Question No. 1-40- 1 marks Question
Question No. 41 to 60- 2 marks Question
Question No. 61 to 75 -4 marks Question.

1 Marks Question

1	Which of the following consists of planning and decision making? (a) Organizing communication (b) Directing traditional management (c) Planning human resource management (d) Controlling networking
2	_____entails supervising, disciplining, evaluating, and managing the change of the four managerial resources. (a) Controlling (b) Organizing (c) Planning (d) Directing
3	Fredrick Taylor stressed on_____ a) Selecting the right people for the job b) Division of labor c) Unity of command d) Unity of direction
4	Which theory is associated with the Aristotle statement "Men are marked out from the moment of birth to male or be ruled"?Terms a) Trait theory b) Behavior Theory c) Situational d) Great Man theory
5	T-group is also referred as _____. a) Team training b) Sensitivity training c) Survey feedback d) QWL

6	Which theory of leadership describe the way that leaders encourage and support their followers in achieving the goals?
	a) Path-goal theory
	b) Fielders contingency model
	c) Vroom & Yetton;s Normative model
	d) Transformational leadership
7	Attributes that have a positive connotation in our culture tend to be positively related to group productivity. They include
	a) Authoritarianism
	b) Dominance
	c) Sociability
	d) Unconventionality
8	Fayol suggested that organizations can be subdivided into _____ main areas of activity?
	a) 12
	b) 14
	c) 4
	d) 6
9	Which leadership is essentially about sharing out leadership across the organization?Formal leadership
	a) Servant leadership
	b) Transactional leadership
	c) Situational Leadership
	d) Charismatic leadership
10	The extent to which a manager can use extrinsic and intrinsic rewards to control other people is called:
	(a) Influence
	(b) Reward power
	(c) Coercive power
	(d) Legitimate power
11	Gardner developed the theory of _____.
	a) Learning
	b) Memory
	c) Multiple intelligence
	d) Dreams

12	_____is associated with participative management background.
	a) Lewin
	b) Likert
	c) Eric
	d) Leavitt
13	The ability to control another's behavior because the individual wants to identify with the power source is:
	(a) Referent power
	(b) Expert power
	(c) Influence
	(d) Reward power
14	An informal group that attempts to influence people outside the group by pooling the resources and power of its members is known as
	(a) A coalition
	(b) An upward appeal
	(c) An ingratiation group
	(d) An impression management group
15	Who conducted the learning experiment on dogs- " To teach dogs to salivate in response to the ringing of bell"
	a) Skinner
	b) Pavlov
	c) Bandore
	d) Sheldon
16	A neutral third party who facilitates a negotiated solution by using reasoning, persuasion, and suggestions for alternatives is called a/an :
	a. Advisor
	b. Mediator
	c. Negotiator
	d. Conciliator
17	_____ occurs when each party gives up something of value to the other. As a result of no one getting its full desires, the antecedent conditions for future conflicts are established Avoiding
	a. Compromising
	b. Collaborating
	c. Accommodating
	d. Avoiding

18	Eustress is considered as _____
	a) Good
	b) Bad
	c) Harmful
	d) Fatal
19	Change may bring some potential _____to the organizational power to some people.
	a) Barriers
	b) Opportunity
	c) Threat
	d) Benefit
20	The responses the change depend upon the employee's _____about the change.
	a) Attitude
	b) Experience
	c) Perception
	d) Motivation
21	Classical condition is a form of _____learning process
	a) Manipulation
	b) Memory bored
	c) Dissociative
	d) Associative
22	The term used for the workers who entered the workforce from the early 1940's through the early- 19060's
	a) Baby boomers
	b) Xers
	c) Veterans
	d) Nexters
23	According to _____ theory brain produces the emotion and corresponding physiological behaviors at the same time
	a) James-Lange Theory
	b) Lazarus' appraisal Theory
	c) Cannon Bard Theory
	d) Schechter-singer Theory
24	_____influence the behavior of a person in the early stages of life.
	a) Situation

	b) Family
	c) Environment
	d) Heredity
25	_____propounded the cognitive dissonance theory.
	a) Blake
	b) Festinger
	c) Trompenaars
	d) Turner
26	Bodily involvement is the basis for inclusion of the basic emotions. Fear, grief, love, rage. Who is associated with this finding?
	a) Gray
	b) Izard
	c) James
	d) Watson
27	Which is not one of the big five personality traits?
	a) Agreeableness
	b) Negative affectivity
	c) Introversion
	d) Openness to experience
28	When we judge someone on the basis of our perception of the group to which he or she belongs, we are using the shortcut called:
	a) Stereotyping
	b) Contrasting
	c) Categorizing
	d) Projecting
29	_____is a cognitive process that enables us to interpret and understand our surroundings.
	a) Cognition
	b) Perception
	c) Schema
	d) Semantic memory
30	Motivational concepts that focus on the perceived internal needs and outcomes of individuals are referred to as:
	(a) Process theories
	(b) Motivational theories

	(c) Content theories
	(d) Internal theories
31	Decision making occurs as a reaction to a
	a) Argument
	b) Problem
	c) Perception
	d) Expectation
32	Food, drink, sleep, oxygen, and an acceptable temperature are all examples of :
	(a) Physiologic needs
	(b) Safely needs
	(c) Competence needs
	(d) Social needs
33	Two mechanisms by which the perception process takes place include internal processes and _____.
	a) external influences
	b) central tendencies
	c) skill assessment
	d) process intensity
34	Who is credited with having developed the concept of a priority or hierarchy of needs?
	(a) F.W. Taylor
	(b) F.U.Herzberg
	(c) A.H. Maslow
	(d) Vroom
35	_____emphasizes on 'social ties or bonds' between individuals.
	a) Individualism
	b) Feminity
	c) Collectivism
	d) Masculinity
36	Top level managers engage chiefly in _____planning or long range planning.
	(a) Human resource
	(b) Financial
	(c) Strategic

	(d) Succession
37	Training starts with : (a) organization analysis (b) Introduction (c) Selection (d) Planning
38	GLOBE project identified _____cultural dimensions. a) Five b) Nine c) Twelve d) Four
39	To be people smart _____intelligence is required. a) High b) Spiritual c) Interpersonal d) Intrapersonal
40	The creative process model includes preparation, incubation, insight and _____ a) Verification b) Thinking c) Achievement d) Creativity

2 Marks Question

41	The ability is to apply specialized knowledge or expertise. All jobs require some specialized expertise, and many people develop their technical skills on the job. _____programs can be used to develop this type of skill. (a) Sensitivity Training (b) Vocational and on-the-job training (c) Mentoring (d) Coaching
42	_____ focus on operations before they begin. (a) Feedback Controls (b) Feed Forward Controls

	(c) Concurrent Controls
	(d) Decisional Controls
43	What pattern of behavior in temporary groups consists of a first meeting, a phase characterized by inertia, a transition resulting in major change, another phase of inertia, and finally accelerated activity at an end meeting? a) The punctuated-Balanced model b) The punctuated –Equilibrium model c) The inertia Effect d) The shortened-Balanced model
44	According to the Situational Leadership Model, what type of leaders pass day-to -day decisions, such as task allocation and proceses, to the follower.Choose the correct option from the given choices. Easy; easy. a.Telling/ Directing Leaders b.Coaching/Selling Leaders c.Supporting/Participating Leaders d.Delegating Leaders.
45	Which of the following phenomenon are seen in the charismatic Leadership? a.leadership responsibility is dissosiated from the organization hierarchy. b.How may I help You? c.Leader is a social architact. d.Followers trust the correctness of the leader's believes.
46	When one party perceives its interests are being opposed or set back by another party, this is known as : a. Competition b. Conflict c. Dysfunctional conflict d. Equity
47	What is the correct sequence of stages in Tuckman's five stage model? a.Norming ,forming,storming,adjourning,performing. b Storming,forming,adjourning,norming,performing c. Forming,storming,norming,performing,adjourning. d.Performing,storming,forming,norming,adjourning
48	_____and _____are two types of locus of control. a) Internal / external b) Social / political c) Mental / physical d) Emotional / social
49	_____and _____may help to overcome resistance to change.

	a) Power and politics
	b) Authority and threat
	c) Education and communication
	d) Social and political pressure
50	In this situation people generally get more committed towards the change. They a directly involved in the change process. a) Education and communication b) Facilitation and support c) Participation and involvement d) Negotiation and agreement
51	Consultative system is characterized by increased _____and _____. a) Open communication , Leadership b) Open communication , Decision making c) Absenteeism , Turnover d) Feedback , Group interaction
52	Taylor insisted on the use of _____and _____study as a means of standerelizing work activities. a) Individual and organizational b) Teams and groups c) Labor and Company d) Time and Motion
53	_____and _____ ability is part of verbal communication. a) Singing , listing b) Read , Write c) Speak , Tell d) Write and Calculate
54	Values have both _____ and _____attributes a) Moral & social b) Political & moral c) Content & intensity d) Religious & personal
55	Social boldness is described by _____and _____descriptors. a) Expedient , Conforming b) Shy , Venturesome

	c) Concrete Thinking , Adaptive
	d) Aggressive , Obedient
56	Identify the tertiary emotion for disappointment
	a) Shame, regret
	b) Dismay, displeasure
	c) Pity, sympathy
	d) Agony, hurt
57	Emotional intelligence is an aggregate of individuals' cognition of own and others' _____, _____, _____, and _____ as per environmental demand
	a) Intelligence, experience , learning and emotions
	b) Feelings, intelligence, experience and emotions
	c) Emotions, feeling, interpretation, and action
	d) Perception, stress, intelligence and feeling
58	Causal attributions are made using information on three dimensions of behaviour, which are
	a) Consistency, external factors and managerial implications
	b) Consensus, conformity and internal factors
	c) Internal factors, external factors, and conformity
	d) Consensus, distinctiveness, and consistency
59	Attribution theory says that when we observe behaviour, we attempt to determine whether its cause it:
	a) Typical or unusual
	b) Individual or external
	c) Internal or external
	d) Distinctive or normal
60	What are the psychological or internal factors affecting perceptual selection.
	a) Personality, Learning, motives
	b) Mental processes, Motives , Personality
	c) Learning , Ego, personality
	d) Ego, personality of mental processes

4 Marks Questions

61	**Find the Correct title for the following stages of Controlling:**
	Step 1. Standards are created when objectives are set during the planning

process. A standard is any guideline established as the basis for measurement.

Step 2. Supervisors collect data to measure actual performance to determine variation from standard. Written data might include time cards, production tallies, inspection reports, and sales tickets.

*Step 3-*Comparing results with standards determine variation. Some variation can be expected in all activities and the range of variation - the acceptable variance - has to be established.

Step 4.. The supervisor must find the cause of deviation from standard. Then, he or she takes action to remove or minimize the cause. If the source of variation in work performance is from a deficit in activity, then a supervisor can take immediate corrective action and get performance back on track.

Match with Correct option:

(a) 1- Take Corrective Action

2- Establish Performance Standards.

3-.Compare Measured Performance Against Established Standards.

4- Measure Actual Performance.

(b) 1-Take Corrective Action

2-.Compare Measured Performance Against Established Standards

3- Measure Actual Performance.

4- Establish Performance Standards.

(c) 1- Measure Actual Performance

2 Take Corrective Action

3 Compare Measured Performance Against Established Standards

4 Establish Performance Standards.

(d) 1- Establish Performance Standards.

2- Measure Actual Performance.

3- Compare Measured Performance Against Established Standards

4- Take Corrective Action.

62	Yogesh is the manager of a food snack producing unit.
	His department works well together and they consistently produce
	High-quality food on a timely basis and little wastage.
	Which of the following statements best describes Yogesh's group situation?
	(a) The group has effective task performance but ineffective human

	resource maintenance.
	(b) The group has only effective human resource maintenance .
	(c) It is an effective group.
	(d) The group is ineffective.
63	Match the correct power tactic:
	1. Use of facts & data to make a logical rational presentation of ideas
	2. Use of negotiation through exchange of benefits and favors
	3. Use of flattery , creation of goodwill
	4. Use of direct and forceful approach such as demanding compliance
	(a) 1. Assertiveness 2. Friendliness 3.bargaining 4. Reason
	(b) 1. Bargaining 2. Friendliness 3. Assertiveness 4. Reason
	(c) 1. Reason 2. Bargaining 3.friendliness 4. Assertiveness
	(d) 1. Friendliness 2. Assertiveness 3. Bargaining 4. Reason
64	Prime time communication is an advertising company. On the afternoon of 11th September,2006, a sudden attack occurred causing a great loss in terms of physical property and this also badly affected the business. This has lead to a situation of crisis. Identify the type of crisis.
	a) Perceptual crisis
	b) Smoldering crisis
	c) Sudden crisis
	d) Emotional crisis
65	"Jan-Patrika" is famous and old family magazine. They have planned a change to redefine their policies and work culture. To start implementing it they usually call meetings of employees, have formed groups at different levels to suggest the problems, modifications. They also hold Round-Table sessions to clarify doubts and explain the perspective of change for organizing. All this is being done to overcome the resistance to change. What approach is followed here? a) Facilitation
	b) Education
	c) Employee participation and involvement
	d) Negotiation and Agreement
66	Arjun is a general manager, having a people centric approach. The organization has to undergo a change. He is trying to find a method for responding to resistance to change that offers the advantages of building a commitment to the change and allowing valuable information to be obtained.
	Suggest him the most suitable method fulfilling his concerns.
	a) Manipulation/coopration

	b) Negotiation/agreements
	c) Facilitation/support
	d) Involvement/participation
67	Identify the correct sequence of steps in the OD process. I Reinforcement and follow up II Problem identification , Diagnosis III Monitoring and Evaluation IV Planning a) (I), (II), (IV), (III) b) (II), (IV), (I), (III) c) (I), (IV), (III), (II) d) (II), (I), (III), (IV)
67	Vinod is a very successful sales executive. His manager is a very caring boss, who keeps motivating him and gives him responsibility. He appreciates him and also tries to understand the difficulty. What assumption is applicable here? a) Theory X b) Need hierarchy c) Theory Y d) Classical conditioning
68	Sheela is the owner of Quick Glow Cosmetics Company. Since, past 2-3 months she is facing problems of employee discipline. They come late, enter into arguments. Sometimes destroying or wasting the Organizational resources. She is looking towards a short term solution for dealing with problem behaviors. What actions she may take? a) Redefining the rules b) Terminating employees c) Rewarding good behaviors d) Oral reprimands, written warnings, temporary suspensions
69	Match the cohorts with their respective time frames. a) Veterans b) Boomers c) Xers d) Nexters Choose correct option

	a) 1) Most recent, 2) 1940 , 3) Mid 1980 ,4) 1960 to 1980
	b) 1) 1940, 2) 1960 to 1980, 3) Mid 1980, 4) Most recent
	c) 1) 1960 to 1980, 2) Most recent, 3) 1960 to 1980, 4) Mid 1980
	d) 1) Mid 1980, 2) 1960 to 1980, 3) Most recent, 4) 1940
70	Super silks are fashion house. Recently they have decided to bring in some changes in their policies and work environment. the team of experts have recommended that 1 flexible work arrangements shall be provided 2 enhance the job security 3 creating task variety 4 exploring and creating career opportunities What is their main purpose behind doing all this? a) Organization change b) Enhance job satisfaction c) Introducing new value system d) Managing stress
71	The personality factors of " the Big Five Model " are : a) Extraversion, agreeableness, conscientiousness, emotional stability, openness to experience b) Visionary, conscientiousness, agreeableness, emotional stability. Organizational. c) Visionary, agreeableness, courteousness, emotional stability, openness to experience. d) Extraversion, agreeableness, conscientiousness, emotional stability.
72	Meera's mother is wondering at her behavior. She is Melancholic, Unhappy, and Gloomy, Hopelessness is reflected when she tries to talk to her. What type of emotion may be dominant here? a) Anger b) Sadness c) Fear d) Love
73	Jaya is a self-confident, ambitious and energetic person. She prefers the verbal activities, to influence others and attain power. Her mother wishes that she may learn music and become a musician while the father wants her to become a economist. You are a career counselor. What congruent occupation you may suggest. What is the personality type you identify, referring to the Holland's classifications?

	a) Social – Teacher, Counselor
	b) Enterprising – Lawyer, Public Relations Specialist
	c) Artistic – Painter Musician
	d) Realistic – Mechanic, Farmer
74	Nitin thinks that Bala . The foreman at Tuff metal works is a poor performer. He regularly checks the work and closely supervise, He do not trust the competency of Bala. He has low exceptions from Bala and this has resulted to the decrease in Bala's performance. What effect is evidenet here? a) Halo effect b) Pygmalion effect c) Golem effect d) Contrast effect
75	Shweta gets an average salary with a company; The company offers high levels of job security. She has many friends on the job. What motivational needs are satisfied here? (a) Belonging (b) Status/self-Esteem (c) Physiological (d) Safety