1) “--------- are social inventions for accomplishing goals through group efforts”
a. Management
b. Organization
c. Leadership
d. Behavior
Ans:- b) Organization

2) Which of the following is/are the key features of organization
a. Social invention
b. Accomplishing goals
c. Group efforts
d. All of these
Ans:- d) All of these
3) A study of human behavior in organizational settings is
   a. Individual behavior
   b. Group behavior
   c. Organizational behavior
   d. None of these
   Ans:- c) Organizational behavior

4) Scientific Management approach is developed by
   a. Elton Mayo
   b. Henry Fayol
   c. F.W. Taylor
   d. A. Maslowl
   Ans:- c) F.W. Taylor

5) Who proposed “bureaucratic structure” is suitable for all organization
   a. Elton Mayo
   b. Henry Fayol
   c. F.W. Taylor
   d. Max Weber
   Ans:- d) Max Weber
6) “Hawthrone experiment” which was a real beginning of applied research in OB was conducted by
   a. Elton Mayo  
   b. Henry Fayol  
   c. F.W. Taylor  
   d. Max Weber  
   Ans:- a) Elton Mayo  

7) Process or administrative theory of organization is being given by 
   a. Elton Mayo  
   b. Henry Fayol  
   c. F.W. Taylor  
   d. Max Weber  
   Ans:- b) Henry Fayol  

8) Whose concept states that interpersonal and human relations may lead to productivity 
   a. Elton Mayo  
   b. Henry Fayol  
   c. F.W. Taylor  
   d. Max Weber  
   Ans:- a) Elton Mayo
9) Today’s organization are
   a. Open system
   c. Open as well as closed
   d. None of these
   b. Closed system
   Ans:- a) Open system

10) Which organization theory can be understood by IF and THEN relationship
    a. System approach
    b. Contingency approach
    c. Process approach
    d. Scientific approach
    Ans:- b) Contingency approach

11) Organization Behavior is
    a. An interdisciplinary approach
    b. A humanistic approach
    c. Total system approach
    d. All of these
    Ans:- d) All of these
12) Organization Behavior is not a /an
a. A separate field of study
b. Applied science
c. Normative science
d. Pessimistic approach
Ans: d) Pessimistic approach

13) “Cognitive theory” of learning was given by
a. Skinner
b. Pavlov
c. Tolman
d. Piajet
Ans: c) Tolman

14) Extension of behavior modification into organization is called
a. Enrichment
b. Enlargement
c. OB Mod
d. OB Ext
Ans: c) OB Mod
15) √__________-is a relatively permanent change in behavior that occurs as a result of experience
a. Behavior modification
b. Learning
c. Motivation
d. Skills
Ans:- b) Learning

16) which of the following is / are included as structure of human mind
a. Id
c. Super ego
b. Ego
d. All the above
Ans:- d) All the above

17) √__________ is largely childish, irrational, never satisfied, demanding and destructive others
a. Ego
b. Super ego
c. Negative ego
d. Id
Ans:- d) Id
18) ------------represent noblest thoughts, ideals etc.
a. Ego  
b. Super ego  
c. Negative ego  
d. Id  
Ans:- b) Super ego

19) ------------ is reality and practical oriented part of thinking  
a. Ego  
b. Super ego  
c. Negative ego  
d. Id  
Ans:- a) Ego

20) Thematic Apperception Test (TAT) is designed to understand  
a. Perception of individual  
b. Personality of individual  
c. Learning of individual  
d. None of these  
Ans:- b) Personality of individual
21) -------------------------------- is “the reactions of individuals to new or threatening factors in their work environments.”
a. Attitude  
b. Stress  
c. Dissonance  
d. Disappointment  
Ans: b) Stress  

22) Which of the following is/are not job related source of stress  
a. Role ambiguity  
b. Role overload  
c. Ethical dilemmas  
d. Career concerns  
Ans: d) Career concerns  

23) Which of the following is/are not organizational factors causing stress  
a. Task demand  
b. Role demand  
c. Role conflict  
d. Satisfaction  
Ans: c) Role conflict
24) Sathish has a low absenteeism rate. He takes responsibility for his health and has good health habits. He is likely to have a(an):
   a. Internal locus of control
   c. Core locus of control
   b. External locus of control
   d. High emotional stability level
Ans:- a) Internal locus of control

25) Raju believes that men perform better in oral presentations than women. What shortcut has been used in this case?
   a. The halo effect
   c. Projection
   b. The contrast effect
   d. Stereotyping
Ans:- d) Stereotyping

26) Mr. Manoj, Manager ABC Company found that skills of workers and machinery used by them as compared to the competitors in the market are obsolete within a year, which type of challenge ABC Company is facing?
   a. High Quality and Low Quality
   b. Globalization and Culture
   c. Rapid Pace of Change
   d. Multiple Stakeholders
Ans:- c) Rapid Pace of Change
27) According to Robert Katz, when managers have the mental ability to analyze and diagnose complex situations, they possess _____________ skills.
   a. Technical
   b. Leadership
   c. Problem-solving
   d. Conceptual
   Ans:- d) Conceptual

28) What sort of goals does Management By Objectives (MBO) emphasize?
   a. Tangible, verifiable and measurable
   b. Achievable, controllable and profitable
   c. Challenging, emotional and constructive
   d. Hierarchical, attainable and effective
   Ans:- a) Tangible, verifiable and measurable

29) Today’s managers understand that the success of any effort at improving quality and productivity must include ______.
   a. Quality management programs
   b. Customer service improvements
   c. Employee's participation
   d. Manufacturing simplification
   Ans:- c) Employee's participation
30) Which of the following would be least likely to pose a barrier to cross-cultural communications?
   a. Tone difference
   b. Word connotations
   c. Political correctness
   d. Differences among perceptions
   Ans:- c) Political correctness

31) Which of the following theory is proposed by Clayton Alderfer?
   a. Theory X and Theory Y
   b. Hierarchy of Needs
   c. ERG Theory
   d. Theory
   Ans:- c) ERG Theory

32) Concept of MBO was introduced by:
   a. Peter. F.Drucker
   b. Mary Parker
   c. Henry Fayol
   d. Philip Kotler
   Ans:- a) Peter. F.Drucker
33) Mr. Sunil’s one-day salary was deducted because of his uninformed leave, as he was already warned about this behaviour. It is an example of which method of shaping behaviours?
   a. Reinforcement
   b. Positive Reinforcement
   c. punishment
   d. Negative Reinforcement
   Ans:- c) punishment

34) Which of the following is / are method of managing stress
   a. Job relocation
   b. Career counseling
   c. Recreational facility
   d. All the above
   Ans:- d) All the above

35) Which of the following is / are not a method of managing stress
   a. Time management
   b. Supervisor training
   c. Role Analysis techniques (RAT)
   d. Rorschach test
   Ans:- d) Rorschach test
36) -------------- refers to the negotiation or an agreement between two groups  
a. Contracting  
b. Co-opting  
c. Pressure tactics  
d. None of these  
Ans:- a) Contracting

37) Which of the following methods is/are used to solve intergroup conflicts indirectly  
a. Avoidance  
b. Encouragement  
c. Bargaining  
d. All of these  
Ans:- a) Avoidance

38) Which of the following is / are not direct method to solve intergroup conflicts  
a. Problem solving  
b. Domination by the management  
c. Removing key figures in conflict  
d. Persuasion  
Ans:- d) Persuasion
39) A technique to bring changes in the entire organization, rather than focusing attention on individuals to bring changes easily.
   a. Organizational development
   b. Organizational change
   c. Organizational culture
   d. Organizational conflicts
   Ans:- a) Organizational development

40) Which of the following is/are OD intervention techniques
   a. Sensitivity training
   b. MBO
   c. Quality of work life
   d. All the above
   Ans:- d) All the above

41) Which of the following is NOT an important issue relating to goal-setting theory?
   a. Goal specificity
   b. Equity among workers
   c. Feedback
   d. Defining the goal
   Ans:- b) Equity among workers
42) Behaviour, power, and conflict are central areas of study for _____________.
a. sociologist
b. Anthropologists
c. Social psychologists
d. Operations analysts
Ans:- a) sociologist

43) When a bank robber points a gun at a bank employee, his base of power is:
a. Coercive
b. Punitive
c. Positional
d. Authoritative
Ans:- a) Coercive

44) The managers of a multinational company are located in France, India, Brazil, and the United States. Which decision-making technique seems most reasonable for this organization?
a. A postal service interaction
c. A nominal discussion
b. A brainstorming session
d. An electronic meeting
Ans:- d) An electronic meeting

45) What do we call it when we judge someone on the basis of our perception?
a. Stereotyping  
c. Halo effect  
b. Categorizing  
d. Prototyping  
Ans:- a) Stereotyping

46) Sobha 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 Sobha most likely using? 
   a. Contrast effect  
   b. Halo effect  
   c. Stereotyping  
   d. Projection  
   Ans:- d) Projection