

## **Industrial/ Organizational Psychology**

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1. What is the term used to describe as the study of the structure, functioning, and performance of organizations and the behavior of groups and individuals within them?
  - a. Organization behavior
  - b. Organization Sustainability
  - c. Organizational structure
  - d. Organizational Functions
2. Organizational behavior theory is based on the main behavioral science disciplines. These are defined as the fields of enquiry dedicated to the study of human behavior through sophisticated and rigorous methods.
  - a. Both statements are true.
  - b. The first statement is true; the second statement is false.
  - c. The first statement is false; the second statement is true.
  - d. Both statements are false.
3. What are the sources of organizational behavior theory?
  - a. Psychology, Sociology and Social Psychology
  - b. Science, Psychology and Organizational influences
  - c. Psychology, Genes and Social influences
  - d. Social Sciences, Science and Sociology
4. What is an entity that exists to achieve a purpose through the collective efforts of the people who work in or for it?
  - a. Organization
  - b. Structures
  - c. System
  - d. Company
5. Organizing is the process of arranging in the form of defined responsibilities and relationships to enable those people to work cooperatively together. Organizations can be described as systems that, as affected by their environment, have a structure that has both formal and informal elements.
  - a. Both statements are true.
  - b. The first statement is true; the second statement is false.
  - c. The first statement is false; the second statement is true.
  - d. Both statements are false.
6. Organization structures are frameworks for getting things done. Laid down hierarchies (lines of command) represented in organization charts where the leaders follow their subordinates.
  - a. Both statements are true.
  - b. The first statement is true; the second statement is false.
  - c. The first statement is false; the second statement is true.
  - d. Both statements are false.
7. What is the traditional organization based on the military model?
  - a. Mechanistic
  - b. Line and staff
  - c. Organic
  - d. Authoritative

8. It is a formal organization that is hierarchical with rigid chains of command and control, distinct departments and tightly defined and specialized jobs.
  - a. Line and staff
  - b. Mechanics
  - c. Organic
  - d. Matrix Organization
9. Defined as 'the way we do things around here'.
  - a. Organizational Influences
  - b. Organizational culture
  - c. Organizational Identity
  - d. Organization Relevance
10. Values are beliefs in what is best or good for the organization and what should or ought to happen. Values are the informal guidelines on how to behave.
  - a. Both statements are true.
  - b. The first statement is true; the second statement is false.
  - c. The first statement is false; the second statement is true.
  - d. Both statements are false.
11. What are the visible and tangible aspects of an organization that people hear, see or feel and which contribute to their understanding of the organization's culture?
  - a. Values
  - b. Norms
  - c. Artefacts
  - d. Organization
12. It is competitive, responsive to personality rather than expertise.
  - a. Task-oriented
  - b. People-oriented
  - c. Power-oriented
  - d. Role-oriented
13. Defined as focus on legality, legitimacy and bureaucracy.
  - a. Task-oriented
  - b. People-oriented
  - c. Role-oriented
  - d. Power-oriented
14. When there is anxiety, dependence on the leader and testing to find out the nature of the situation and the task, and what behavior is acceptable.
  - a. Storming
  - b. Norming
  - c. Forming
  - d. Performing
15. Organizations largely function by means of managers and supervisors who exercise power in order to get their teams into action and ensure that they achieve the results expected of them.
  - a. Power
  - b. Conflict
  - c. Leadership

- d. Politics
16. It is the quality possessed by people that makes an action possible.
- a. Personality
  - b. Intelligence
  - c. Power
  - d. Ability
17. These are predispositions to behave in certain ways in a variety of different situations.
- a. Personality
  - b. Ability
  - c. Intelligence
  - d. Traits
18. According to Costa and McCrae the big five classifications of personality traits are:
- a. Openness, conscientiousness, extraversion, agreeableness, pessimism
  - b. Openness, conscientiousness, extraversion, agreeableness, optimism
  - c. Openness, conscientiousness, extraversion, agreeableness, dedication
  - d. Openness, conscientiousness, extraversion, agreeableness, neuroticism
19. The capacity for recognizing our own feelings and that of others, for motivating ourselves, for managing emotions well in ourselves as well as others.
- a. Intellectual Intelligence
  - b. Social Intelligence
  - c. Attitudes
  - d. Emotional Intelligence
20. It is the ability to control or redirect disruptive impulses and moods and regulate your own behavior coupled with a propensity to pursue goals with energy and persistence.
- a. Self-awareness
  - b. Social awareness
  - c. Social Skills
  - d. Self-management
21. Several social processes take place in organizations that affect how they function. These are interaction and networking, communication, group behavior, leadership, power, politics and conflict.
- a. Both statements are true.
  - b. The first statement is true; the second statement is false.
  - c. The first statement is false; the second statement is true.
  - d. Both statements are false.
22. It refers to the number of subordinates that a manager can effectively manage. It represents the total number of direct reports a manager has
- a. Span of control
  - b. Departmentation
  - c. Delegation
  - d. Job Design
23. Who is the leading exponent of the bureaucratic model?
- a. Weber
  - b. Emery

- c. Miller and Rice
  - d. Taylor, Fayol, Urwick
24. A humanistic point of view is adopted that is concerned with what people can contribute and how they can best be motivated.
- a. The behavioral science school
  - b. The human relations school
  - c. The classical school
  - d. The bureaucratic school
25. KSA also known as competencies in training stands for:
- a. Knowledge, Skills, Abilities
  - b. Knowledge, Skills, Agility
  - c. Knowledge, Skills, Attitudes
  - d. Knowledge, Skills, Altitude
26. In Maslow's Hierarchy of Need in a workplace, recognition is considered as:
- a. Physiological
  - b. Esteem
  - c. Relationship
  - d. Safety
27. Michael is a type of manager who is concerned primarily with accomplishing goals and objectives and concentrates on the task itself. His behavioral style is called:
- a. Authoritarian
  - b. Task-oriented
  - c. Democratic
  - d. People-orineted
28. In stages of Group development, this stage is characterized by listening, establishment & maintenance of team norms, beginning of work together, clarity of leadership
- a. Performing
  - b. Norming
  - c. Adjourning
  - d. Forming
29. When Faye got two job offers, she decided to get the package with a better insurance, pension plan and safe working conditions. According to Maslow which level is she focusing?
- a. Physiological
  - b. Safety
  - c. Relationship
  - d. Esteem
30. The "I" in I/O Psychology is related to the following recruitment, training and termination.
- a. The statement is false.
  - b. The statement is true.
  - c. The statement can be true at times.