

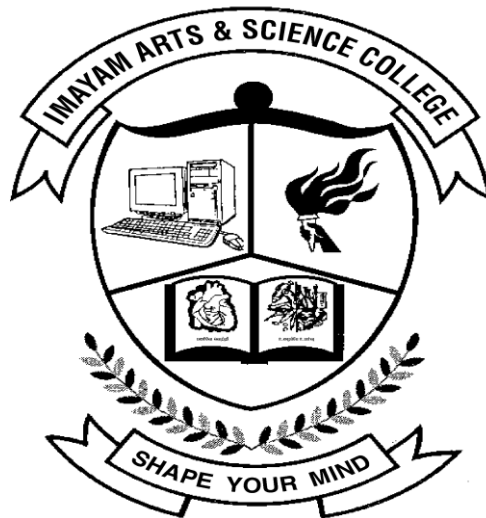
# IMAYAM ARTS AND SCIENCE COLLEGE

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## Department Of Computer Science & Applications

ORGANIZATIONAL BEHAVIOR

(16SACAOB3)



## QUESTION BANK

**SUBJECT HANDLED BY:**

A.BHUVANESWARI – II BCA

**CHOOSE THE CORRECT ANSWER**

**1. OB is the study of \_\_\_\_ in the organisation**

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

**Ans: B**

**2. Now a days a lot of stress is being put on the-----of the employee in the organisation**

- a) Character
- b) improvent
- c) Behaviour
- d) Rewards

**Ans:c**

**3. OB focuses at 3 Levels-**

- a) Individuals, Organisation, Society
- b) Society, Organisation, Nation
- c) Employee, Employer, Management
- d) Individual, Groups, Organisation.

**Ans: d**

**4. Scope of OB does not include**

- a) Leadership
- b) Perception
- c) Job Design
- d) Technology

**Ans: d**

**5. High rate of \_\_\_\_\_ increase cost and tend to place less experienced employee in job**

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

**Ans: c**

**6. Job Satisfaction have \_\_\_\_\_ related to Absenteeism and Turnover**

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

**Ans: b**

**7. -----advocated that humans are essentially motivated by levels of needs**

- a) Maslow
- b) Follet
- c) Elton mayo
- d) Ivon Pavlov

**Ans: a**

**8. Scientist of OB recognize that organisations are not static but dynamic and \_\_\_\_\_**

- a) Processing
- b) systematic
- c) ever changing
- d) researching

**Ans: c**

**9. \_\_\_\_\_ and fringe benefits are no longer employees first priority**

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

**Ans: a**

**10. A manager with good \_\_\_\_\_ can make the work place more pleasant**

- a) Communication
- b) knowledge
- c) experience
- d) Interpersonal Skills

**Ans: d.**

**11. \_\_\_\_\_ is called as father of scientific management**

- a) Elton Mayo
- b) Hendry Fayol
- c) F.W.Taylor
- d) Robert Owen

**Ans: c.**

**12. The book “The Psychology of management” was published by**

- a) William Gilbreth
- b) Hendry Fayol
- c) F.W.Taylor
- d) Robert Owen

**Ans: a.**

**13. is recognised as father of “Human relations”**

- a) William Gilbreth
- b) Hendry Fayol
- c) F.W.Taylor
- d) Elton Mayo

**Ans: d.**

**14. The Hawthome experiment was conducted by**

- a) William Gilbreth
- b) Hendry Fayol
- c) F.W.Taylor
- d) Elton Mayo

**Ans: d**

**15. The most significant management skills are**

- a) Technical, Human and Conceptual
- b) Technical, behavioural and Conceptual
- c) Systematic, Human and Conceptual
- d) Technical, Human and cognitive

**Ans: a**

**16. The 3 Theoretical Framework of OB are**

- a) Cognitive, Social and Technical
- b) Cognitive, Behaviouristic, Social

- c) leadership, attribution, motivation
- d) attribution, Perception and motivation

**Ans: b**

**17. explains internal processes of choice among different behaviours**

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

**Ans: b**

**18. explains how and why people react when they feel unfairly treated**

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

**Ans: a**

**19. focuses on how to set goals for people to reach**

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

**Answer: d**

**20. A lack of clarity concerning what will happen is referred to as**

- a) temporal
- b) predisposition
- c) uncertainty
- d) negation

**Answer: c**

**21. Employees with relatively weak higher- order needs are concerned with variety and autonomy.**

- a) Less
- b) more
- c) very
- d) extremely

**Answer: a**

**22. What is the key word in understanding organization structure?**

- a) Control
- b) Change
- c) Process
- d) Delegation

**Answer: a.**

**23. Organization Structure**

- a) affect group behavior more than individual behavior
- b) change rapidly to meet environmental and market changes
- c) contribute positively to organizational performance
- d) can be defined simply as activities that occur regularly

**Answer: d.**

**24. \_\_\_\_\_ is the force of action or motivation.**

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

**Answer: b**

**25. Behavioural framework based on \_\_\_\_ behaviour and \_\_\_\_ environmental variables.**

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

**Answer: b**

**26. The job satisfaction of an employee is depend on the**

- a) Behaviour
- b) attitude
- c) personality
- d) employer

**Answer: b**

**27. Success of each organization is depending upon the performance of**

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

**Answer: d**

**28. A satisfied employee will be a**

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

**Answer: c**

**29. \_\_\_\_\_ is not a capability of an employee having Positive attitude**

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

**Answer: c**

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

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

**Answer: a**

**31. Belief, opinion, knowledge, emotions feelings intention are the components of**

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

**Answer: c**

**32. Components of Attitude can majorly be segregated in to        types**

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

**Answer: c**

**33. \_\_\_\_\_ is the only component of attitude which is visible and can be observed directly.**

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

**Answer: a**

**34. The statement “My friends are good” is an example of \_\_\_\_ component of attitude**

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

**Answer: b**

**35. The statement “I don’t feel comfortable in crowd” is an example of component of attitude.**

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

**Answer: c**

**36. The statement “I am going to apologies for my mistake” is an example of component of attitude.**

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

**Answer: a**



**37. \_\_\_\_\_ component of attitude is a result of family condition, childhood experiences etc...**

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

**Answer: c**

**38. Which is not a method used for changing the attitude of Employee**

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

**Answer: c**

**39. Among the following which is not a problem in changing the attitude of the employee**

- a) Insufficient Information
- b) Resistant by employee
- c) Cognitive Dissonance
- d) Cognitive Dissonance

**Answer: b**

**40. Motivation includes**

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

**Answer: d**

**41. “The combination of characteristics or qualities that form an individual’s distinctive character” is the definition of**

- a) Personality
- b) Motivation
- c) Attitude
- d) behaviour

**Answer: a**

**ANSWER THE FOLLOWING (2 MARKS)**

**UNIT - I**

**1. Define organizational behavior?**

The study of human behaviour in organisational settings, the interface between human behaviour and the organisational context, and the organisation itself.

**2. What is the objective of organizational behavior?**

- Understand the fundamental concepts of organizational behavior.
- Understand the role of individual factors in organizational behavior.

**3. What are the key elements of OB?**

The key elements in the organisational behaviour are people, structure, technology and the environment in which the organisation operates.

**4. What is mean by structure?**

Structure defines the formal relationships of the people in organisations. Different people in the organisation are performing different type of jobs and they need to be related in some structural way so that their work can be effectively co-ordinated.

**5. What is the scope of OB?**

- Impact of personality on performance
- Employee motivation
- Leadership
- How to create effective teams and groups
- Study of different organizational structures
- Individual behavior, attitude and learning
- Perception
- Design and development of effective organization
- Job design
- Impact of culture on organizational behavior
- Management of change
- Management of conflict and stress
- Organizational development
- Organizational culture

- Transactional analysis
- Group behavior, power and politics
- Job design
- Study of emotions

**6. What is the nature of OB?**

- A Separate Field of Study Not a Discipline Only,
- An Interdisciplinary Approach
- An Applied Science
- A Normative Science
- A Humanistic and Optimistic Approach
- A Total System Approach

**7. List out the major model in OB?**

There are four major models or frameworks that organizations operate out of-

- Autocratic,
- Custodial,
- Supportive
- Collegial.

**8. Write down the organizational behavior roles?**

- Understanding Human Behaviour,
- Controlling and Directing Behaviour
- Organisational Adaptation

**9. Write down the Key factors of ob?**

- Individual,
- Group,
- Organisational Structure,
- Technology
- Business Environment

## **10. What are the challenges to OB?**

### **i. Responding to Globalization**

- ✓ Increased foreign assignments
- ✓ Working with People from different cultures
- ✓ Coping with anti-capitalism backlash.
- ✓ Overseeing movement of jobs to countries with low- cost labour
- ✓ Managing people during the war on terror

### **ii. Managing workforce Diversity**

- ✓ Embracing diversity
- ✓ Changing demographics

## **11. Define the term manager?**

Manager is defined as Individuals who achieve goals through other people.

## **UNIT – II**

### **1. Define personality.**

The term personality has been derived from Latin name persona, which means speak through. It denotes the mask worn by actors in ancient Greece and Rome

### **2. What are the determinants of personality?**

- Heredity
- Environment
- Culture.
- Family.
- Social
- Situational

### **3. What is trait theory of personality?**

A trait is what we call a characteristic way in which an individual perceives, feels, believes, or acts. When we casually describe someone, we are likely to use trait terms: I am, for example, somewhat of an introvert, a pretty nervous person, strongly attached to my family, frequently depressed, and awesomely intelligent.

#### **4. Define Attitude**

Attitude is a state of mind of an individual towards something.

#### **5. What are the ABC components of attitude?**

- Affect
- Behaviour
- Cognition

#### **6. What is job satisfaction?**

Job Satisfaction is that an Individual driven from his job depends on the extent to which outcomes meet his expectations. Job satisfaction reflects others attitude of employees

#### **7. What is Organizational commitment?**

Refers to an employee's satisfaction with a particular organisation & its goals. Who are highly committed is a strong supporter of the values & goals of the organisation and he want to strive hard to achieve the goals of the organisation

#### **8. What are the determinants of job satisfaction?**

- The work itself Pay Supervision
- Co-workers
- Working conditions

#### **9. What is emotional labor?**

- Emotional labor is a employee displays desired (organizational) emotions.
- Almost all jobs require high emotional labor (customer dealing, sales, doctors, pilot's service jobs, cricketer etc)

#### **10. Define motivation**

A motivation is one's willingness to push up efforts to accomplish some specific goals.

### **UNIT – III**

#### **1. What is meant by attitude?**

- An attitude is an organised set of feelings and beliefs which influences an individual behaviour.
- Success and failures in like of an individual depend on his attitude.

**2. List out of the attitudes related to jobs.**

- Job satisfaction
- Job involvement
- Organizational commitment

**3. Define values.**

'values' represent basic convictions that a specific mode of conduct or end-state of existence is personally or socially preferable to an opposite mode of conduct or end-state of existence.

**4. What are the Types of values?**

- Terminal values
- Instrumental values

**5. What is meant by learning?**

Modification of behaviour taking place through observation, training or practice is what is called learning.

**6. Define job satisfaction.**

A person has job satisfaction if he likes his job. Such a person, obviously, has a positive job attitude.

**7. List out of the functions of attitudes.**

- To provide utility.
- To satisfy one's ego.
- To reflect one's value system.
- Substitute for knowledge.

**8. Define feedback.**

- It is important that the learner gets feedback information of his performance at regular intervals.
- Students in schools and colleges are made to write tests at frequent intervals.

**9. Define time schedule.**

The duration of the practical sessions, the time given for rest are some of other determinant of learning.

**10. List out of the theories on learning.**

- Classical conditioning theory

- Operant conditioning theory
- Cognitive theory
- Social learning theory

## **UNIT – IV**

### **1. What is meant by group behaviour?**

- A group consists of two or more persons, who have joined together to achieve a common purpose.
- Members of the group have common goal and interest.

### **2. What are the Types of groups?**

- Formal group
- Informal group
- Membership group
- Reference group
- In-group
- Out-group
- Open group
- Closed group

### **3. Write down reasons for formation of group?**

- Nearness and interaction
- Capacity to influence
- Need for security
- Common interests
- Recognition
- Power

### **4. Definition of stress.**

“Stress is an adaptive response to an external that results in physical, psychological, and/or behaviour deviations for organizational participants”.

### **5. List out the stress.**

- Neustress
- Eustress
- Distress
- Hyper stress
- Hypo stress

## **6. What is meant by group cohesiveness?**

- It refers to the extent to which members are attracted and motivated to remain in the group.
- It indicates the sense of teams spirit, and willingness of members to co-ordinates their efforts.

## **7. Define distress.**

Distress has negative impact on physical health, mental health and performance loss of property or job, death of a spouse terminal illness etc., can cause distress.

## **8. Write about importance of informal groups?**

- Sharing knowledge
- Develop talent
- Improvement co-ordination
- Quick decisions
- Health relations
- Solving problems

## **9. Write about characteristics of stress?**

- Personal
- Common to all
- Important issue
- Different way of handling
- Management of stress

## **10. Define management of stress.**

Individual measures to manage stress are changes in lifestyle, exercise, yoga, meditation, organizational measures are change in job design, flexible work arrangement etc.

## **11. Define reference groups.**

A reference group is one with which the individual actually identifies himself in other words he would like to be associate with such a group always.

## **UNIT – V**

### **1. What is Leadership?**

Leadership is a process by which an executive can direct, guide and influence the behavior and work of others towards accomplishment of specific goals in a given situation.



## **2. Write down any two characteristics of Leadership?**

- Leadership is a personal quality.
- It is the willingness of people to follow that makes person a leader.

## **3. Who is a formal leader?**

A formal leader is one who is formally appointed or elected to direct and control the activities of the subordinates.

## **4. Who is an informal leader?**

Informal leaders are not formally recognized. They derive authority from the people who are under their influence.

## **5. What is power?**

Power is a pervasive part of organizational life used by manager to accomplish goals and to strengthen their own positions.

## **6. What is influence?**

Influence is a transaction in which person B is induced by person A to behave in a certain way.

## **7. What is the difference between power and influence?**

- Power represents capability while influence is the exercise of that capability.
- Power is not an attribute, it is an aspect of a relationship.

## **8. How do People Respond to Organizational Politics?**

- Decreased job satisfaction, increased anxiety, increased turnover, and reduced performance
- Defensive Actions: Reactive and protective behaviors to avoid action, blame, or change

## **FIVE MARK QUESTIONS**

### **UNIT – I**

1. Describe the objectives of Organizational Behavior.
2. What is the need for Organizational Behavior? Explain.
3. Describe the nature of organizational behavior.
4. What are the Characteristics of the term manager? Explain.

### **UNIT – II**

1. What are the determinants of personality? Explain.
2. Describe the trait theory of OB.
3. Explain ABC components of attitude.
4. Describe briefly Attitude.

### **UNIT – III**

1. Explain nature or characteristics of attitudes.
2. Explain about functions of attitudes.
3. Write down the Difference between values and attitudes.
4. Explain about attitudes related to jobs.
5. Explain about nature of characteristics of learning.

### **UNIT – IV**

1. Explain about reasons for the formation of groups.
2. Write about formal group Vs informal group.
3. Explain about nature, features, kinds or characteristics.
4. Explain the importance of informal groups.
5. Describe the Types of stress.
6. Discuss about relationship between stress and performance.
7. Explain about the factors influencing group cohesiveness.

### **UNIT – V**

1. Describe the meaning of Leadership.
2. Explain the qualities of good leader.

3. Explain interpersonal power.
4. Explain the Factors contributing to Political Behavior.

## **TEN MARK QUESTIONS**

### **UNIT – I**

1. Explain in detail about the approaches to Organizational Behavior.
2. Explain in detail about the scope models of organizational behavior.

### **UNIT – II**

1. Explain in detail about individual behavior.
2. Explain in detail about the theories of personality.
3. Explain theory of perception.

### **UNIT – III**

1. Write a brief notes on attitudes.
2. Explain about factors determining learning.
3. Explain about theories on learning.
4. Write a brief notes on values.

### **UNIT – IV**

1. Explain about types of groups.
2. Write a brief notes on coping strategies/stress management strategies?
3. Explain about types of groups.
4. Write about importance of informal groups?

### **UNIT – V**

1. Explain the functions of leadership.
2. Distinct between power and politics?
3. Explain in detail about organizational politics.