

UNIT : 1

FUNDAMENTAL OF ORGNISATIONAL BEHAVIOUR

Q:1) ___ IS THE SCIENCE OR STUDY OF INDIVIDUAL HUMAN BEHAVIOUR.

Sol:

- A:) Chemistry
- B:) Psychology
- C:) Computers
- D:) Mathematics.

Correct: C

Q:2) ___ is the study of the human race and culture.

Sol:

- A:) Sociology
- B:) Ergonomics
- C:) Political science
- D:) Anthropology.

Correct: (D

Q:3)The model(s) of Organizational Behavior is (are):

Sol:

- A:)Autocratic
- B: Custodial
- C:) Supportive
- D:) All of the above

Correct: A

Q:4.)_____ embodies a team concept, is based on the principle of mutual contribution by employer and employees

Sol:

- A:) Autocratic model
- B:) Custodial model
- C:) Supportive Model
- D:) Collegial Model

Correct :C



Q:5).Forces affecting organizational behavior are

Sol:

- A:) People
- B:) Environment
- C:) Technology
- D:) All of the above

Correct: d

Q:6) In present context, challenges for OB are

Sol:

- A:) Employee expectation
- B:) Workforce diversity
- C:) Globalization
- D:) All of the above

Correct: A:)

Q:7)Organisational behavior is

Sol:

- A:) A science
- B:) An art
- C:) A science as well as an art
- D:) None of the above

Correct: c

Q:8)The study of organization behavior has certain basic assumptions. They are

Sol:

- A:) An industrial enterprise is an organization 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

Correct: d

Q:9)Which of the following frameworks is used in the development of the overall model of OB?

Sol:

- A:) The cognitive framework
- B:) The behavioristic framework
- C:) The social learning framework
- D:) All of the above



Correct: d

Q:10)Organisational behavior is a field of study backed by a body of associated with growing concern for people at workplace

Sol:

- A:) Theory
- B:) Research
- C:) Application
- D:) All of the above

Correct: d

Q:11)The field of organizational behavior examines such questions as the nature of leadership, effective team development, and

Sol:

- A:) Interpersonal conflict resolution; motivation of individuals
- B:) Organisational control; conflict management
- C:) Motivations of individuals; planning
- D:) Planning; development

Correct: a

Q:12)The feild of **organizational behavior is primarily concerned with**

Sol:

- A:) The behavior field of The of individual and groups**
- B:) How resources are effectively managed
- C:) Control processes and interactions between organizations, external context
- D:) Both a and c

Correct :D

Q:13) Which of the following forms the basis for the autocratic model of OB

Sol:

- A:) Obedience
- B:) Authority
- C:) Power
- D:) Dependence on boss

Correct: D__

Q:14)s the science or study of individual human behavior.

Sol:

- A:) Chemistry
- B:) Psychology



C:) Computers
D:) Mathematics.
Correct: B

Q:15)The study of Organizational Behavior is categorized into Micro and Macro OB:) Micro OB deals with ___ and ___.

Sol:

A:) Individual & groups
B:) Groups & teams
C:) Teams and individuals
D:) organizations and departments,
Correct: A

Q:16)___ is the study of the human race and culture.

Sol:

A:) Sociology
B:) Ergonomics
C:) Political science
D:) Anthropology.
Correct: A

Q:17)explains learning of reflex behavior.

Sol:

A:) Classical Conditioning
B:) Operant Conditioning
C:) Social learning
D:) Cognitive Learning
Correct: A

Q:18)Social learning is an extension of

Sol:

A:) Cognitive learning
B:) Operant learning
C:) Classical conditioning
D:) Programmed learning
Correct: B



Q:19)."_____ are social inventions for accomplishing goals through group effort
Management

Sol:

- A:) Organization
- B:) Leadership
- C:) Behavior
- D:) None of the above

Correct: A

Q:20) everyone who is faced with a similar situation responds in the same way, attribution theory states that the behavior shows _____

Sol:

- A:) Consensus
- B:) Similarity
- C:) Reliability
- D:) Consistency

Correct:a

Q:21)Which of the following OB topics is not central to managing employees' fears about terrorism?

Sol:

- A:) Emotion
- B:) Motivation
- C:) Communication
- D:) work design

Correct:A

Q:22)Basis of "Collegial Model of OB is

Sol:

- A:) Economic resources
- B:) Power
- C:) Leadership
- D:) Partnership

Correct:D

Q:23)_____ leader is self confident and can attract followers by his great influence

Sol:

- A:) Charismatic
- B:) Autocratic
- C:) Laissez-faire
- D:) Bureaucratic



Correct: (A:)

Q:24). Organization Behavior is
Sol:

- A:) An interdisciplinary approach
- B:) A humanistic approach
- C:) Total system approach**
- D:) All of these

Correct :d

Q:26)A study of human behavior in organizational settings is
Sol:

- A:) Individual behavior
- B:) Group behavior
- C:) Organizational behavior**
- D:) None of these

Correct:a

Q:27)Organization Behavior Applied science
Sol:

- A:) Normative science
- B:) Pessimistic approach
- C:) Optimist approach**
- D:) None of them

Correct:a

Q:28).The subject of organizational culture has been most influenced by which behavioural science discipline
Sol:

- A:) Anthropology
- B:) Psychology
- C:) social psychology**
- D:) political science

Correct: (A:)

Q:29)Managerial orientation of "Autocratic Model" of OB is
Sol:

- A:) Authority
- B:) Money
- C:) Support**
- D:) Teamwork



Correct: A

Q:30)Employees needs met by Collegial Model is

Sol:

- A:) Subsistence
- B:) Security
- C:) Status and Recognition
- D:)Self-actualization**

Correct: D

Q:31)_____ is not a process tools for TQM systems

Sol:

- A:) process flow analysis
- B:) histograms
- C:) plier
- D:) control charts

Correct: C

Q:32)_____ is about supplying customers with what they want when they want it.

Sol:

- A:) JUT
- B:) HET
- C:) JAT
- D:) JIT

Correct: D

Q:33)Quality is defined by the customer" is

Sol:

- A:) An unrealistic definition of quality
- B:) A user-be
- C:)sed definition of quality**
- D:)A manufacturing-based definition of quality**

A product-based definition of quality

Correct: B

Q:34).TQM stands for _____

Sol:

- A:) Total Quality Management
- B:) Total Quantity Management
- C:)Total Qualitative Management**



D:) To question management

Correct: A

Q:35) Deming's 4 step cycle for improvement is _____

Sol:

A:) plan, do, check, act

B:) schedule, do, act, check

C:) do, act, check, monitor

D:) plan, control, act, sustain

Correct: A

Q:36) In Six Sigma, a _____ is defined as any process output that does not meet customer specifications

Sol:

A:) error

B:) cost

C:) quality

D:) defect

Correct: D

Q:37) Quality practices must be carried out _____ at the start of the project

Sol:

A:) throw-out the life of the project

B:) at the end of the project

C:) no need to carry out quality practices

Correct: A

Q:38) Quality circles work best if employees are initially trained in _____

Sol:

A:) Group dynamics

B:) Motivation principles

C:) Communications

D:) All of the three. (Not sure)

Correct :D

Q:39) Quality Trilogy includes

Sol:

A:) Quality planning

B:) quality improvement



C:) quality control

D:) All the three

Correct :D

Q:40)QFD stands for _____ -

Sol:

A:) Quantity for deployment

B:) Quality for deployment

C:) Quality function deployment

D:) Quality for decision

Correct: C

Q:41)Which of the following is not an alternative name of quality circle?

Sol:

A:) Human resources circle

B:) Productivity circle

C:) Excellence circle

d) Loss circle

Correct: A

Q:42).Quality circle _____ job involvement.

Sol:

A:) Neglects

B:) Demotes

C:) Promotes

d) Accuser

CORRECT: D

Q:43) Quality circles _____ problem solving capability.

Sol:

A:) Create

B:) Delete

C:) Stop

d) Eradicates

correct: a

Q:44). fourteen points frameworks for quality and productivity improvement was suggested by

ss

Sol:



- A:) Crosby
- B:) Ishikawa
- C:) Deming
- D:) Juan

Correct :D

Q:45). Janjua's Quality trilogy emphasizes the roles of quality planning, quality control and _____

Sol:

- A:)**Quality Definition
- B:) Quality enhancement
- C:) Quality improvement
- D:) quality maintenance

Correct: C

Q:46). Quality Circles members are _____

Sol:

- A:) Paid according to their contribution to quality
- B:) External consultants designed to provide training in the use of Quality tools
- C:) Always machine operators
- D:) None of the three

Correct: B

Q:47). Kaizen is a Japanese term meaning _____
continuous improvement

Sol:

- A:)**Just-in-time (JIT)
- B:) a fishbone diagrams
- C:) setting standards
- D:) None o

Correct: A

Q:48). Quality management includes forming and directing a team of people to achieve a qualitative goal within an effective cost and time frame that results in _____

Sol:

- A:) a project completed in shortest possible time.
- B:) a product or service that conforms to the required specifications.
- C:)**an award-winning product that brings public recognition to the project
- D:) an innovative project that establishes qualification of the project team

Correct: B



Q:49). DMAIC is _____

Sol:

- A:) develop, multiply, analyze, improve, check
- B:) define, multiply, analyze, improve, control
- C:)**define, measure, analyze, improve, control
- D:) define, manufacture, analyze, improve, control

Correct: c

Q: 50).Quality fulfills a need or expectation that is:

Sol:

- A:) Explicitly stated
- B:) Implied
- C:) Legally required
- D:) All of the above

Correct :D



UNIT : 2
ATTITUDE, VALUE AND MOTIVATION

Q;1)Who has given the hierarchy of needs hierarchy theory of motivation?

Sol:

A:;)Abraham Maslow

B:;)David McClelland

C:;)Victor Vroom

D:;)Frederick Herzberg

E:;)Douglas McGregor

Correct: (1)

Q;2)How many levels are there in Needs Hierarchy theory of motivation?

Sol:

A:;) A:;)6

B:;) 5

C:;) 4

D:;) 3

E:;) 2

Correct :D

Q;3)Which among the following is not one of the needs of human being as Needs theory of motivation

Sol:

A:;) A:;)Physiological need

B:;) Safety need

C:;) Social need

D:;) C

E:;) Esteem need



Correct: (D

Q:4)Which among the following is the highest level need under Need Hierarchy Theory of Motivation?

Sol:

- A:) A:)Safety and Security Needs
- B:) Social Needs
- C:) Self-esteem Needs
- D:) Self Actualization Needs

Correct: D

Q;5)Which among the following is the lowest level need under Need Hierarchy Theory of Motivation?

Sol:

- A:) A:)Physiological Need
- B:) Safety and Security Needs
- C:) Social Needs
- D:) Self-esteem Needs
- E:) Self Actualization Needs

Correct: A

Q;6).Name the motivation theory that is based on Satisfaction-progression?

Sol:

- A:) Alderfer – ERG theory
- B:) Maslow – hierarchy of needs theory
- C:) Herzberg – Two factor theory
- D:) Skinner’s reinforcement theory
- E:) Vroom’s expectancy theory

Correct: D



Q;7)According to Maslow's need hierarchy theory motivation, the lower level of human needs emanates from _____

Sol:

- A:) A:)Need of maintaining a given economic level
- B:) Needs like food, clothing, shelter, air, water
- C:) Need of individuals to associate, belong with others
- D:) Need for power, self respect, autonomy, self confidence,
- E:) Need of sense of achievement

Correct: B

Q;8)Which among the following theories can be considered as an extension of Maslows' Need Hierarchy Theory of Motivation?

Sol:

- A:) A:)Alderfer – ERG theory
- B:) Maslow – hierarchy of needs theory
- C:) Herzberg – Two factor theory
- D:) Skinner's reinforcement theory

Correct: A

Q;9)Which among the following is not a deficiency need that arises due to deprivation?

Sol:

- A:)Physiological Need
- B:)Safety and Security Needs
- C:)Social Needs
- D:)Self-esteem Needs
- E:)Self Actualization Needs

Correct: (E



Q;10)Maslow's "basic needs" are also known as

Sol:

A:)Esteem needs

B:)Safety needs

C:)Physiological needs

Correct: (D)

Q;11) Who propounded X and Y theory of motivation

Sol:

A:)Maslow

B:)F. Herzberg

C:)Alderfer

D:)Mc Gregor

Correct: (D)

Q;12)_____ leadership emphasize on rules and regulation in an organization

Sol:

A:)Democratic

B:)Autocratic

C:)Laissez-faire

D:)Bureaucratic

Correct :D



Q;13) Process or administrative theory of organization is being given by

Sol:

A:)Elton Mayo

B:)Henry Fayol

C:)F.W. Taylor

D:)Max Weber

Correct: B

Q;14) Basis of "Autocratic Model of OB is

Sol:

A:)Economic resources

B:)Power

C:)Leadership

D:)Partnership

Correct: B

Q;15) Which one of the following need is not coming under Mc Clelland theory of motivation?

Sol:

A:)Need for achievement

B:)Need for affiliation

C:)Need for actualization

D:)Correct

Correct: (D)



Q;16) An attitude can be inferred from a person's:

Sol:

A:)Cognition

B:)Affect

C:)Behavior

D:)All of the above

Correct: D

Q;17) Which theory of attitudes does not involve a cognitive component?

Sol:

A:)Cognitive dissonance theory

B:)Balance theory

C:) of planned behaviour

D:)Classically conditioned attitudes

Correct: D

Q;18) A person has two important attitude, those attitudes are likely to be:

Sol:

A:)Mutually consistent

B:)Accessible

C:)Persistent over time

D:)All of the above

Correct :D



Q;19) Rearrange the steps of Maslow's Need Hierarchy Theory

Sol:

A:)Self - Actualisation Needs

B:) Physiological needs

C:) Belongingness and love needs

D:) Self - esteem needs

E:) Safety need

A:) ABCDE

B:) ADCBE

C:) DCBEA

D:) ADCEB

CORRECT: D

Q;20) Who propounded the Need's Theory

Sol:

A:) Frederick Herzberg

B:) Alderfer

C:) Abraham Harold Maslow

D:) None of the above

CORRECT: C

Q;21)The two factor theory is based on which factors?

Sol:

A:)Hygiene and behavioural

B:) Safety and self - esteem

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C:) Self - actualisation and status quotient

D:) None of the above

CORRECT: A

Q;22) Which of the following is a need that motivates human behaviour as per the achievement motivation theory?

Sol:

A:) Power

B:) Affiliation

C:) Achievement

D:) All of the above

CORRECT: D

Q;23) Which of the following is a need that motivates human behaviour as per the achievement motivation theory?

Sol:

A:) Power

B:) Affiliation

C:) Achievement

D:) All of the above

CORRECT: D

Q;24) _____ and _____ came out with a comprehensive theory of motivation called the performance - satisfaction model.

Sol:

A:) Festinger and Heider

B:) Jacques and Patchen

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C:) Porter and Lawler

D:) Weick and Adams

Correct :C

Q;25)Which among the following is the correct order of Maslows' Need Hierarchy Theory of Motivation starting from lower to higher level need?

Sol:

- A:) Social Needs, Physiological Need, Safety and Security Needs, Self-esteem Needs, Self-Actualization Needs
- B:) Physiological Need, Safety and Security Needs, Social Needs, Self-esteem Needs, Self-Actualization Needs
- C:) Self-Actualization Needs , Physiological Need, Safety and Security Needs, Social Needs, Self-esteem Needs
- D:) Safety and Security Needs, Physiological Need, Social Needs, Self Actualization Needs, Self-esteem Needs

Correct: C

Q;26) management is what a manager does.

Sol:

- A:) Peter F Drucker
- B:) Terry
- C:) Louis Allan
- D:) Hendry Fayol

Correct: C

Q;27) The Practice of Management written by _____.

Sol:

- A:) Peter F Drucker
- B:) Terry



C:) Louis Allan

D:) Hendry Fayol

Correct: A

Q;28) The first man who advocated the view that the management should and can be taught is.

Sol:

A:)harold Koontz

B:) Terry

C:) Louis Allan

D:) Hendry Fayol

Correct: D

Q;29) X and Y theory was introduced by_____.

Sol:

A:) Mc grego

B:) Peter Drucker

C:) Henry faro

D:) FW Taylor

Correct: Option A

Q;30) Early theories concentrate on what motivates individuals in their work. They include:

Sol:

A:) Maslow's hierarchy of needs

B:) Herzberg's hygiene and motivator factors

C:) Both A&B

D:) All of the above



Correct :C

Q;31) It is argued that individuals are motivated differently, and the strength of their motivation depends on a variety of factors, such as:

Sol:

- A:) Needs, personality
- B:) Perceptions about whether more effort will result in achieving goals
- C:) Rewards and expectations about whether the rewards for achieving the goals will actually meet the individual's needs.
- D:) All of the above

Correct :D

Q;32) If a person has two important attitudes, those attitudes are likely to be:

Sol:

- A:) Mutually consistent
- B:) Accessible
- C:) Persistent over time
- D:) All of the above

Correct: D

Q;33) Which people tend to have the strongest attitudes?

Sol:

- A:) Young adults
- B:) Middle-aged adults
- C:) Older adults
- D:) None of the above

Correct :D

Q:34) Which people make riskier decisions?

Sol:

- A:) Individuals



- B:) Group members at the beginning of a discussion
- C:) Group members after a discussion
- D:) None of the above

Correct :D

Q;35) What is one difference between cognitive dissonance theory and balance theory?

Sol:

- A:) Balance theory does not relate to consistency
- B:) Cognitive dissonance theory does not relate to cognition
- C:) Cognitive dissonance theory does not concern relationships between people
- D:) None of the above

Correct: C

Q:36) When are people more likely to learn selectively?

Sol:

- A:) During incidental learning
- B:) During intentional learning
- C:) During active learning
- D:) Both B and C

Correct: A

Q:37) Which group is more likely to show selective attention?

Sol:

- A:) Repressors
- B:) Sensitizers
- C:) Extroverts
- D:) None of the above

Correct: A

Q;38) People are more selective about exposure to content when:

Sol:



- A:) Dissonance is decreased
- B:) An attitude is personally important
- C:) Sequentially arriving information increases commitment
- D:) Both B and C

Correct: D

Q:39) How can a person reduce dissonance?

Sol:

- A:) Subtract cognitions
- B:) Reduce the importance of dissonant cognitions
- C:) All of the above

Correct: D

Q:40) Dissonance can be described as:

Sol:

- A:) A motivational state
- B:) A state of arousal
- C:) Both A and B
- D:) Neither A nor B

Correct: C

Q:41) Cognitive dissonance research has mostly focused on:

Sol:

- A:) Attitude change
- B:) Behaviour change
- C:) Both A and B
- D:) Neither A nor B

Correct: A



Q:42) What is one similarity between classic attitudes research and newer social cognition research?

Sol:

- A:) Metatheories
- B:) Theories of cognition
- C:) Methods from cognitive psychology
- D:) None of the above

Correct: A

Q:43) Why was social cognition research initially spurned by traditionalist researchers

Sol:

- A:) It did not include enough of an affective component
- B:) It did not involve enough of a behavioural component
- C:) It was thought to be redundant with cognitive psychological research
- D:) It was thought to be redundant with attitudes research

Correct: A

Q:44) Which among the following theories can be considered as an extension of Maslows' Need Hierarchy Theory of Motivation?

Sol:

- A:) Alderfer – ERG theory
- B:) Maslow – hierarchy of needs theory
- C:) Herzberg – Two factor theory
- D:) Skinner's reinforcement theory
- E:) Vroom's expectancy theory

Correct A

Q:45) Which among the following is the correct order of Maslows' Need Hierarchy Theory of Motivation starting from lower to higher level need?

Sol:



- A:) Safety and Security Needs, Physiological Need, Social Needs, Self-esteem Needs, Self-Actualization Needs
- B:) Social Needs, Physiological Need, Safety and Security Needs, Self-esteem Needs, Self-Actualization Needs
- C:) Physiological Need, Safety and Security Needs, Social Needs, Self-esteem Needs, Self-Actualization Needs
- D:) Self-Actualization Needs , Physiological Need, Safety and Security Needs, Social Needs, Self-esteem Needs
- E:) Safety and Security Needs, Physiological Need, Social Needs, Self Actualization Needs, Self-esteem Needs

Correct: C

Q:46) Which among the following is not a deficiency need that arises due to deprivation?

Sol:

- A:) Safety and Security Needs
- B:) Social Needs
- C:) Self-esteem Needs
- D:) Self-Actualization Needs

Correct: D

Q:47) According to Maslow's need hierarchy theory motivation, the lower level of human needs emanates from _____

Sol:

- A:) Need of maintaining a given economic level
- B:) Needs like food, clothing, shelter, air, water
- C:) Need of individuals to associate, belong with others
- D:) Need for power, self-respect, autonomy, self-confidence,
- E:) Need of sense of achievement

Correct :B



Q:48) Which among the following is the lowest level need under Need Hierarchy Theory of Motivation?

Sol:

- A:) Physiological Need
- B:) Safety and Security Needs
- C:) Social Needs
- D:) Self-esteem Needs
- E:) Self-Actualization Needs

Correct :A

Q:49) Which among the following is not one of the needs of human being as Needs theory of motivation?

Sol:

- A:) Safety need
- B:) Social need
- C:) C
- D:) Esteem need

Correct: (4)

Q:50) Which among the following is the highest level need under Need Hierarchy Theory of Motivation?

Sol:

- A:) Physiological Need
- B:) Safety and Security Needs
- C:) Social Needs
- D:) Self-esteem Needs
- E:) Self-Actualization Needs

Correct: (5)



UNIT:3
PERSONALITY

Q:1)One trait that dominates a personality so much that it influences nearly everything a person does is

Sol:

- A:) Global Trait
- B:) Cardinal Trait
- C:) Specific trait
- D:) Central Trait
- E:) Secondary trait

Correct: b

Q:2)The method of science requires that independent observers must:

Sol:

- A:) verify data
- B:) state a hypothesis in a form that can be tested
- C:) derive a hypothesis from theory
- D:) All of the above
- E:) None of the above

Correct: d

Q:3)The more hot and humid the weather, the less clothing a person wears is an example of:

Sol:

- A:) moderate correlation
- B:) low correlation



C:) negative correlation

D:) high positive correlation

E:) no relationship

Q:4)Talkative vs. silent; frank, open vs. secretive; adventurous vs. cautious; sociable vs. reclusive these traits describe which dimension of personality?

Sol:

A:) Agreeableness

B:) Conscientiousness

C:) Extraversion

D:) Culture

E:) Emotional Stability

Correct: c

Q:5)Approximately how many trait words for personality are there in the English language?

Sol:

A:) 18,000

B:) 1,000

C:) 10,000

D:) 500

E:) 5,000

Correct: a

Q:6)Who is the pioneer that proposed the 16 basic dimensions of normal personality and devised a questionnaire (16PF) to measure them?

Sol:

A:) Carl Jung

B:) Raymond Cattell

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- C:) Julian Rotter
- D:) Gordon Allport
- E:) None of the above

Correct: b

Q:7)When analyzing a past president to describe his personality by coding letters or speeches he has written, you are using a process called

Sol:

- A:) Big Five
- B:) content analysis
- C:) personality assumptions
- D:) Implicit Personality Theory
- E:) cognitive approach

Correct: b

Q:8)The best known lexical research on terms relevant to personality was conducted by whom and how many terms were compiled in this study?

Sol:

- A:) Sheldon/3
- B:) Ancient Greeks/4
- C:) Allport/17,953
- D:) Gordon/5
- E:) Cattell/18,835

Correct: c

Q:10)During psychology you are falling asleep. You know last night you only got three hours of sleep; therefore you have a valid reason. The person sitting in front of you is sleeping also. You automatically think that they are lazy and really don't care about the class. This is an example of



Sol:

- A:) Halo effect
- B:) Implicit Personality Theory
- C:) Observer bias
- D:) stereotype
- E:) None of the above

Correct: c

Q:11)Positive correlations (from 0.01 to 1.00) indicate that, as one factor goes _____, the other factor goes _____.

Sol:

- A:) down, up
- B:) up, down
- C:) up, up
- D:) both a and b
- E:) All of the above

Correct: c

Q:12)Which strategy IMPROVES the reliability of a research design?

Sol:

- A:) make the test shorter
- B:) standardize all circumstances under which the test is administered, including instructions.
- C:) delete all items from the test that do not correlate with the other items.
- D:) b and c only
- E:) a, b, and c are correct

Correct: d



Q:13)Which of the statements below are FALSE?

Sol:

- A:) Since Personality psychology has competing viewpoints, it is considered a paradigm.
- B:) Science judges the truth of statements based on the empirical method:)
- C:) Personality encompasses diverse qualities of individuals (E:)g., biology, social influences, childhood experiences, etC:))
- D:) Science demands that hypotheses be discarded if they are not confirmed by observation.
- E:) According to the method of science, the study of private experience is problematiC:)

Correct: a

Q:14)What correlation coefficient value would most likely represent a completely inverse proportionality between a behaviour and a trait?

Sol:

- A:) 1.0
- B:) 0.25
- C:) 0.0
- d 0.5
- E:) 1.0

Correct: e

Q:15)Which range best targets the number of "Central Traits" that have been identified?

Sol:

- A:) 5-8
- B:) 5-200
- C:) 17,000-18,000
- D:) 19,000-20,000



E:) None of the above

Correct: a

Q:16) Which of the following examples is most likely to have a negative correlation?

Sol:

A:) Number of hours spent studying and test scores

B:) Amount of violent television viewed and number of aggressive acts committed

C:) How many times the subject smiles per day and their unhappiness level

D:) Weight and height

E:) Your test scores and the Russian economy in 1994

Correct: c

Q:17) The Ancient Greeks hypothesized that there were 4 different personality characteristics. The four characteristics are

Sol:

A:) irritability, optimism, pessimism, calmness

B:) calmness, depression, pessimism, irritability

C:) depression, irritability, pessimism, optimism

D:) irritability, depression, optimism, calmness

E:) calmness, optimism, pessimism, depression

Correct: d

Q:18) Sheldon proposed three different types of traits. The traits that would best describe a football player would be:

Sol:

A:) mesomorph

B:) endomorph

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C:) ectomorph

D:) actinomorphy

E:) None of the above

Correct: a

Q:19)Which of the following would be an example of a correlational strategy of academic research?

Sol:

A:) testing a hypothesis with an experimental group

B:) having a group fill out questionnaires

C:) using the scientific method

D:) a clinician diagnosing his/her patient

E:) using the electric shock method to illustrate classical conditioning

Correct: b

Q:20)If you had a correlation of positive one, the related items would be:

Sol:

A:) completely unrelated

B:) moderately correlated

C:) very highly correlated

D:) identical

E:) lowly correlated

Correct: d

Q:21)In analyzing data, measurements are sometimes categorical, for example "smiles" or "frowns". This type of measurement is called

Sol:



- A:) qualitative measurement
- B:) quantitative measurement
- C:) reliability
- D:) validity
- E:) psychometrics

Correct: a

Q:22)If you say that a movie is really good and you like it you would also assume that your best friend would like it. What implicit personality theory is this?

Sol:

- A:) stereotype
- B:) perceived similarity
- C:) Halo effect
- D:) observer bias
- E:) All of the above

Correct: b

Q:23)A more neutral term personality type categories or a typical or exemplary instance of a category is

Sol:

- A:) stereotype
- B:) observation bias
- C:) openness
- D:) open-minded
- E:) prototype

Correct: e



Q:24)If one is measuring the relationship between two things and the research he or she does shows that there is absolutely no relation existing between the two, the correlation is said to be

Sol:

A:) 0

B:) 0.3

C:) 0.8

D:) 1

E:) -1

Correct: a

Q:25)From the Big Five personality dimensions, behaviours such as speaking fluently, displaying ambition, and exhibiting a high degree of intelligence is

Sol:

A:) Agreeableness

B:) Openness

C:) Extraversion

D:) Conscientiousness

E:) Neuroticism

Correct: d

Q:26)Psychologists seek to understand Rob's personality through his thoughts, beliefs and their impact on his behavior in certain situations. This is known as the

Sol:

A:) trait approach

B:) humanistic approach

C:) cognitive approach



D:) psychoanalytic approach

E:) All of the above

Correct: c

Q:27)Devin's personality is researched through 3 factors: extraversion, neuroticism and psychoticism. This personality trait model is called:

Sol:

A:) Eysenck's Trait Model

B:) Myers-Briggs Type Indicator

C:) Smith Model

D:) Cattell's Sixteen factor Model

E:) Big Five

Correct: a

Q:28)What type of personality focuses on how people adapt to everyday life and intervenes to improve the lives of individuals through therapy?

Sol:

A:) Academic psychology

B:) Clinical Psychology

C:) Practical Psychology

D:) Applied Psychology

E:) None of the above

Correct: b

Q:29)Which of the following would be a phenomenological approach to the study of personality?

Sol:

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- A:) emphasize subject's feelings
- B:) emphasize subject's thoughts
- C:) emphasize the meaning that people ascribe to events, not simply the objective events themselves
- D:) attempt to understand an individual in his or her fullness, rather than only selected aspects of the person relevant to a small number of traits or other dimensions
- E:) All of the above

Correct: e

Q:30)What is the trait approach to personality?

Sol:

- A:) Assumes that people are motivated by unconscious emotional conflicts
- B:) Assumes that each individual has stable personality characteristics
- C:) Assumes that people's thoughts and beliefs are central to personality
- D:) Assumes that people have an innate tendency to become self-actualized
- E:) Assumes that people are motivated by conflicts originating in childhood

Correct: b

Q:31)William Sheldon suggested that body build was associated with personality traits. Which one best describes a person who's sensitive and intellectual?

Sol:

- A:) conservative
- B:) neurotic
- C:) endomorph
- D:) mesomorph
- E:) ectomorph

Correct: e



Q:32)Eysenck originally developed _____, a highly researched factor theory of personality.

Sol:

A:) an interpersonal trait model

B:) a sixteen factor model

C:) a three factor model

D:) the Big Five

E:) the Implicit personality theory

Correct: c

Q:33)Natali . What is the difference between nomothetic and idiographic approaches to personality?

Sol:

A:) nomothetic approaches seek to find generalized laws of behaviour that help us classify people in terms of their similarities, while idiographic approaches seek to find what makes people unique

B:) nomothetic approaches view only the differences between people, while ideographic approaches seek to find similarities

C:) ideographic approaches try to categorize people, while nomothetic approaches don't

D:) None of them

Correct: A

Q:34)D What is one of the main assumptions of the trait approach to personality?

Sol:

A:) traits are not very stable across the lifespan and are therefore weak predictors of personality

B:) traits stay relatively stable across the lifespan

C:) traits change drastically around the age of 6 years, which has to be taken into account when predicting personality

D:) None of them

Correct:A



Q:35) Which of the following is NOT given as a criticism of the Type A/B personality theory?

Sol:

- A:) most of the research on Type A personality is purely correlational
- B:) there is a lack of cross-cultural research
- C:) the questionnaires that claim to measure Type A personality have poor internal reliability scores
- D:) None of them

Correct: C

Q:36) What is meant by 'interactionism' in personality psychology?

Sol:

- A:) the view that the interaction between people shapes their personalities
- B:) the view that there is reciprocal interaction between personality, situations and the environment
- C:) the view that children should interact with other children as much as possible to shape a personality that will benefit them in their later lives
- D:) None of them

Correct: B

Q:37) There are ——— trait dimensions did Cattell propose?

Sol:

- A:) 2
- B:) 3
- C:) 16



D:) 117

E:) None of these

Correct: 3

Q:38)Which of the following are the aim of behavioural genetics is to learn about:

Sol:

A:) the possibility of eradicating behavioural problems in children

B:) the ability of animals to learn the language

C:) the extent to which geneticists can modify people's behaviour

D:) the genetic and environmental influences on human behaviour

E:) all of the above

F:) none of these

Correct: D

Q:39)Which of the following characteristics describe someone who, according to Maslow, is self-actualized?

Sol:

A:) creativity

B:) confidence

C:) Spontaneity

D:) None of these

E:) all of the above

Correct: e



Q:40) Which of the following is not a defence mechanism?

Sol:

- A:) ingratiation
- B:) regression
- C:) projection
- D:) Sublimation
- E:) None of these

Correct: a

Q:41)The MMPI is used to measure:

Sol:

- A:) leadership potential
- B:) the Big Five traits
- C:) personality and psychological disorders
- D:) unconscious drives
- E:) all of the above

Correct: c

Q:42)Which of the following would NOT be useful to a behavioural geneticist?

Sol:

- A:) case studies
- B:) family studies



C:) adoption studies

D:) twin studies

E:) none of these

Correct: a

Q:43)Which one best describes a person. who is sensitive and intellectual? William Sheldon suggested that body build was associated with personality traits.

Sol:

A:) endomorph

B:) neurotic

C:) conservative

D:) mesomorph

E:) ectomorph

Correct: e

Q:44)Sheldon proposed the traits that would best describe a football player would be:

Sol:

A:) ectomorph

B:) endomorph

C:) mesomorph

D:) activomorph

E:) None of the above

Correct: c

Q:45.)One trait that dominates a personality so much that it influences nearly everything a person does is a.



Sol:

- A:) Global Trait
- B:) Central Trait
- C:) Specific trait
- D:) Cardinal Trait
- A:) E:) none of these

Correct: d

Q:46)—— is an external, unstable attribution for why something happens to a person?

Sol:

- A:) hard wok
- B:) bad mood
- C:) the weather
- D:) fate
- E:) none of these

Correct: c

Q:47)which of the following is the Humanistic psychologists embraced the idea of:

Sol:

- A:) repression
- B:) the id
- C:) unconscious drives
- D:) free will
- E:) None of these

Correct: d



Q:48) Adler described that Someone who feels as though they are not living up to expectations would be

Sol:

- A:) an inferiority complex
- B:) low self-realization
- C:) an Adlerian complex
- D:) low actualization

E:) None of these

Correct: a

Q:49)There are ——— trait dimensions did Cattell propose?

Sol:

- A:) 2
- B:) 3
- C:) 16
- D:) 117

E:) None of these

Correct: C

Q:50)Which of the following are the aim of behavioural genetics is to learn about:

Sol:

- A:) the possibility of eradicating behavioural problems in children
- B:) the ability of animals to learn the language
- C:) the extent to which geneticists can modify people's behaviour
- D:) the genetic and environmental influences on human behaviour



E:) all of the above

F:) none of these

Correct: D





Unit 4

Work stress

Q:1) Which of the following statements is true

Sol:

A:)In small quantities, stress is good

B:) Too much stress is harmful

C:)All stress is bad

D:) Only '1' & '2' are right

Correct: **D**

Q:2) Stress management is about learning

Sol:

A:)How to avoid the pressures of life

B:) 2How to develop skills that would enhance our body's adjustment when we are subjected to the pressures of life

C:)43Both '1' & '2' are true

D:) None of the above

Correct: B

Q:3) Which of the following statements is true about stress management

Sol:

A:).Stress management is learning about the connection between mind and body

B:) Stress management helps us control our health in a positive sense



C:).Stress management teaches us to avoid all kinds of stress

D:) Only '1' & '2' are right

CorrectD

Q:4) Which of the following are the basic sources of stress

Sol:

A:)The Environment

B:) 2. Social Stressors

C:)Physiological

D:) 4. Thoughts

Correct: D

Q:5). Examples of environmental stressors are

Sol:

A:)Weather

B:) Traffic

C:)Financial problems

D:) Substandard housing

Correct: D

Q:6). Examples of social stressors are

Sol:

A:)Financial problems

B:) Divorce

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C:)Loss of a loved one

D:) Job interviews

All of the above

Correct: D

Q:7) The following are the characteristics of Positive Stress

Sol:

A:)It improves performance

B:) It feels exciting

C:)It motivates

D:) All of the above

Correct: D

Q:8) The following are the characteristics of Negative Stress

Sol:

A:)It causes anxiety

b:)It feels unpleasant

c:) It decreases performance

D:) All of the above

Correct : D

Q:9) Which of the following statements is true

Sol:

A:)Positive stress is short-term

B:) Negative stress can be short or long-term

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C:)Negative stress can lead to mental as well as physical problems

D:) Negative stress is perceived within our coping abilities

Correct :d

Q:10) Which of the following statements is true

Sol:

A:)Habitual behaviour patterns like over scheduling, procrastination, etc. Can cause negative stress

B:) Thoughts like fear, worrying about future etc. can cause negative stress

C:)Both '1' & '2' are true

D:) None of the above

Correct: C

Q:11) Which of the following are stress busters

Sol:

A:)Trying to find something funny in a difficult situation

B:) Developing a support network

C:)Taking a mindful walk

D:) All of the above

Correct :D

Q:12) Which of the following is true about 'deep breathing relaxation technique'

Sol:

A:)It can be self-taught

B:) It releases tension from the body and clears your mind



C:)You have to do this under-water

D:) Only '1' & '2' are true

Correct d

Q:13) Which of the following are true about 'mini-relaxation exercises'

Sol:

A:)You can do them anywhere

B:) You can do them without eliciting attention from others around you

C:)It is most beneficial if you do it on a regular basis

D:) All of the above

Correct: D

Q:14) Which of the following Mindfulness meditation techniques can help relieve stress

Sol:

A:)Body Scan

B:) Walking Meditation

C:)Mindful Eating

D:) All of the above

Correct: D

Q:15) Which of the following is true about eliciting the relaxation response

Sol:

A:)Repetition of a word

B:) Passive disregard of everyday thoughts

C:)Both '1' & '2' are true

D:) Doing weight training

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Correct: C

Q:16) What are the questions you need to ask yourself while you are assessing yourself for stress

Sol:

A:)Where do you feel stress in your body

B:) How do you know when you are stress

C:)How do you react to stress

D:) All of the above

Correct D

Q:17) The following are true about the effects of stress

Sol:

A:)Hair loss and baldness

B:) Spasmodic pains in the neck and shoulders

C:)Hypertension

D:) All of the above

Correct: d

Q:18)The symptoms of stress can be divided in to the following categories

Sol:

A:)Cognitive

B:) Emotional

C:)Physical

D:) Behavioural



E:)All of the above

Correct: 5

Q:19.) Which of the following are the basic sources of stress?

Sol:

A:)The Environment

B:) Social Stressors

C:)Physiological

D:) Thoughts

E:)All of the above

Correct: E

Q:20) Which of the following statements is true about stress management

Sol:

A:)Stress management is learning about the connection between mind and body

B:) Stress management helps us control our health in a positive sense

C:)Stress management teaches us to avoid all kinds of stress

D:) Only '1' & '2' are right

Correct d

Q:21). Examples of social stressors are

Sol:

A:)Financial problems

B:) Divorce

C:)Loss of a loved one

D:) Job interviews

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e.):All of the above

Correct: 5

Q:22). Which of the following statements is false?

Sol:

A:). Stress is the imbalance between the demands of everyday life and the ability to cope.

B:.) Too much stress can affect a person's ability to function effectively.

C:.)Stress is caused by external pressures, such as work.

D:.) Stress can involve any interference that disturbs a person's emotional and physical well-being

Correct: C

Q:23) Which of the following is a symptom of short-term stress?

Sol:

A:.)Rapid breathing

B:.) Digestive problems

C:.)Excessive tiredness

D:.) Mood changes

Correct: A

Q:24) Which hormone increases in production when the body is under stress?

Sol:

A:.)Thyroxine

B:.) Adrenaline

C:.)Oestrogen



D:) Oxytocin

Correct: b

Q:25) Which of the following factors may affect the body's capacity to deal with stress effectively?

Sol:

A:)Age

B:) Psychological factors

C:)Physiological reserve

D:) All of the above

Correct: d

Q:26). Which of the following is a symptom of long-term stress?

Sol:

A:). Dry mouth

B:) Headaches

C:)Nausea

D:) Increased sweating

Correct: B

Q:27)The best way to protect the body from the harmful effects of stress is to

Sol:

A:)learn how to avoid it

B:) learn how to manage it

C:)take your anger out on inanimate objects

D:) take a long walk and bottle up your frustration.



Correct: C

Q:28). Which of the following statements is false in relation to stress?

Sol:

A:)When under stress, the entire body becomes tense and posture changes.

B:) Large amounts of time spent in front of a computer can result in eyestrain headaches.

C:)Tension uses up energy, but the energy is largely productive.

D:) Muscle tension affects our ability to function we

Correct: C

Q :29). According to the Canadian government, stress has _____ costs.

Sol:

A:)social

B:) economic

C:)personal

D:) None of the above

Correct :C

Q:30). Commitment, control and challenge are all elements of:

Sol:

A:)tardiness

B:) stress

C:)hardiness

D:) depression

Correct :D

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Q:31) One response to stress in the workplace is “presenteeism”. This may include:

Sol:

A:)working longer hours

B:) working while ill

C:)not taking holidays

D:) all of the above

Correct: d

Q:32)According to the inverted U hypothesis, optimal performance occurs when:

Sol:

A:)there are high levels of stress

B:) there is no stress

C:)there is a moderate level of stress

D:) the inverted U hypothesis does not address this issue

Correct: C

Q: 33).In the context of stress research, GAS stands for:

Sol: C

A:)generalized anxiety symptoms

B:) general adaptation syndrome

C:)gustatory alimentary system

D:) generic adrenal sensitivity

Correct :B

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Q:34.) Which of the following would be classed as a cognitive action strategy for dealing with stress?

Sol:

A:)goal setting

B:) asking questions

C:)analyzing the problem

D:). all of the above

Correct: D

Q:35).Deep breathing, yoga and exercise would all be _____ stress management techniques.

Sol:

A:)religious

B:) cognitive

C:)physical

D:). social

Correct: C

Q:36) According to the transactional theory of stress and coping, our response to stress follows which path?

Sol:

A:)primary appraisal, secondary appraisal, stressor, coping response

B:) stressor, emotional appraisal, cognitive appraisal, coping response

C:)stressor, primary appraisal, secondary appraisal, coping response

D:) emotional appraisal, cognitive appraisal, stressor, coping response



Correct: C

Q:37).According to Selye's GAS model, we respond to stress with alarm, then with resistance and, finally, with _____.

Sol:

A:)adjustment

B:) eustress

C:)commitment

D:) exhaustion

Correct: D

Q:38) Which of the following is NOT associated with workplace stress?

Sol:

A:)work overload

B:) job insecurity

C:)supervisory support

D:). conflict with co-workers

Correct: C

Q:39) Which of the following statements is false in relation to stress?

Sol:

A:)When under stress, the entire body becomes tense and posture changes.

B:) Large amounts of time spent in front of a computer can result in eyestrain headaches.

C:)Tension uses up energy, but the energy is largely productive.

D:) Muscle tension affects our ability to function well.



Correct: C

Q:40) The type of stress when the body reacts to meet the demands of a physically or emotionally threatening

Sol:

A:)situation is known as

B:) survival stress

C:). negative stress

D:) internally generated stress.

Correct: A

Q:41)Which of the following statements is false?

Sol:

A:)Stress is the imbalance between the demands of everyday life and the ability to cope.

B:) Too much stress can affect a person's ability to function effectively.

C:)Stress is caused by external pressures, such as work.

D:) Stress can involve any interference that disturbs a person's emotional and physical well-being.

Correct s:C

Q:42) Which of the following is a symptom of short-term stress?

Sol:

A:)Rapid breathing

B:) Digestive problems

C:)Excessive tiredness

D:) Mood changes

Correct s:A

Q:43). Which hormone increases in production when the body is under stress?

Sol:

A:)Thyroxine

B:) Adrenaline

C:)Oestrogen

D:) Oxytocin

Correct: B

Q:44.) Which of the following factors may affect the body's capacity to deal with stress effectively?

Sol:

A:)Age

B:) Psychological factors

C:)Physiological reserve

D:) All of the above

Correct: D

Q:45)Which of the following effects on the body are associated with the alarm stage of stress, as defined by Dr Hans

Sol:

A:)Increased heart and ventilation rate

B:) Colds and flu

C:)High blood pressure

D:) Anxiety and depression



Correct: A

Q:46) Which of the following is a symptom of long-term stress?

Sol:

A:)Dry mouth

B:) Headaches

C:)Nausea

D:) Increased sweating

Correct; B

Q:47) The best way to protect the body from the harmful effects of stress is to

Sol:

A:)learn how to avoid it

B:) learn how to manage it

C:)take your anger out on inanimate objects

D:) take a long walk and bottle up your frustration

Correct s: B

Q:48) Extreme fatigue, exhaustion and burnout are all signs of

Sol:

A:)short-term stress

B:) long-term stress

C:)behavioural stress

D:) emotional stress.

Correct: B



Q:49) The type of stress when the body reacts to meet the demands of a physically or emotionally threatening

Sol:

situation is known as

A:)survival stress

B:) negative stress

C:)work-related stress

D:) internally generated stress.

Correct: A

Q:50) Which of the following is a symptom of short-term stress?

Sol:

A:). Rapid breathing

B:) Digestive problems

C:)Excessive tiredness

D:) Mood changes

Correct A



UNIT:5
CONFLICT IN ORGANISATION

Q:1) Individual concern model the style which represents a low level of concern for both self and other known as_____.

Sol:

- A:) Avoiding
- B:) Dominating
- C:) Obliging
- D:) Compromising

Correct:A

Q:2) Third party usually helps, clarifies and grounds each disputing party's alternatives to agreement in_____.

Sol:

- A:) Reality testing
- B:) Litigation
- C:) Negotiation
- D:) Dispute

Correct:A

Q:3) A person holds_____ power when he influences others by coercing, threatening, harming and irritating.

Sol:

- A:) Reward
- B:) Coercive
- C:) Normative
- D:) Expert

Correct:B



Q:4) Research and investigation can be examples of _____ power.

Sol:

- A:) Expert
- B:) Reward
- C:) Normative
- D:) Democratic

Correct:A

Q:5) A dispute between two neighbors can be example of _____ power.

Sol:

- A:) Expert
- B:) Reward
- C:) Ecological
- D:) Social

Correct:C

Q:6) Formal power is exercised in a _____ manner.

Sol:

- A:) Bottom-up
- B:) Top-down
- C:) Horizontal
- D:) Vertical

Correct:B

Q:7) The influence which is deliberate or purposive in nature may be called _____.

Sol:



- A:) Motivation
- B:) Power
- C:) Integration
- D:) None of the given options

Correct:B

Q:8)When one disputant is forced to litigation then _____style is not possible.

Sol:

- A:) Compromising
- B:) Integration
- C:) Authoritative
- D:) Avoiding

Correct:C

Q:8)Dual concern model assumes that no disputant has _____orientation.

Sol:

- A:) Positive
- B:) Negative
- C:) Neutral
- D:) Zero-Sum

Correct:B

Q:9)In dual concern model the style which represents a moderate level of concern for self and other known as_____.

Sol:

- A:) Avoiding
- B:) Dominating
- C:) Obliging
- D:) Compromising

Correct:D



Q:10)Negotiation in which the disputants are the only participants is called_____.

Sol:

- A:) Adjudication
- B:) Mediation
- C:) Simple negotiation
- D:) Facilitated negotiation

Correct:C

Q:11)An interpersonal conflict in which no participant is aware of the divergence of goals, needs, or interests is known as_____.

Sol:

- A:) Latent conflict
- B:) False conflict
- C:) Cause of action
- D:) None of the given options

Correct:A

Q:12)A conflict situation in which the disputants believe that when one disputant helps him/herself, the other disputant is also helped is_____.

Sol:

- A:) Constructive conflict
- B:) Competitive conflict
- C:) Destructive conflict
- D:) Cooperative conflict

Correct:D



Q:13)A situation involving actual incompatibility of needs, interests or goals is defined as_____.

Sol:

- A:) False conflict
- B:) True conflict
- C:) Veridical conflict
- D:) Both true and veridical conflict

Correct:D

Q:14)Conflict causes predictable and destructive changes in the disputant's attitudes, perceptions and interactions is called_____.

Sol:

- A:) Perceived conflict
- B:) Real conflict
- C:) Escalating conflict
- D:) Data type conflict

Correct:C

Q:15)Meeting one party's goals is just like promoting other party's goals known as:

Sol:

- A:) Promotive Interdependence
- B:) Contrient Interdependence
- C:) Positive Interdependence
- D:) None of the given options

Correct:A



Q:16)he first step in conflict diagnosis is to describe the_____.

Sol:

- A:) Conflict
- B:) Disputant
- C:) Motives
- D:) Position

Correct:A

Q:17)In interpersonal conflict the reality understood by each participant is highly_____.

Sol:

- A:) Objective
- B:) Personal
- C:) Subjective
- D:) Biased

Correct:C

Q:17)There is/are usually _____ source /sources of any given conflict.

Sol:

- A:) Single
- B:) Multiple
- C:) Sole
- D:) Distinct

Correct:B

Q:18)One can infer attitudes and make judgments about people and things through _____.

Sol:

- A:) Perception
- B:) General attribution theory



- C:) Stimuli
- D:) Cognitive Structure

Correct:A

Q:19)High levels of trust between disputants makes:

Sol:

- A:) Negotiation more efficient
- B:) Disputants less responsive
- C:) Decrease disputant's willingness to try to find additional ways to trust each other
- D:) A competitive conflict cycle more likely

Correct:A

Q:20)Which type of trust is founded on control?

Sol:

- A:) Calculus-based trust
- B:) Knowledge-based trust
- C:) Identification-based trust
- D:) Productive based trust

Correct:A

Q:21)There is a contest among all employees of organization about valuable suggestions for improving policies for employees. What type of conflict it may be?

Sol:

- A:) Constructive
- B:) Destructive
- C:) Competitive but constructive
- D:) Cooperative but destructive

Correct:C



Q:22)All of the following are advantages of understanding the other disputant's interests except:

Sol:

- A:) It helps user visualize and recognize alternate ways to meet goals
- B:) It creates greater inflexibility in coming to settlement
- C:) It ensures user doesn't miss an optimal resolution
- D:) It enables user to evaluate whether some interests could be met outside the conflict

Correct:B

Q:23)Focusing only on resource aspects of a conflict leads to

Sol:

- A:) Zero-sum thinking
- B:) A competitive approach to resolution
- C:) A cooperative approach to resolution
- D:) Zero-sum thinking and a competitive approach to resolution

Correct:D

Q:24)Where the disputants aren't fighting about what's really bothering them, the conflict is:

Sol:

- A:) Misplaced
- B:) Misattributed
- C:) Misaligned
- D:) Displaced

A

Q:25)The meaning of language or behavior may be misunderstood, causing a _____ conflict.

Sol:

- A:) Preferences and nuisances
- B:) Data-type
- C:) Resource



D:) Communication

Correct:D

Q:26)In the final step, Step Seven, disputants put the option into practice, which in turn creates a new:

Sol:

- A:) Stimulus
- B:) Action
- C:) Option
- D:) None of the above is correct

Correct:A

Q:27)The conflict gamer reacts to conflict by:

Sol:

- A:) Avoiding it
- B:) Feeling traumatized by it
- C:) Not preparing for it
- D:) Postponing negotiation

Correct:C

Q:28)The form of negotiation in which the negotiation is facilitated by a neutral third party is:

Sol:

- A:) Mediation
- B:) Agent or advocate-assisted negotiation
- C:) Nonbinding evaluation
- D:) Arbitration

Correct:A



Q:29) In dual concern model the style which represents a low level of concern for both self and other known as_____.

Sol:

- A:) Avoiding
- B:) Dominating
- C:) Obliging
- D:) Compromising

Correct:A

Q:30) Third party usually helps, clarifies and grounds each disputing party's alternatives to agreement in_____.

Sol:

- A:) Reality testing
- B:) Litigation
- C:) Negotiation
- D:) Dispute

Correct:A

Q:31) A person holds _____ power when he influences others by coercing, threatening, harming and irritating.

Sol:

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- D:) Expert

Correct:B



Q:32)Research and investigation can be examples of _____power.

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- D:) Democratic

Correct:A

Q:33)A dispute between two neighbors can be example of _____power.

Sol:

- A:) Expert
- B:) Reward
- C:) Ecological
- D:) Social

Correct:C

Q:34)Formal power is exercised in a _____manner.

Sol:

- A:) Bottom-up
- B:) Top-down
- C:) Horizontal
- D:) Vertical

Correct:B

Q:35)The influence which is deliberate or purposive in nature may be called_____.

Sol:

- A:) Motivation
- B:) Power
- C:) Integration



D:) None of the given options

Correct:B

Q:36)When one disputant is forced to litigation then _____style is not possible.

Sol:

- A:) Compromising
- B:) Integration
- C:) Authoritative
- D:) Avoiding

Correct:B

Q:37)Dual concern model assumes that no disputant has _____orientation.

Sol:

- A:) Positive
- B:) Negative
- C:) Neutral
- D:) Zero-Sum

Correct:B

Q:38)In dual concern model the style which represents a moderate level of concern for self and other known as _____.

Sol:

- A:) Avoiding
- B:) Dominating
- C:) Obliging
- D:) Compromising

Correct:D



Q:39)An accurate estimate of BATNA:

Sol:

- A:) Allows disputant in making irrational choices about when to continue
- B:) negotiating, when to accept an offer, and when to stop
- C:) Allows being unduly pressured into settlement
- D:) Prevents team to accept a deal better than the BATNA without hesitation;
- E:) prevents lost opportunities to make good deals
- F:) Allows team to make better choices about how to exert its relationship power in the negotiation

Correct:D

Q:40)Impressions formed about people that are based upon fitting the person into various categories are a type of impression called:

Sol:

- A:) Data processing
- B:) Systemic processing
- C:) Category-based processing
- D:) Detail processing

Correct:C

Q:41)The mental processes which are used unconsciously to reinforce stereotypes include all of the following except:

Sol:

- A:) Ignoring
- B:) Over interpretation
- C:) Explaining away
- D:) All of the above are correct

Correct:D

Q:42)When we try to associate with the information previously assumed even if we get information about a certain phenomenon, we tend to_____ in process of stereotype.



Sol:

- A:) Ignore
- B:) Explain away
- C:) Agree
- D:) Challenge

Correct:A

Q:43)Extending a pre assumed perception and confirming it with small piece of information is which type of mental process of stereotyping?

Sol:

- A:) Selecting Weighting Processes
- B:) Stereotype over interpretation
- C:) Stereotype-consistent perception
- D:) Explaining away

Correct:B

Q:44)_____ processing is more accurate, but _____ processing is faster and easier.

Sol:

- A:) Systematic, category-based
- B:) Category-based, systematic
- C:) Dual, systematic
- D:) Group, Systematic

Correct:A

Q:45)The mediator's primary function is to promote effective negotiation in:

Sol:

- A:) Facilitative mediation
- B:) Evaluative mediation
- C:) Nonbinding evaluations



D:) Mediation

Correct:A

Q:46) mediation:

Sol:

- A:) AThere may not be a settlement since the disputants may not come to agreement
- B:) If there is some settlement it is permanent
- C:) The settlement is usually verbal
- D:) Settlements reached in mediation are not enforceable contracts

Correct:A

Q:47)An advantage of “evaluative” mediation is that it:

Sol:

- A:) Helps each disputant to fine-tune his or her BATNA for accuracy and to modify it if it is too optimistic
- B:) Is the best form of mediation in inducing the disputants to use principled
- C:) negotiation
- D:) Is the best form of mediation in improving the disputants’ relationship

Correct:A

Q:48)All of mentioned options

Sol:

- A:) In general, settlements reached in mediation, once formalized, are:
- B:) Unenforceable
- C:) Enforceable to the same extent as court orders
- D:) Enforceable to the same extent as contracts, and subject to the same defenses
- E:) Enforceable, but void able by any disputant who wishes to opt out of the agreement

Correct:D

Q:48) “To facilitate Collaborating/Integrating negotiation between the disputants” is the goal of which type of mediation?



Sol:

- A:) Triage mediation
- B:) Bargaining-based mediation
- C:) Therapeutic mediation
- D:) Pure mediation

Correct:D

Q:49)Which of the following types of mediation has narrow and evaluative focus?

Sol:

- A:) Triage mediation
- B:) Bargaining-based mediation
- C:) Pure mediation
- D:) Therapeutic mediation

Correct:B

Q:50)In which sort of mediation are due process problems the most likely to occur?

Sol:

- A:) Triage mediation
- B:) Bargaining-based mediation
- C:) Pure mediation
- D:) Transformative mediation

Correct:A

UNIT:6

GROUP BEHAVIOUR AND CHANGE IN ORGNISATION

Q:1) According to Tuchman (1965), which of the following is NOT a stage of the life cycle of a group?

Sol:

A :).performing

B:).norming

C:).reforming

D:).storming

Correct: C

Q:2).The phenomenon whereby an individual in a group will tend to end up agreeing with a strong majority opinion in spite of their own judgement is known as

Sol:

A:). Normative influence

B:).informative influence

C:). critical mass influence

D:).bullying influence

Correct: A

Q:3).The idea that the degree to which you will be influenced by the opinion of another group member will depend on how much you identify with that person is known as

Sol:

A:). reactive intransigence influence

B:).referent informational influence

C:). reconciliation of internal influence

D:).reorganizational interest influence

Correct:: B



Q:4).Which of the following is NOT suggested as an explanation for poor group motivation?

Sol:

A:). lack of individual feedback

B:})lack of clear performance standards

seeing that others aren't pulling their weight

D:})latent misanthropic enjoyment of group failure

Correct:: B

Q:5).The tendency whereby a group reaches a decision by trying to minimize conflict, neglecting to critically test and evaluate ideas, is termed

Sol:

A:). group compromise

B:})group consensus

C:.) groupthink

D:})group cohesion

Correct:: C

Q:6).The process whereby the presence of others is suggested to lead to individuals losing their sense of personal identity is termed

Sol:

A:). DE individuation

B:})deindividualization

C:.) individualization

D:})individuation

Correct:: A



Q:7).The tendency whereby groups make decisions that are more extreme than the individuals' opinions within the group is termed

Sol:

A:). group polarization

B:.)group cohesion

C:.) group DE individuation

D:.)group extremism

Correct: r: A

Q:8). Steiner (1972) called losses in group productivity due to poor coordination

Sol:

A:). disorganization losses

B:.)momentum losses

C:.) process losses

D:.)laziness losses

Correct:: C

Q:9).Which of the following did Wilfred Bion (1961) NOT observe as a quality that was likely to be present in a group with 'good group spirit'?

Sol:

A:). flexibility of group membership

B:.)the presence of distinct subgroups

C:.) common purpose

D:.)valuing of all group members

Correct:: B



Q:10). The so-called 'Hawthorne effect' refers to which group-related phenomenon?

Sol:

A:). one person in a group usually does most of the work

B:).people in groups tend to try to get away with doing as little as possible

C:.) people always perform better when they're being watched

D:.)there is usually one person in a group who will try to argue against the majority

Correct:: C

Q:11).Which of the following terms is used to refer to the potential negative effects of group identification that stem from processes like stigma and rejection?

Sol:

A:). the Social Curse

B:.)the Exclusion Hypothesis

C:.) the Norm-Violation Problem

D:.)the Discrimination Dilemma

Correct: A

Q:12). The term 'groupthink' was coined by

Sol:

A:). Janis (1972)

B:.)Jarvis (1972)

C:.) Jager (1972)

D:.)Jarratt (1972)

Correct: A



Q: 13). Groupthink refers to the process by which, when making decisions, the group places more importance on

Sol:

A:). Reaching a cohesive agreement

B:.)making a quality decision

C:.) reaching a speedy decision

D:.)reaching a well-evaluated decision

Correct: A

Q:14.) Diner's (1980) explanation of deindividuation posited that deindividuation is the result of

Sol:

A:). decreased self-awareness

B:.)decreased responsibility

C:.) increased anonymity

D:.)increased group size

Correct:: A

Q:15). Group polarization refers to the tendency whereby

Sol:

A:). groups make decisions that are more extreme than the individuals' opinions

B:.)conflict of individuals' extreme opinions causes the group to side with the majority

C:.) the opinions of the minority shift to the majority

D:.)groups make decisions that are less extreme than the individuals' opinions



Correct:: A

Q:16). Which of the following is NOT a type of theory seeking to explain group polarization?

Sol:

- A.): persuasive argument
- B.): social categorization processes
- C.): social comparison processes
- D.): social conformity processes

Correct:: D

Q:17). Identification with social groups has been shown to lead to various psychological outcomes. Which of the following is NOT one of them?

Sol:

- A.): Self-esteem
- B.): distinctiveness
- C.): belonging
- D.): narcissism

Correct:: D

Q:18.) According to Farfel and Turner (1979), which of the following is a primary reason for choosing to identify with a group?

Sol:

- A.): to avoid loneliness
- B.): a fear of missing out
- C.): a desire to prove loyalty to a stereotype



D:)to maintain a positive sense of self

Correct:: D

Q:19.) The Social Cure (Jetten et al. 2009 & 2012) refers to

Sol:

A:). improvements in group cohesion as a result of socializing together

B:)improvements in health and well-being as a result of identification with a group

C:) improvements in social mobility resulting from free social care provision

D:)improvements in health and well-being as a result of socialism

Correct:: B

Q:20). According to Moscovici (1980), the best way for a minority to exert influence on the majority's opinion is to

Sol:

A:). Maintain a consistent position over time

B:)express extreme opinions

C:) stress the importance of their opinion

D:)express creative opinions

Correct: r: A

Q: 21).Describe the level of communication between team members:

Sol:

A:). In this team, people are afraid to speak up and we do not listen to each other



B:)B. Everybody speaks up, but not all team members listen

C:) Everybody accurately states their view and others listen and understand what is being said- we talk together

D:)D. Quite a few of the team members withhold their thoughts and don't listen to others

Correct:: C

22).Your team is involved in the annual planning, budgeting, and strategy setting meeting. During the critique period:

Sol:

A:). The entire team restrains their remarks; we avoid "rocking the boat"

B:)B. Most of the team members restrain and filter their critical remarks

C:) About half of the team is unrestrained and the other half restrained

D:)D. Conflicts and differences are openly discussed as an aid to problem-solving

Correct:: D

Q:23).What pair are methods of making team decisions?

Sol:

A:). Lack of Response & Unanimity

B:). Lack of Response & Minority Rule

C:) All Votes are Equal & Recruitment

D:)D. Feedback & Unanimity

Correct:: A

Q:24).Which of the following is not a stage of team development?

Sol:

A:). Forming



B:)Deciding

C:). Adjourning

D:)Storming

Correct: s: B

Q:25). Which of the following is NOT a symptom of Groupthink?

Sol:

A:). Illusions of vulnerability

B:). Belief in inherent group morality

C:) Applying direct pressure to deviants

D:)Self-censorship by members

E. Mind Guarding

Correct:: A

Q:26). Members of a(n) _____ team have been cross-trained so each person is able to perform the duties of all the other team members.

Sol:

A:). functional

B:). cross-functional

C:). multifunctional

D:)self-directed

Correct:: C

Q:27.)A group technique used to develop many ideas in a relatively short time.

Sol:



A:). brainstorming

B:.)compromise

C:.) conflict

D:.)consensus

Correct: A

Q:28).The problem-solving method in which all members of a group fully accept and support a decision.

Sol:

A:). norm

B:.)compromise

C:). goal

D:.)consensus

Correct:: D

Q:29) In circumstances of incremental change, strategic change is likely to be more successful if:

Sol

A:). It is imposed

B:.)It is owned by the senior manager

C:.) It is internalized and owned by those who will implement it

D:.)It is facilitated by management consultants

Correct::C

Q:30) 'Logical instrumentalism' can be described as:



Sol:

A:). Careful design and planning

B:.)Emergent

C:.) Cautious resource allocation

D:.)Top management rational analysis

Correct: B

Q:31) Organizations that are good at developing relevant capabilities to respond to a

Sol:

Changing context are known as:

A:). Knowing organizations

B:.)Stretch organizations

C:.) Learning organizations

D:.)None of the given options

Correct::C

Q:32) Which of the following contexts would most suit a transformational leader?

Sol:

A:). An organization that is in trouble

B:.)An organization that is performing well

C:.) An organization in a stable environment

D:.)An organization in a mature industry

Correct: A

Q:33) Theorists have identified two main styles of leadership. These are



Sol:

Transformational leadership and:

A:). Transgression leadership

B:.)Transactional leadership

C:.) Transparent leadership

D:.)Transcendental leadership

Correct: B

Q:34).Which of the following theories operate on a multiple entity?

Sol:

A:). Life cycle and teleological theories

B:.)Teleological and dialectical theories

C:.) Dialectical and evolutionary theories

D:.)Evolutionary and life cycle theories

Correct: C

Q: 35). An approach, in which an external consultant recommends a solution to organizational problems according to technical view point, is known as:

Sol:

A:). Expert system approach

B:.)Devil's advocate approach

C:.) Dialectical inquiry approach

D:.)External analysis approach

Correct::A

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Q: 36).Describe the level of communication between team members:

Sol:

A:). In this team, people are afraid to speak up and we do not listen to each other

B:).Everybody speaks up, but not all team members listen

C:). Everybody accurately states their view and others listen and understand what is being said- we talk together

D:).Quite a few of the team members withhold their thoughts and don't listen to others

Correct:: C

Q:37).Organization structure primarily refers to _____

Sol:

A:). how activities are coordinated & controlled

B:).how resources are allocated

C:). the location of departments and office space

D:).the policy statements developed by the firm

Correct::A

Q:38).Strategic planning as a broad concept consists of _____

Sol:

A:). corporate strategy and business strategy

B:). strategy formulation and strategy implementation



C:) inputs and outputs

D:)environmental analysis and internal analysis

Correct::B

Q:39).A major problem with a task force type of management is _____

Sol:

A:). there is no logical basis for task force information

B:)its status is too inflexible

C:) accountability

D:). lack of planning

Correct::B

Q:40.).Individuals such as Albert Einstein, Edwin Land and Steven Jobs lead through which type of power?

Sol:

A:). Legitimate

B:)Reward

C:). Expert

D:)Charismatic

Correct:: c

Q:41.)...Functional managers are responsible _____

Sol:

A:). for a single area of activity

B:)to the upper level of management and staff

C:). for complex organizational sub-units

D:})for obtaining copyrights and patents for newly developed processes and equipment

Correct::A.

Q:42)._____ embodies a team concept, is based on the principle of mutual contribution by employer and employees

Sol:

A:). Autocratic model

B:})Custodial model

C:) Supportive Model

D:})Collegial Model

Correct;;D

Q:43). Teamwork is the willingness people have to work with others toward common goals.

Sol:

A:). True

B:})False

Correct:: A

Q:44). Staff must have both qualities: positive motivation and teamwork to work effectively.

Sol:

A:). True

B:). False

Correct:: A



Q:45) A functional team might include representatives from a company's design, marketing, and financial departments.

Sol:

A:). true

B:).false

Correct:: B

Q:46). Successful problem solvers immediately look for solutions at the first sign of a problem.

Sol:

A:). true

B:).false

Correct:: B

Q:47).People who like to control others are the most effective team leaders

Sol:

A:). true

B:).false

Correct: B

Q:48.) The problem-solving method in which all members of a group fully accept and support a decision.

Sol:

A:). norm

B:). compromise

C:.) goal

D:). consensus

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Correct:: D

Q:49.).The quality of the ideas is the major concern during brainstorming.

Sol:

A:). true

B:}false

Correct:: B

Q:50) Why is it important to know when to intervene in a conflict?

Sol:

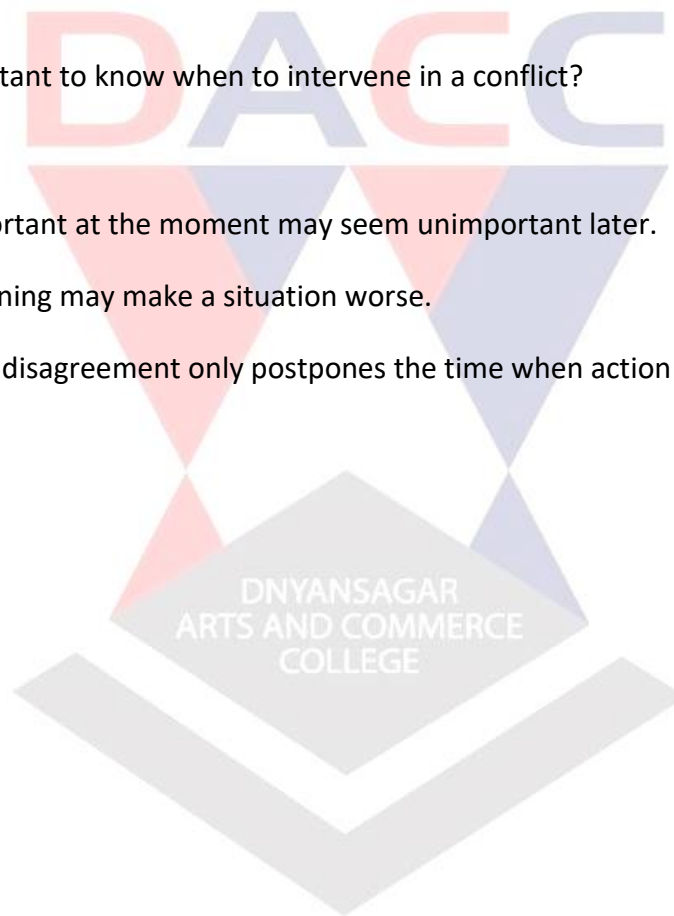
A:). What seems important at the moment may seem unimportant later.

B:}Sometimes intervening may make a situation worse.

C:) Avoiding a serious disagreement only postpones the time when action will be required.

D:). All the above.

Correct: D





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