MIDTERM EXAMINATION
Spring 2009
MGT502- Organizational Behaviour (Session - 4)
Solved by MAHA SHAH

Time: 60 min

Question No: 1   (Marks: 1)   - Please choose one
 The behavior of people is influenced by which of the following factors?
► Psychological needs
► Individual drives
► Social roles and status
► **All of the given options**

Question No: 2   (Marks: 1)   - Please choose one
 Which of the following is defined as intellectual and mechanical processes used by an organization to transform inputs into products or services?

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► Mechanism
► **Technology**   page#12
► Operational system
► Information system

Question No: 3   (Marks: 1)   - Please choose one
 Which of the following is not one of the types of attitude?

► Job satisfaction
► Job Involvement
► **Organizational Behavior**   page#29
► Organizational commitment

Question No: 4   (Marks: 1)   - Please choose one
 Which of the following is NOT included in the ways employees can express dissatisfaction?

► **Exit**   page#31
► Voice
► Loyalty
► Noise

Question No: 5   (Marks: 1)   - Please choose one
 Values like working hard, being creative and honest are the means which lead towards achieving organizational goals. Which of the following term best described these values?

► Terminal values
► **Instrumental values** page#25
► Theoretical values
► Social values

Question No: 6   (Marks: 1)   - Please choose one

The relatively stable set of psychological attributes that distinguishes one person from another is called _____

► Attitude
► **Personality** page#34
► Perception
► Mind-set

Question No: 7   (Marks: 1)   - Please choose one

According to the Big Five model; people having personality dimension of openness to experience are:

► Caring and dependable
► **Flexible and risk taker** page#35
► Outgoing and talkative
► Tolerant and self-hearted

Question No: 8   (Marks: 1)   - Please choose one

Mr. Abad thinks that his own actions and behaviors have an impact in determining what happens to him. What do you think he has?

► Core locus of control
► Personal Locus of control
► **Internal Locus of control**   page#35
► External Locus of control

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Question No: 9   (Marks: 1)   - Please choose one

Which of the following is the dimension of emotional intelligence that describes the ability to manage your own emotions and impulses?

► Self-awareness
► **Self-management** page#41
► Commitment
► Social-skills

Question No: 10   (Marks: 1)   - Please choose one

Which of the following is NOT a factor in the individual perceiver?

► Attitude
► Motive
► **Location**   page#44
► Perception

Question No: 11   (Marks: 1)   - Please choose one
A decision making model that describes how individuals should behave in order to maximize some outcomes is:

► **Rational decision making**   page#52
► Bonded rational model
► Intuitive decision making
► Contingent decision making

Question No: 12   (Marks: 1)   - Please choose one
What is the first step in the Rational Decision-Making Model?

► **Defining the problem**
► Weighing the decision criteria
► Identifying the decision criteria
► Developing alternatives

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Question No: 13   (Marks: 1)   - Please choose one
Which of the following is NOT an assumption of the rational decision-making model?

► The decision maker has complete information
► The decision maker is aware of all consequences
► The decision maker can identify all the relevant criteria
► **The decision maker is constrained by time and costs page#53**

Question No: 14   (Marks: 1)   - Please choose one
If someone wishes to emphasize the importance of making decisions consistent with fundamental liberties and privileges, the focus of his/her teaching will be on which of the following?

► **Rights** page#56
► Privilege
► Justice
► Utilitarianism

Question No: 15   (Marks: 1)   - Please choose one

According to attribution theory, which of the following is an internally caused behavior?

► **Working late in order to get a promotion** page#48
► Arriving at work late because heavy traffic
► Working weekends because of your employer's orders
► Depending on luck for success

Question No: 16 (Marks: 1) - Please choose one

Amna is an honest and straightforward person. She believes her employees are all similarly honest and straightforward, ignoring signs that they may be manipulating her. What perceptual shortcut is Amna most likely using?

► Prototyping
► Contrast effect
► Halo effect
► **Projection** page#49

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Question No: 17 (Marks: 1) - Please choose one

Which level of Maslow's hierarchy of needs deals with satisfying one's hunger, thirst, and need for sex?

► Esteem
► Safety
► **Physiological** page#60
► Social

Question No: 18 (Marks: 1) - Please choose one

Sheraz wants to become a surgeon, not only because achieving this goal will give him self-respect and autonomy, but also because he wants a job with high status and recognition from others. Which of Maslow's needs is Sheraz trying to fill?

► Self-actualization
► Social
► **Esteem** page#60
► Safety

Question No: 19 (Marks: 1) - Please choose one

Hassan derives a great sense of belongingness, acceptance and friendship from his relationships with his extended family. Which of Maslow's needs is Hassan fulfilling through these relationships?

► Self-actualization

► Esteem
► **Social** **page#60**
► Physiological

Question No: 20   (Marks: 1)   - Please choose one

What is the primary organizational factor that satisfies people's physiological needs?

► Relationship
► Recognition
► **Pay** **page#60**
► Admiration

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Question No: 21   (Marks: 1)   - Please choose one

Which of Maslow's needs <u>best</u> approximates McClelland's need for achievement?

► Esteem
► **Self-actualization** **page#63 concepts**
► Physiological
► Social

Question No: 22   (Marks: 1)   - Please choose one

Which of the following is **NOT** a comparison an employee can use in equity theory?

► Self-inside
► Self-goal
► **Other-outside**
► Self-outside

Question No: 23   (Marks: 1)   - Please choose one

The degree to which an individual believes that performing at a particular level will generate a desired outcome is defined by expectancy theory as what kind of relationship.

► **Performance-reward**   through video lecture
► Effort-performance
► Reward-personal goal
► Effort-satisfaction

Question No: 24   (Marks: 1)   - Please choose one

Which of the following concepts is inconsistent with the expectancy theory of motivation?

► Self-interest is pursued
► Performance and rewards are related

► Attractive rewards will motivate
► **One's inputs and outputs are compared to another's**
REF: http://www.flashcardmachine.com/organizational-behavior1.html

Question No: 25   (Marks: 1)   - Please choose one
What is the largest demographic change in the last few years in Pakistani workforce?

► Increasing ethnic diversity
► A fall in married workers
► Increasing age of workers
► **More women in the workforce**

Question No: 26   (Marks: 1)   - Please choose one
What is the name for an incentive plan where improvements in group productivity determine the total amount of money that is allocated?

► **Gainsharing**   page#73
► Profit-sharing
► Piece rates
► Employee ownership

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Question No: 27   (Marks: 1)   - Please choose one
In which of the following situation Synergy is most likely to occur?

► The activities of all group members are fully dependent on one another
► The performance of one member of a group affects what other members do
► Group members must perform specific behaviors in a predetermined order
► **Group members acting together produce more or better output than alone**
page#82

Question No: 28   (Marks: 1)   - Please choose one
Which of the following type of teams would most likely empower its team members to make work-related decisions?

► Technical
► **Self-managed** page#88
► Problem-solving
► Cross functional

Question No: 29   (Marks: 1)   - Please choose one
Which of the following is true about virtual teams?

► There is an absence of verbal cues

► There is limited social context
► People collaborate online
► **All of the given options** page#89

Question No: 30   (Marks: 1)   - Please choose one

All of the following are problem solving techniques EXCEPT:

► Consensus
► Brainstorming
► Nominal Group Techniques
► **Synergy** page#91

Question No: 31   (Marks: 1)   - Please choose one

Which of the following statement best defines leadership?

► Implementing the strategy provided by management
► Least concerned in bringing organizational change
► Coordinating and handling day-to-day problems
► **The ability to influence a group in goal achievement**   page#102

Question No: 32   (Marks: 1)   - Please choose one

Which of the following leadership style gave the group members complete freedom?

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► Autocratic
► Democratic
► **Laissez-faire**   video lecture#22
► Consideration

Question No: 33   (Marks: 1)   - Please choose one

Which of the following is a behavioral theory of leadership?

► Trait theory   **not correct**
► Fiedler model
► **Ohio State studies**   its correct page#106
► Equity Theory

Question No: 34   (Marks: 1)   - Please choose one

In the communication process, which of the following steps occurs first?

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► Transmitting
► Decoding
► **Encoding**
► Understanding

Question No: 35   (Marks: 1)   - Please choose one

Which of the following is the product of a sender's encoding?

► Channel
► **Message**
► Transmission
► Medium

Question No: 36   (Marks: 1)   - Please choose one

If Ali is apprehensive regarding oral communication, which of the following behaviors is he <u>least</u> likely to display?

► **He prefers to talk on the phone**
► He prefers to send emails
► He relies on memos or letters
► He avoids face-to-face communication

Question No: 37   (Marks: 1)   - Please choose one

Which of the following is an important nonverbal component of communication?

► Written memo
► Paraphrase
► **Eye contact**   page#15 in eng301
► E-mail

Question No: 38   (Marks: 1)   - Please choose one

The ability to do speedy and accurate arithmetic is called:

► Verbal Comprehension
► Number aptitude
► **Perceptual Speed   ref: http://www.wikijob.co.uk/wiki/perceptual-speed**
► Memory

Question No: 39   (Marks: 1)   - Please choose one

Which emotions are the emotions an individual actually is experiencing, despite what they might apparently show.

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► **Felt**
► Displayed
► Conditional
► Exposed

Question No: 40   (Marks: 1)   - Please choose one

A group composed of MBA marketing students similar in age, type of problem, and personality characteristics can be called_____

► **A homogeneous group**
► A heterogeneous group
► A command group
► A task group

MIDTERM EXAMINATION
Fall 2009
MGT502- Organizational Behaviour (Session – 1)
Solved by MAHA SHAH

Time: 60 min
Marks: 50

Question No: 1   (Marks: 1)   - Please choose one
The behavior of people is influenced by which of the following factors?
► Psychological needs
► Individual drives
► Social roles and status
► All of the given options

Question No: 2   (Marks: 1)   - Please choose one
Which of the following statements best describes the goals of Organizational Behavior?

► To understand the behaviors of people at work
► To appreciate the behavior of people at work
► To align behaviors according to the organizational goals
► To describe, understand, predict, and control human behavior at work

Question No: 3   (Marks: 1)   - Please choose one
Management functions of planning, organizing, leading and controlling were first classified by_____.

► Stephen Covey
► Henry Mintzeberg
► Henri Fayol
► Marry Parker

Question No: 4   (Marks: 1)   - Please choose one
Learning theories include all of the following EXCEPT:

► Classical conditioning
► Social learning
► Operant conditioning
► Contingency theory

Question No: 5   (Marks: 1)   - Please choose one
"Smoking is injurious to health". This statement is an example of which one of the following components of attitude?

► **Cognitive   page#206   it's a correct answer**
<u>reference</u>=**Cognitions** A person's knowledge, opinions, or beliefs
► Affective
► Behavioral
► Behavior intension

Question No: 6   (Marks: 1)   - Please choose one
Which of the following is not one of the types of attitude?

► Job satisfaction
► Job Involvement
► Organizational Behavior page#29
► Organizational commitment

Question No: 7   (Marks: 1)   - Please choose one
The measure of the degree to which a person identifies psychologically with his/her job and considers his/her perceived performance level important to self-worth is called:

► Job involvement page#29
► Job satisfaction
► Job commitment
► Job enrichment

Question No: 8   (Marks: 1)   - Please choose one
All of the following are attitudes associated with job satisfaction EXCEPT:

► The work itself
► Promotion opportunities
► Supervision

► Negligence page#29

Question No: 9   (Marks: 1)   - Please choose one
Which of the following lay the foundation for the understanding of attitudes and motivation because they influence our perceptions?

► Moods
► Behaviors
► Values   page#28
► Customs

Question No: 10   (Marks: 1)   - Please choose one
_____ are the preferences concerning the ends to be achieved.

► Terminal values page#25
► Instrumental values
► Theoretical values
► Social values

Question No: 11   (Marks: 1)   - Please choose one
Which of the following is **NOT** included in the values across cultures?

► Uncertainty Avoidance
► Power Distance
► Assertiveness page#26
► Individualism versus collectivism

Question No: 12   (Marks: 1)   - Please choose one
All of the following are sources of the values **EXCEPT:**
► External Reference Groups
► Role Models
► Achievement   page#25
► Teachers

Question No: 13   (Marks: 1)   - Please choose one
What is the most relevant application of perception concepts to OB?

► The perceptions people form about each other page#47
► The perceptions people form about their employer
► The perceptions people form about society
► The perceptions people form about external reality

Question No: 14   (Marks: 1)   - Please choose one

Which of the following is **NOT** consistent with rational decision-making?

► Consistency
► Value-minimization   page#52
► Ranking of criteria
► Evaluating alternatives

Question No: 15   (Marks: 1)   - Please choose one
According to attribution theory, which of the following is an internally caused behavior?

► Working late in order to get a promotion page#48
► Arriving at work late because heavy traffic
► Working weekends because of your employer's orders
► Depending on luck for success

Question No: 16   (Marks: 1)   - Please choose one
If a person responds the same way over time, attribution theory states that the behavior shows _____.
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► Distinctiveness
► Consensus
► Consistency page#48
► Continuity

Question No: 17   (Marks: 1)   - Please choose one
Hassan derives a great sense of belongingness, acceptance and friendship from his relationships with his extended family. Which of Maslow's needs is Hassan fulfilling through these relationships?

► Self-actualization
► Esteem
► Social   page#60
► Physiological

Question No: 18   (Marks: 1)   - Please choose one
According to Maslow, when does a need stop motivating?

► When it is substantially satisfied   page#60
► It never stops motivating
► When one returns to a lower level need
► When one chooses to move to a higher level need

Question No: 19   (Marks: 1)   - Please choose one

Who developed ERG theory?

- ► Mcclelland
- ► Maslow
- ► Alderfer   page#61
- ► Ouchi

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Question No: 20   (Marks: 1)   - Please choose one
Our intrinsic desire for personal development is included in Alderfer's _____ needs.

- ► Existence
- ► Relatedness
- ► Esteem
- ► Growth

Question No: 21   (Marks: 1)   - Please choose one
McClelland's theory of needs concentrates on which three needs?

- ► Power, acceptance and confirmation
- ► Affiliation, control and realization
- ► Achievement, realization and acceptance
- ► Achievement, power and affiliation   page#63

Question No: 22   (Marks: 1)   - Please choose one
Which of the following appears to be the combination of needs found in the best managers?

- ► High achievement, high power page#64
- ► High achievement, low power
- ► High power, low affiliation
- ► Low power, high affiliation

Question No: 23   (Marks: 1)   - Please choose one
Which of the following is **NOT** a comparison an employee can use in equity theory?

- ►Self-inside
- ► Self-goal
- ► Other-outside
- ► Self-outside

Question No: 24   (Marks: 1)   - Please choose one
Which of the following method is used for strengthening desirable behavior?

► Negative Reinforcement
► Neutral Reinforcement
► Pleasant Reinforcement
► Positive Reinforcement page#22

Question No: 25   (Marks: 1)   - Please choose one
Which of the following is the most likely explanation for the higher absentee rate of women in the workplace?

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► Women tend to have more illnesses that keep them from work than do men
► Traditionally, women have had the responsibility of caring for home and family page#17
► Women tend to be less satisfied with their jobs than men
► Women tend to work in jobs that have less flexible schedules than men do

Question No: 26   (Marks: 1)   - Please choose one
Which of the following is a job that does not lend itself to telecommuting?

► An attorney who spends most of her time researching on the computer
► A car salesman who demonstrates the features of a new model of car page #138
► A telemarketer who uses the phone to contact clients
► A product support specialist who fields calls from customers

Question No: 27   (Marks: 1)   - Please choose one
Which one of the following groups may want government to direct more attention to environmental problems?

► Interest group page#79
► Command group
► Formal group
► Task group

Question No: 28   (Marks: 1)   - Please choose one
Which of the following type of teams would most likely empower its team members to make work-related decisions?

► Technical
► Self-managed page#88
► Problem-solving
► Cross functional

Question No: 29   (Marks: 1)   - Please choose one
Which of the following is one of the drawbacks of group decision making?

► More knowledge through pooling of group resources
► More amount of time is required to make a decision page#91
► Increased acceptance & commitment due to voice in decisions
► Greater understanding due to involvement in decision stages

Question No: 30 (Marks: 1) - Please choose one
Which of the following is a tendency for members of a cohesive group to reach decisions without weighing all the facts, especially those contradicting the majority opinion?

► Group conformity
► Group shift
► Groupthink page#209 definition
► Social loafing

Question No: 31 (Marks: 1) - Please choose one
Group decisions are generally preferable to individual decisions when which of the following is required.

► Acceptance of the solution
► A complicated solution page#87 why teams topic
► Speed and efficiency
► Clear responsibility

Question No: 32 (Marks: 1) - Please choose one
John Kotter's view argues that management focuses on coping with complexity, whereas leadership focuses on coping _____.

► Conflict
► Success
► Morale
► Change page#102

Question No: 33 (Marks: 1) - Please choose one
If behavioral leadership theories are correct, then which of the following statement is true?

► Leadership behaviors are consistent page#104
► Leaders are born with leadership behaviors
► Leaders' behavior should be altered
► Leadership skills can be trained

Question No: 34 (Marks: 1) - Please choose one

Which of the following communication network is best illustrated by an unstructured committee?

► Vertical
► Wheel
► All-channel page#100
► Chain

Question No: 35   (Marks: 1)   - Please choose one
Which of the following is the <u>most</u> effective communication network for facilitating the emergence of a leader?

► Chain
► All-channel
► Wheel page#100
► Direct

Question No: 36   (Marks: 1)   - Please choose one
Which one of the following study in the field of OB has contributed knowledge on a number of topics including: learning, perception, personality, emotions, training, leadership, motivation, job satisfaction, decision making, etc?

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► Psychology page#4
► Sociology
► Anthropology
► Physiology

Question No: 37   (Marks: 1)   - Please choose one
How do proponents of reinforcement theory view behavior?

► As a product of heredity
► As a function of one's power need
► As the result of a cognitive process
► As environmentally caused

Question No: 38   (Marks: 1)   - Please choose one
A bachelor degree holder is most likely to have a job that requires:

► Human skills
► Technical skills
► Conceptual skills
► Leading skills

Question No: 39   (Marks: 1)   - Please choose one
The relatively stable set of psychological attributes that distinguishes one person from another is called _____.

   ► Attitude
   ► Personality page#34
   ► Perception
   ► Mind-set

Question No: 40   (Marks: 1)   - Please choose one
Teams are very useful in which of the following situations?

   ► The work to be performed is very basic
   ► The tasks are interrelated page#77
   ► No one wants to be accountable
   ► The group is homogeneous

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SOLVED BY MAHA SHAH

Time: 60 min
Marks: 50

Question No: 1   (Marks: 1)   - Please choose one
The behavior of people is influenced by which of the following factors?
   ► Psychological needs
   ► Individual drives
   ► Social roles and status
   ► **All of the given options**

Question No: 2   (Marks: 1)   - Please choose one
The greatest contribution of which one of the following to OB is through their study of group behavior in organizations, particularly formal and complex organizations?

   ► Psychology   not correct
   ► Sociology
   ► Anthropology
   ► **Social Psychology page#4**   its 100%correct

Question No: 3   (Marks: 1)   - Please choose one

Which one of the following set of skills is best representing the required competencies of managers?

► **Technical skills, human skills and conceptual skills** page#9
► Leading skills and motivational skills
► Organizing skills and interpersonal skills
► Motivating skills and intrapersonal skills

Question No: 4   (Marks: 1)   - Please choose one
The smell of fresh cake baking makes Saima's mouth water is an example of which one of the following learning theory?

► **Classical conditioning**
► Social learning
► Operant conditioning
► Reinforcement theory

Question No: 5   (Marks: 1)   - Please choose one
Managers should be interested in their employees' attitudes because:

► Attitudes influence behavior and perception
► Attitudes give warning signs of potential problems
► Attitudes are associated with job satisfaction
► **All of the given options   page#28**

Question No: 6   (Marks: 1)   - Please choose one
Which of the following is NOT one of the scales to measure job satisfaction?

► Minnesota Satisfaction Questionnaire
► The Faces Scale
► **The mentor scale page#30**
► Descriptive Index

Question No: 7   (Marks: 1)   - Please choose one
Zahra's personality shows that she is dependable, well organized, and responsible. According to the Big Five model; which of the following is the right dimension for describing Zahra's personality?

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► Agreeableness
► Emotional stability
► Extroversion
► **Conscientiousness page#35**

Question No: 8   (Marks: 1)   - Please choose one
Which of the following are the categories into which emotions are usually grouped?

► Simple and Complex
► **Positive and Negative   page#38**
► Positive and Complex
► Complex and Negative

Question No: 9   (Marks: 1)   - Please choose one
Emotional Responses that the organization requires workers to show and considers appropriate in a given job are called:

► Felt Emotions
► **Displayed Emotions page#39**
► Moods
► Emotional Intelligence

Question No: 10   (Marks: 1)   - Please choose one
Organizational members who intentionally violate established norms that result in negative consequences for the organization, its members, or both, show:
► **Deviant Workplace Behavior page#42**
► Emotional Labor
► Emotional disorder
► None of the given options

Question No: 11   (Marks: 1)   - Please choose one
What do we call the process by which individuals organize and interpret their sensory impressions in order to give meaning to their environment?

► Environmental analysis
► Social verification
► Outlook
► **Perception   page#44**

Question No: 12   (Marks: 1)   - Please choose one
The awareness that a problem exists and that a decision needs to be made is a/an:

► **Perceptual issue   page#45**
► Emergency issue
► Cognitive issue
► Ethical issue

Question No: 13   (Marks: 1)   - Please choose one
Which of the following is NOT an assumption of the rational decision-making model?

► The decision maker has complete information
► The decision maker is aware of all consequences
► The decision maker can identify all the relevant criteria
► **The decision maker is constrained by time and costs   page#53**

Question No: 14   (Marks: 1)   - Please choose one
According to which of the following decision making model; people seek solutions that are satisfactory and sufficient?

► **Bounded Rational   page#53**
► Three Component Model
► Contingency
► Rational

Question No: 15   (Marks: 1)   - Please choose one
How is the satisficing decision maker best characterized?
► As using rationality
► **As using bounded rationality   page#53**
► As using creativity
► As relying on others to make decisions

Question No: 16   (Marks: 1)   - Please choose one
Which of the following is **NOT** an ethic in decision making?
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► Utilitarianism
► Focus on right
► Focus on justice
► **Favoritism   page#56**

Question No: 17   (Marks: 1)   - Please choose one
Which of the following statements is **NOT** an example of stereotyping?

► There is no need to offer child-care to him; men aren't interested in child care
► Don't hire an older worker; they can't learn new skills
► **She was good at her last job, so she will be good at this one page#46 def**
► She won't relocate for a promotion, since women don't relocate

Question No: 18   (Marks: 1)   - Please choose one
What is the primary organizational factor that satisfies people's physiological needs?

► Relationship
► Recognition
► **Pay page#60**
► Admiration

Question No: 19   (Marks: 1)   - Please choose one
Note: Solve these papers by yourself
This VU Group is not responsible for any solved content

Who developed ERG theory?

► Mcclelland
► Maslow
► **Alderfer   page#61**
► Ouchi

Question No: 20   (Marks: 1)   - Please choose one
Shahid is a salaried employee whose job is to proof read legal documents. He discovers that he is paid substantially more than his colleagues, even though their jobs and performances are very similar. What is likely to be his reaction to this discovery according to equity theory?

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► The quantity of documents he proof reads will decrease
► The quality of documents he proof reads will decrease
► **The quantity and/or the quality of documents he proof reads will increase**
► There will be no effect of this fact on his performance

Question No: 21   (Marks: 1)   - Please choose one
Which of the following statements is true?

► **Older employees have lower rates of avoidable absence than younger workers   page#17**
► Older employees have lower rates of unavoidable absence than younger workers
► Older employees are more likely to quit their job than younger workers
► Older employees are perceived to be more flexible than younger workers

Question No: 22   (Marks: 1)   - Please choose one
Research does **NOT** support which of the following statements about gender in the workplace?

► Women are more willing to conform to authority than men
► Men are more aggressive than women
► **Women are more productive at work than men   page#17**
► Men have higher expectations of success

Question No: 23   (Marks: 1)   - Please choose one
Which of the following is **NOT** one of the most widely used variable-pay programs?

► Piece-rate wages
► Merit-based pay

► **Fixed pay   page#72**
► Profit sharing plans

Question No: 24   (Marks: 1)   - Please choose one
 In which of the following situation Synergy is most likely to occur?

    ► The activities of all group members are fully dependent on one another
    ► The performance of one member of a group affects what other members do
    ► Group members must perform specific behaviors in a predetermined order
    ► **Group members acting together produce more or better output than alone page#82**

Question No: 25   (Marks: 1)   - Please choose one
 Which of the following is the stage of group development characterized by the development of close relationships and cohesiveness?

    ► Forming
    ► **Norming   page#80**
    ► Storming
    ► Adjourning

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Question No: 26   (Marks: 1)   - Please choose one
 Which of the following does **NOT** explain the characteristics of teams?

    ► Commonality of purpose
    ► Interconnectivity among individual members
    ► Flexibility and degree of responsiveness
    ► **Restrictions on expression of ideas**

Question No: 27   (Marks: 1)   - Please choose one
 Which of the following is **NOT** considered an advantage of electronic meetings?

    ► Maintains the secrecy of ideas
    ► Speed up decision making process
    ► **Receiving credit for the best ideas**
    ► Accurate exchange of opinions

Question No: 28   (Marks: 1)   - Please choose one
 Which of the following statement is true about decision making using nominal group techinque?

► This method is good to generate a quantity of ideas
► This method is good for building group cohesiveness
► **This method is good for encouraging independent thinking page#92**
► This method is an inexpensive way of generating maximum ideas

Question No: 29   (Marks: 1)   - Please choose one
Which of the following is the product of a sender's encoding?
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► Channel
► **Message page#10 eng301**
► Transmission
► Medium

Question No: 30   (Marks: 1)   - Please choose one
If Ali is apprehensive regarding oral communication, which of the following behaviors is he <u>least</u> likely to display?

► **He prefers to talk on the phone**
► He prefers to send emails
► He relies on memos or letters
► He avoids face-to-face communication

Question No: 31   (Marks: 1)   - Please choose one
Sami is developing marketing page for the company web site and is concerned about the appearance of his active links. He seeks reactions from fellow employees. The reactions he seeks are part of the:

► Adjourning phase
► Encoding phase
► Decoding phase
► **Feedback phase**

Question No: 32   (Marks: 1)   - Please choose one
Which of the following is an important nonverbal component of communication?

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► Written memo
► Paraphrase
► **Eye contact   page#96**
► E-mail

Question No: 33   (Marks: 1)   - Please choose one
A communication channel with greater channel richness is most likely to provide:

► Greater feedback density
► Greater filtering capability
► Greater perceptual wellness
► **Larger amounts of information**

Question No: 34   (Marks: 1)   - Please choose one
Jobs in which success demands stamina, leg strength and manual dexterity require management to identify an employee's which characteristics?

► **Physical abilities**   page#21
► Motor abilities
► Mental abilities
► Emotional abilities

Question No: 35   (Marks: 1)   - Please choose one
If a manger is responsible to define goals, establish an overall strategy for achieving those goals and matching activities accordingly, then which one of the following functions is he/ she performing?

► **Planning   page#7**
► Organizing
► Leading
► Controlling

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Question No: 36   (Marks: 1)   - Please choose one
A bachelor degree holder is most likely to have a job that requires:

► Human skills
► **Technical skills   page#9**
► Conceptual skills
► Leading skills

Question No: 37   (Marks: 1)   - Please choose one
Which of the following type of values determine the preferences for the means to be used in achieving desired ends?

► Terminal values
► **Instrumental values**   page#25
► Theoretical values
► Social values

Question No: 38   (Marks: 1)   - Please choose one
Ali is an employee in a company. He expresses his dissatisfaction by discussing the

problem with the superiors, suggests improvements and involves the unions in problem solving, He expresses his dissatisfaction in which of the following ways?

► Exit
► **Voice** page#32
► Loyalty
► Neglect

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Question No: 39   (Marks: 1)   - Please choose one
The degree to which an individual believes that performing at a particular level will generate a desired outcome is defined by expectancy theory as what kind of relationship?

► **Performance-reward** page#66
► Effort-performance
► Reward-personal goal
► Effort-satisfaction

Question No: 40   (Marks: 1)   - Please choose one
The communication used by managers to provide job instructions is an example of:

► **Downward communication**
► Lateral communication
► Directional communication
► Diagonal communication

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MIDTERM EXAMINATION
Spring 2009
MGT502- Organizational Behaviour (Session - 2)
SOLVED BY MAHA SHAH

Question No: 1   (Marks: 1)   - Please choose one
Which one of the following is **NOT** a characteristic of group in organization?
► Common goal
► Interaction with one another
► Accept expectations and obligations
► **Mutually independent**   page#77

Question No: 2   (Marks: 1)   - Please choose one
Jobs in which success demands stamina, leg strength and manual dexterity require management to identify an employee's which characteristics?

► **Physical abilities**   page#21
► Motor abilities

Note: Solve these papers by yourself
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► Mental abilities
► Emotional abilities

Question No: 3   (Marks: 1)   - Please choose one
Which of the following communication network is best illustrated by an unstructured committee?

► Vertical
► Wheel
► **All-channel   page#100**
► Chain

Question No: 4   (Marks: 1)   - Please choose one
When all communication is channeled through one person, which of the following communication network exists?

► All-channel
► Chain
► Horizontal
► **Wheel   page#100**

Question No: 5   (Marks: 1)   - Please choose one
Formal guidelines and authority hierarchies are examples of which function of communication?

► **Control**
► Agreement
► Motivation
► Information

Question No: 6   (Marks: 1)   - Please choose one
Which of the following is an example of downward communication flow?

► Suggestion boxes
► Disscussing problem with boss
► **Feedback on job performance   page#6 Eng301**
► Letters to your boss

Question No: 7   (Marks: 1)   - Please choose one
The means by which a communication is passed is called:

► **Medium   Page#10 Eng 301**

► Instrument
► Conductor
► Transmission

Question No: 8   (Marks: 1)   - Please choose one
On the Leadership Grid, a manager who has a medium concern for both, people and production is a (n):

► Team manager
► Country club manager
► **MIddle of the road manager**
► Authority-obedience manager

Question No: 9   (Marks: 1)   - Please choose one
If a leader's main concern is accomplishing his/her group's tasks, the University of Michigan studies label this leader as:

► **Production-oriented   page#107**
► Laissez-faire
► Consideration-oriented
► Employee-oriented

Question No: 10   (Marks: 1)   - Please choose one
Which of the following are the two dimensions of leadership behavior identified in the University of Michigan studies?

► Emotional and rational
► Autocratic and democratic
► Initiating structure and consideration
► **Employee-oriented and production-oriented page#107**

Question No: 11   (Marks: 1)   - Please choose one
If trait theories of leadership are valid, then leaders are _____.

► Educated
► Trained
► **Born   page#106**
► Authoritarian

Question No: 12   (Marks: 1)   - Please choose one
The main difference between a leader and a manager is:

► Managers seek change and leaders don't

► Leaders are thought of as better people because they don't punish
► **Leaders are advocates for change, and managers for the status quo page#103**
► Managers are concerned with people, and leaders with events

Question No: 13   (Marks: 1)   - Please choose one
Which of the following techniques most restricts discussion or interpersonal communication during the decision-making process?

► Groupthink
► **Nominal group page#92**
► Brainstorm
► Electronic meeting

Question No: 14   (Marks: 1)   - Please choose one
Which of the following is a tendency for members of a cohesive group to reach decisions without weighing all the facts, especially those contradicting the majority opinion?

► Group conformity
► Group shift
► **Groupthink page#136**
► Social loafing

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Question No: 15   (Marks: 1)   - Please choose one
What is generally the result of groupthink?

► Higher quality decisions
► **More risky decisions**
► Less critical analysis
► Unpopular decisions   doubted also but 2nd option is most close

Question No: 16   (Marks: 1)   - Please choose one
Which of the following is true about virtual teams?

► There is an absence of verbal cues
► There is limited social context
► People collaborate online
► **All of the given options**

Question No: 17   (Marks: 1)   - Please choose one
Which of the following helps to explain the current popularity of teams?

► Easy to manage
► Less expensive

► **Use employee talents better page#84**
► Promote socialization

Question No: 18 (Marks: 1) - Please choose one
Which of the following statements concerning tenure is **NOT** true?

► **Tenure does not appear to be a good predictor of employee productivity Ref: (Robbins book)**
► Tenure and satisfaction are positively related
► Tenure is a good variable in explaining turnover
► Tenure and organizational investment are negatively related

Question No: 19 (Marks: 1) - Please choose one
What other name is the two-factor theory known by?

► Theories X and Y
► **Motivator-Hygiene Theory page#60**
► Hierarchy of Needs Theory
► Satisfaction/Dissatisfaction Theory

Question No: 20 (Marks: 1) - Please choose one
Which of the following method is used for strengthening desirable behavior?
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► Negative Reinforcement
► Neutral Reinforcement
► Pleasant Reinforcement
► **Positive Reinforcement**

Question No: 21 (Marks: 1) - Please choose one
How does McClelland define the need for affiliation?

► Drive to excel, to strive to succeed
► Need to make others behave in a novel way
► **Desire for friendship and mutual understanding page#63**
► The desire to control & influence their behavior

Question No: 22 (Marks: 1) - Please choose one
Who developed ERG theory?

► Mcclelland
► Maslow
► **Alderfer**
► Ouchi

Question No: 23   (Marks: 1)   - Please choose one
Maslow's hierarchy of needs arranges those needs in which of the following orders?

► Physiological, esteem, safety, social, and self-actualization
► **Physiological, safety, social, esteem, and self-actualization   page#60**
► Safety, physiological, esteem, social, and self-actualization
► Physiological, social, safety, esteem, and self-actualization

Question No: 24   (Marks: 1)   - Please choose one
What are the three key elements of motivation?

► Interest, activity and reward
► Awareness, effort and outcome
► Stimulation, progress and achievement
► **Intensity, direction and persistence   page#70**
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Question No: 25   (Marks: 1)   - Please choose one
Amna is an honest and straightforward person. She believes her employees are all similarly honest and straightforward, ignoring signs that they may be manipulating her. What perceptual shortcut is Amna most likely using?

► Prototyping
► Contrast effect
► Halo effect
► **Projection   page#49**

Question No: 26   (Marks: 1)   - Please choose one
Asma is experiencing conveyance problem for her college pick and drop. She decides to use the rational decision-making model to decide what to do. What might be the next step she takes if she follows this model?

► Define the problem
► **Identify the decisions criteria**
► Evaluate other available alternatives
► Select the best alternative

Question No: 27   (Marks: 1)   - Please choose one
The time at which an object or event is seen is an example of what type of factor influencing the perceptual process?

► **Situation**   video lecture
► Perceiver
► Reality

► Target

Question No: 28   (Marks: 1)   - Please choose one
What is the most relevant application of perception concepts to OB?

► The perceptions people form about each other
► The perceptions people form about their employer
► The perceptions people form about society
► **The perceptions people form about external reality**

Question No: 29   (Marks: 1)   - Please choose one
Imran is the head of a group at an advertising agency working with artists and designers to come up with effective branding of new products. Why is it particularly important for him to keep his team happy?

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► People are more conscientious when they are in a good mood
► People are more efficient when they are in a good
► People are more productive when they are in a good mood
► **People are more creative when they are in a good mood**

Question No: 30   (Marks: 1)   - Please choose one
Which of the following statement is true regarding Big five Model?

► The Big Five traits are related to intrinsic motivational factors
► The Big Five traits are related to extrinsic motivational factors
► **The Big Five traits are related to both intrinsic and extrinsic factors page#34**
► The Big Five traits have no relationship to motivational factors

Question No: 31   (Marks: 1)   - Please choose one
The degree to which people value relationships and show sensitivity and concern for the welfare for others is called:

► Quantity of life
► **Quality of life page#26**
► Long-term orientation
► Social Loafing

Question No: 32   (Marks: 1)   - Please choose one
All of the following are sources of the values **EXCEPT:**
► External Reference Groups
► Role Models
► **Achievement page#25**
► Teachers

Question No: 33   (Marks: 1)   - Please choose one
Values like working hard, being creative and honest are the means which lead towards achieving organizational goals. Which of the following term best described these values?

► Terminal values
► **Instrumental values** page#25
► Theoretical values
► Social values

Question No: 34   (Marks: 1)   - Please choose one
Which of the following is NOT one of the scales to measure job satisfaction?

► Minnesota Satisfaction Questionnaire
► The Faces Scale
► **The mentor scale   page#30**
► Descriptive Index

Question No: 35   (Marks: 1)   - Please choose one
Following a response by the termination or withdrawal of something unpleasant is called----------------.

► Positive reinforcement
► Extinction
► Negative reinforcement
► **Punishment   page#68**

Question No: 36   (Marks: 1)   - Please choose one
Last year, Ali had taken lunch at a fast food restaurant that caused him food poisoning. Now whenever he passes by the restaurant, he feels nauseous. This is an example of which of the following learning theory?

► **Classical conditioning**
► Social learning
► Operant conditioning
► Reinforcement theory

Question No: 37   (Marks: 1)   - Please choose one
Which of the following are identified as new managerial functions?

► Planning and organizing
► Leading and controlling
► Directing and monitoring

► **TQM and continuous improvement   page#8**

Question No: 38   (Marks: 1)   - Please choose one
 Mr. Ahmed is responsible to transmit information to outsiders on organization's plans, policies, actions and results. Which managerial role is he playing in organization?

► Disseminator
► **Spokesperson   page#9**
► Representative
► Figurehead

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Question No: 39   (Marks: 1)   - Please choose one
 The greatest contribution of which one of the following to OB is through their study of group behavior in organizations, particularly formal and complex organizations?

► Psychology
► Sociology
► Anthropology
► **Social Psychology** page#4

Question No: 40   (Marks: 1)   - Please choose one
 If a manger is responsible to define goals, establish an overall strategy for achieving those goals and matching activities accordingly, then which one of the following functions is he/ she performing.

► **Planning   page#7**
► Organizing
► Leading
► Controlling

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MIDTERM EXAMINATION
Spring 2009
MGT502- Organizational Behaviour (Session - 3)

SOLVED BY HAFIZ SALMAN MAJEED

Question No: 1   (Marks: 1)   - Please choose one
 Which emotions are the emotions an individual actually is experiencing, despite what they might apparently show.

► *Felt*
► Displayed

► Conditional
► Exposed

Question No: 2   (Marks: 1)   - Please choose one

Which of the following statements is **NOT** true regarding face-to-face communication?

► It is highly personal
► It has high channel richness
► ***It usually results in delayed feedback***
► It offers multiple information cues

Question No: 3   (Marks: 1)   - Please choose one

All of the following are examples of downward communication flows **EXCEPT:**

► Managers informing employees of procedures
► Managers pointing out problems that need attention
► ***Employees completing attitude surveys***
► Managers telling employees to work more quickly

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Question No: 4   (Marks: 1)   - Please choose one

A leader high in initiating structure would do which of the following?

► Exhibit laissez-faire type of leadership
► Maximize leader-member relations
► ***Assign group members to particular tasks***
► Empower employees to make their own decisions

Question No: 5   (Marks: 1)   - Please choose one

Teams are very useful in which of the following situations:

► The work to be performed is very basic
► ***The tasks are interrelated***
► No one wants to be accountable
► The group is homogeneous

Question No: 6   (Marks: 1)   - Please choose one

Which of the following is true about virtual teams?

> ► There is an absence of verbal cues
> ► There is limited social context
> ► People collaborate online
> ► *All of the given options*

Reference:
The three primary factors that differentiate virtual teams
a. The absence of Para-verbal and nonverbal cues. These help clarify communication by providing increased meaning, but aren't available in online interactions.
b. Limited social context. Virtual teams often suffer from less social rapport and less direct interaction among members.
c. The ability to overcome time and space constraints. Virtual teams allow people to work together who might otherwise never be able to collaborate.

Question No: 7   (Marks: 1)   - Please choose one

Team members with good listening, feedback, and conflict resolution skills possess _____.

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> ► Technical expertise
> ► Problem-solving skills
> ► Decision-making skills
> ► *Interpersonal skills*

Reference:
Good listening, feedback, conflict resolution, and other interpersonal skills
Page 85

Question No: 8   (Marks: 1)   - Please choose one

Which of the following is **NOT** one of the key components of effective teams?

> ► Effective work design
> ► *Recognized company identity*
> ► Supportive contextual influences
> ► Well-managed team processes

Question No: 9   (Marks: 1)   - Please choose one

After which stage of a group's development is there a relatively clear hierarchy of leadership within the group?

> ► Norming
> ► *Storming*
> ► Development
> ► Forming

Reference:

Note: Solve these papers by yourself
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Storming:
• One of intra-group conflict. Members accept the existence of the group, but there is resistance to constraints on individuality.
• Conflict over who will control the group.
• When complete, there will be a relatively clear hierarchy of leadership within the group.
• A period of high emotionality and tension among group members.
• Members concern's include:
a. Formation of coalitions and cliques.
b. Dealing with outside demands.
c. Clarifying membership expectations.
d. Dealing with obstacles to group goals.
e. Understanding members' interpersonal styles.

Question No: 10   (Marks: 1)   - Please choose one

Which of the following statements is true?

► ***All command groups are also task groups***
► All task groups are also friendship groups
► All command groups are also informal groups
► All informal groups are also command groups

Reference:
Page 79….Formal and informal diagram

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Question No: 11   (Marks: 1)   - Please choose one

In which of the following situation Synergy is most likely to occur?

► The activities of all group members are fully dependent on one another
► The performance of one member of a group affects what other members do
► Group members must perform specific behaviors in a predetermined order
► ***Group members acting together produce more or better output than alone***

Reference:
Synergy is a biological term referring to an action of two or more substances that result in an effect that is more than the mere summation of the individual substances; the whole is more than the sum of its parts (2 + 2 = 5).

Question No: 12   (Marks: 1)   - Please choose one

Which one of the following groups may want government to direct more attention to environmental problems?

► ***Interest group***
► Command group
► Formal group
► Task group

Reference:

Interest groups
• Comprises workers coming together to achieve a mutual objective

Question No: 13   (Marks: 1)   - Please choose one
 Which of the following is a job that does not lend itself to telecommuting?

► An attorney who spends most of her time researching on the computer
► ***A car salesman who demonstrates the features of a new model of car***
► A telemarketer who uses the phone to contact clients
► A product support specialist who fields calls from customers
Reference:
Telecommuting Doing work that is generally performed in the office away from the office using different information technologies

Question No: 14   (Marks: 1)   - Please choose one
 Which of the following is an example of a piece-rate plan?

► Stock options
► Rs20 for each unit produced
► ***Productivity bonus***
► Commission
Reference:
Variable Pay Programs can take the form of piece-rate plans, wage incentives, profit sharing, bonuses, and gain-sharing.
A pure piece-rate plan—the employee gets no base salary and is paid only for production. For example: Selling peanuts in ballparks works this way.
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Question No: 15   (Marks: 1)   - Please choose one
 What sort of goals does Management By Objectives (MBO) emphasize?

► ***Attainable, verifiable and measurable***
► Achievable, controllable and profitable
► Inspirational, teachable and creative
► Challenging, emotional and constructive
Reference:
Management by objectives emphasizes participatively set goals that are tangible, verifiable, and measurable.

Question No: 16   (Marks: 1)   - Please choose one
 Which of the following is NOT a biographical characteristic?

► ***Region***
► Age
► Sex

► Tenure
Reference: Page 16
Age
• Gender
• Marital status
• Length of service, etc.

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Question No: 17   (Marks: 1)   - Please choose one

What is the largest demographic change in the last few years in Pakistani workforce?

► Increasing ethnic diversity
► A fall in married workers
► Increasing age of workers
► ***More women in the workforce***
Reference:
Page 20

Question No: 18   (Marks: 1)   - Please choose one

Which one of the following would be considered a motivator in the two-factor theory?

► Salary
► Working conditions
► Bonuses
► ***Responsibility***
Reference:
They are motivated by and prefer the challenge of working at a problem and accepting the personal responsibility for success or failure.

Question No: 19   (Marks: 1)   - Please choose one

Which of the following method is used for strengthening desirable behavior?

► ***Negative Reinforcement***
► Neutral Reinforcement
► Pleasant Reinforcement
► Positive Reinforcement
Reference:
Negative reinforcement increases the probability that a desired behavior, then occur by removing a negative consequence (or negative reinforce) when a worker performs the behavior.

Question No: 20   (Marks: 1)   - Please choose one

What is generally considered to be the single best thing that managers can do to improve performance?

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► Allocate tasks depending on personality
► Restrict the use of punishment as a means of motivating workers
► ***Give abundant opportunities for employee growth***
► Concentrate on intrinsic rewards rather than extrinsic rewards

Question No: 21 (Marks: 1) - Please choose one

Which of the following is **NOT** an important issue relating to goal-setting theory?

► Defining the goal
► Goal difficulty
► Goal specificity
► ***Equity among co-workers***
Reference:
Page 64

Question No: 22 (Marks: 1) - Please choose one

According to Maslow, when does a need stop motivating?

► ***When it is substantially satisfied***
► It never stops motivating
► When one returns to a lower level need
► When one chooses to move to a higher level need
Reference:
Page 60

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Question No: 23 (Marks: 1) - Please choose one

If a person responds the same way over time, attribution theory states that the behavior shows _____.

► Distinctiveness
► Consensus
► ***Consistency***
► Continuity
Reference:
Consistency: Responds in the same way over time
Page 48 & 49

Question No: 24 (Marks: 1) - Please choose one

Asif is late for work each day by about ten minutes. How would Attribution Theory describe this behavior?

► It shows consensus

► It shows similarity
► It shows reliability
► ***It shows consistency***
Reference:
Consistency: Responds in the same way over time
Page 48 & 49

Question No: 25   (Marks: 1)   - Please choose one

According to attribution theory, which of the following is an internally caused behavior?

► ***Working late in order to get a promotion***
► Arriving at work late because heavy traffic
► Working weekends because of your employer's orders
► Depending on luck for success

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Question No: 26   (Marks: 1)   - Please choose one

What is the name of the theory that deals with how we explain the cause of behaviors of others?

► Judgment Theory
► Selective Perception Theory
► ***Attribution Theory***
► Equality Theory
Reference:
People try to make sense of a situation by explaining its cause; this explanation is an **attribution**.
Attribution theory describes how people explain the causes of their own and other people's behavior.

Question No: 27   (Marks: 1)   - Please choose one

Which of the following is **NOT** an ethic in decision making?

► Utilitarianism
► Focus on right
► Focus on justice
► ***Favoritism***
Reference:
Page 56

Question No: 28   (Marks: 1)   - Please choose one

Which of the following decision making style shows low tolerance for ambiguity and seeks rationality?

► **Directive**
► Analytical
► Conceptual
► Behavioral
Reference:
Directive:
a. Low tolerance for ambiguity and seek rationality
b. Efficient and logical
c. Decisions are made with minimal information and with few alternatives assessed.

Question No: 29   (Marks: 1)   - Please choose one

According to which of the following decision making model; people seek solutions that are satisfactory and sufficient?

► **Bounded Rational**
► Three Component Model
► Contingency
► Rational
Reference:
Page 53

Question No: 30   (Marks: 1)   - Please choose one

Asma is experiencing conveyance problem for her college pick and drop. She decides to use the rational decision-making model to decide what to do. What might be the next step she takes if she follows this model?

► Define the problem
► **Identify the decisions criteria**
► Evaluate other available alternatives
► Select the best alternative
Reference:
Identify the decision criteria important to solving the problem.
• The decision maker determines what is relevant in making the decision. Any factors not identified in this step are considered irrelevant to the decision maker.
• This brings in the decision maker's interests, values, and similar personal preferences

Question No: 31   (Marks: 1)   - Please choose one

Which of the following is the dimension of emotional intelligence that describes the ability to manage your own emotions and impulses?

► Self-awareness
► **Self-management**
► Commitment
► Social-skills

Reference:
Self-management. The ability to manage one's own emotions and impulses.

Question No: 32   (Marks: 1)   - Please choose one

The Big Five model is related to _____

► Perception
► ***Personality***
► Experience
► Culture

Reference:
Page 34

Question No: 33   (Marks: 1)   - Please choose one

Which of the following are defined as accepted principles or standards of a person or a group?

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► Traditions
► Norms
► Attitudes
► ***Values***

Reference:
Page 25

Question No: 34   (Marks: 1)   - Please choose one

Ali is an employee in a company. He expresses his dissatisfaction by discussing the problem with the superiors, suggests improvements and involves the unions in problem solving, He expresses his dissatisfaction in which of the following ways:

► Exit
► ***Voice***
► Loyalty
► Neglect

Reference:
Voice: Actively and constructively attempting to improve conditions, including suggesting improvements, discussing problems with superiors, and some forms of union activity.

Question No: 35   (Marks: 1)   - Please choose one

Rabia is working in a software house. She is a very hard working, motivated to achieve organizational goals and due to her attachment with the organization she wishes to continue her job with the same organization. Her behavior is showing:

► *Job involvement*
► Job satisfaction
► Job commitment
► Job enrichment
Reference:
Page 29

Question No: 36   (Marks: 1)   - Please choose one
Which of the following is defined as a way of looking at life; a way of thinking, feeling or behaving?

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► Value
► Attitude
► *Behavior*
► Mood
Reference:
Page 3

Question No: 37   (Marks: 1)   - Please choose one
Learning theories include all of the following EXCEPT:

► *Classical conditioning*
► Social learning
► Operant conditioning
► Contingency theory
Reference:
Page 22 &108

Question No: 38   (Marks: 1)   - Please choose one
Which of the following is not considered as a characteristic of organizations?

► Social entities
► Goal oriented
► *Closed system*
► Deliberately structured
Reference:
Organizations are
Social entities
Goal oriented
Deliberately structured
Linked to the external environment

Question No: 39   (Marks: 1)   - Please choose one

Which one of the following set of skills is best representing the required competencies of managers?

 ► ***Technical skills, human skills and conceptual skills***
 ► Leading skills and motivational skills
 ► Organizing skills and interpersonal skills
 ► Motivating skills and intrapersonal skills

Reference:
Page 9

Question No: 40   (Marks: 1)   - Please choose one

Management functions of planning, organizing, leading and controlling were first classified by_____.

 ► Stephen Covey
 ► Henry Mintzeberg
 ► ***Henri Fayol***
 ► Marry Parker

Reference:
Frenchman Henri Fayol considers management to consist of seven functions:

1.planning
2.organizing
3.leading
4.coordinating
5.controlling
6.staffing
7.motivating