d) Strikes

Ans. (c) Employee Turnover

Q.70. Which of the following is a strategy of job design that increases job depth by meeting employees needs for psychological growth?

- (a) Job rotation
- (b) Job enrichment
- (c) Job enlargement
- (d) Job engagement

Ans. (b) Job enrichment

Q.71 According to Herzberg, which of the following is a maintenance factor?

- (a) Salary
- (b) Work itself
- (c) Responsibility
- (d) Recognition

Ans. (d) Recognition

Q.72. _____ a young Welsh factory owner was one of the first to emphasise the human needs of employees: He refused to employ young children

- (a) Andrew Ure
- (b) J.N. Tata
- (c) Robert Owen
- (d) None of these

Ans. (c) Robert Owen

Q.73. The job satisfaction of an employee depends on the

- (a) behaviour
- (b) attitude
- (c) personality
- (d) employer

Ans. (b) attitude

Q.74. Job Satisfaction have _____ related to Absenteeism and Turnover

- (a) Positively
- (b) Negatively
- (c) directly
- (d) Elastically

Ans. (b) Negatively

Q.75. _____ advocated that humans are essentially motivated by levels of needs

- (a) A. Maslow
- (b) Follett
- (c) Elton Mayo
- (d) Ivan Pavlov

Ans. (a) A. Maslow

Q.76. In order from lowest to highest, what are Maslow's five classes of needs?

- (a) Social-esteem-physiological-safety-self-actualization
- (b) Physiological-safety-social-self-actualization-esteem
- (c) Physiological-safety-social-esteem-self-actualization
- (d) Self-actualization-esteem-safety-social-physiological

Ans. (c) Physiological-safety-social-esteem-self-actualization

Q.77. Maslow says that Human beings are full of needs & wants. And these needs will lead to their _____

- (a) Job
- (b) Behavior
- (c) Attitude
- (d) Motivation

Ans. (b) Behavior

Q.78. The person will try for the complex level need when his _____ is satisfied.

- (a) Basic need
- (b) family
- (c) Income
- (d) Job

Ans. (a) Basic Need

Q.79. In _____ the needs are arranged in an order as per their importance (basic to complex)

- (a) Maslow need Theory (b) Herzberg theory
(c) Satisfaction theory (d) Mayo theory

Ans. (a) Maslow need Theory

Q.80. The individuality, humanness and mental health of the person will improve _____ the level of need he satisfied.

- (a) less than (b) Greater than
(c) at Par with (d) None of the above

Ans. (c) at Par with

Q.81. Salary, and basic working condition will come under _____ Needs

- (a) Safety (b) Physiological need
(c) social need (d) organizational

Ans. (b) Physiological need

Q.82. _____ need improves the confidence level of an employee when satisfied.

- (a) Social (b) Safety
(c) Basic (d) Esteem

Ans. (d) Esteem

Q.83. Responsibility, Advancement etc are an example of

- (a) Motivators (b) hygiene factors
(c) improvement factors (d) advance factors

Ans. (a) Motivators

Q.84. The higher-order needs specified by Maslow is considered as _____ as per Herzberg.

- (a) Motivators (b) hygiene factors
(c) improvement factors (d) advanced factors

Ans. (a) Motivators

Q.85. _____ and fringe benefits are no longer employees first priority

- (a) Wages (b) bonus
(c) rewards (d) promotions

Ans. (a) Wages

Q.86. A satisfied employee will be a _____

- (a) motivator to others (b) manager
(c) High performer (d) Team Leader

Ans. (c) High performer

Q.87. The success of each organization is depending upon the performance of

- (a) employer (b) management
(c) vendor (d) employee

Ans. (d) employee

Q.88. _____ is not a capability of an employee having Positive attitude

- (a) Focus (b) creativity
(c) Pessimism (d) Confidence

Ans. (c) Pessimism

Q.89.Which one is not a benefit to employee which results through positive attitude of an employee

- (a) Promotion
- (b) Less stress
- (c) Job security
- (d) Enjoying life

Ans. (a) Promotion

Q.90.Belief, opinion, knowledge, emotions feelings intention are the components of

- (a) OB
- (b) Job satisfaction
- (c) Attitude
- (d) Personality

Ans. (c) Attitude

Q.91.Components of Attitude can majorly be segregated in to _____ types

- (a) 7
- (b) 4
- (c) 3
- (d) 6

Ans. (c) 3

Q.92.The attitude based on Beliefs, opinion, Knowledge, or information about the particular event which the employee possesses is under _____ component of Attitude.

- (a) Behavioral
- (b) Cognitive
- (c) Affective
- (d) Positive

Ans. (b) Cognitive

Q.93.The attitude based on the concept that "every individual will have an intention to react in a certain way toward something is under" _____ component of Attitude.

- (a) Behavioral
- (b) Cognitive
- (c) Affective
- (d) Positive

Ans. (a) Behavioral

Q.94.The attitude based on Feelings, sentiments and emotions of any person is under _____ component of Attitude.

- (a) Behavioral
- (b) Cognitive
- (c) Affective
- (d) Positive

Ans. (c) Affective

Q.95. _____ is the only component of attitude which is visible and can be observed directly.

- (a) Behavioral
- (b) Cognitive
- (c) Affective
- (d) Positive

Ans. (c) Behavioural

Q.96.The statement "My friends are good" is an example of _____ component of attitude

- (a) Behavioral
- (b) Cognitive
- (c) Affective
- (d) Positive

Ans. (b) Cognitive

Q.97.The statement "I don't feel comfortable in crowd" is an example of _____ component of attitude.

- (a) Behavioral
- (b) Cognitive
- (c) Affective
- (d) Positive

Ans. (c) Affective

Q.98. The statement "I am going to apologize for my mistake" is an example of _____ component of attitude.

- (a) Behavioral
- (b) Cognitive
- (c) Affective
- (d) Positive

Ans. (a) Behavioral

Q.99. _____ component of attitude is a result of family condition, childhood experiences etc.

- (a) Behavioral
- (b) Cognitive
- (c) Affective
- (d) Positive

Ans. (c) Affective

Q.100. Which is not a method used for changing the attitude of Employee

- (a) use of fear
- (b) Providing new information
- (c) Performance appraisal
- (d) Giving Feedback

Ans. (c) Performance appraisal

