

MODEL QUESTION PAPER- MBF101
Management Process and Organization Behavior
MBA Sem 1 (Book Id B1127)

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	<p>Which theory of leadership describe the way that leaders encourage and support their followers in achieving the goals?</p> <ul style="list-style-type: none"> a) Path-goal theory b) Fielders contingency model c) Vroom & Yetton;s Normative model d) Transformational leadership
7	<p>Attributes that have a positive connotation in our culture tend to be positively related to group productivity. They include</p> <ul style="list-style-type: none"> a) Authoritarianism b) Dominance c) Sociability d) Unconventionality
8	<p>Fayol suggested that organizations can be subdivided into _____ main areas of activity?</p> <ul style="list-style-type: none"> a) 12 b) 14 c) 4 d) 6
9	<p>Which leadership is essentially about sharing out leadership across the organization?Formal leadership</p> <ul style="list-style-type: none"> a) Servant leadership b) Transactional leadership c) Situational Leadership d) Charismatic leadership
10	<p>The extent to which a manager can use extrinsic and intrinsic rewards to control other people is called:</p> <ul style="list-style-type: none"> (a) Influence (b) Reward power (c) Coercive power (d) Legitimate power
11	<p>Gardner developed the theory of _____.</p> <ul style="list-style-type: none"> a) Learning b) Memory c) Multiple intelligence d) Dreams

12	<p>_____ is associated with participative management background.</p> <ul style="list-style-type: none"> a) Lewin b) Likert c) Eric d) Leavitt
13	<p>The ability to control another's behavior because the individual wants to identify with the power source is:</p> <ul style="list-style-type: none"> (a) Referent power (b) Expert power (c) Influence (d) Reward power
14	<p>An informal group that attempts to influence people outside the group by pooling the resources and power of its members is known as</p> <ul style="list-style-type: none"> (a) A coalition (b) An upward appeal (c) An ingratiation group (d) An impression management group
15	<p>Who conducted the learning experiment on dogs- " To teach dogs to salivate in response to the ringing of bell"</p> <ul style="list-style-type: none"> a) Skinner b) Pavlov c) Bandore d) Sheldon
16	<p>A neutral third party who facilitates a negotiated solution by using reasoning, persuasion, and suggestions for alternatives is called a/an :</p> <ul style="list-style-type: none"> a. Advisor b. Mediator c. Negotiator d. Conciliator
17	<p>_____ 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</p> <ul style="list-style-type: none"> a. Compromising b. Collaborating c. Accommodating d. Avoiding

18	<p>Eustress is considered as _____</p> <ul style="list-style-type: none"> a) Good b) Bad c) Harmful d) Fatal
19	<p>Change may bring some potential _____ to the organizational power to some people.</p> <ul style="list-style-type: none"> a) Barriers b) Opportunity c) Threat d) Benefit
20	<p>The responses the change depend upon the employee's _____ about the change.</p> <ul style="list-style-type: none"> a) Attitude b) Experience c) Perception d) Motivation
21	<p>Classical condition is a form of _____ learning process</p> <ul style="list-style-type: none"> a) Manipulation b) Memory bored c) Dissociative d) Associative
22	<p>The term used for the workers who entered the workforce from the early 1940's through the early- 19060's</p> <ul style="list-style-type: none"> a) Baby boomers b) Xers c) Veterans d) Nexters
23	<p>According to _____ theory brain produces the emotion and corresponding physiological behaviors at the same time</p> <ul style="list-style-type: none"> a) James-Lange Theory b) Lazarus' appraisal Theory c) Cannon Bard Theory d) Schechter-singer Theory
24	<p>_____ influence the behavior of a person in the early stages of life.</p> <ul style="list-style-type: none"> a) Situation

	<ul style="list-style-type: none"> b) Family c) Environment d) Heredity
25	<p>_____propounded the cognitive dissonance theory.</p> <ul style="list-style-type: none"> a) Blake b) Festinger c) Trompenaars d) Turner
26	<p>Bodily involvement is the basis for inclusion of the basic emotions. Fear, grief, love, rage. Who is associated with this finding?</p> <ul style="list-style-type: none"> a) Gray b) Izard c) James d) Watson
27	<p>Which is not one of the big five personality traits?</p> <ul style="list-style-type: none"> a) Agreeableness b) Negative affectivity c) Introversion d) Openness to experience
28	<p>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:</p> <ul style="list-style-type: none"> a) Stereotyping b) Contrasting c) Categorizing d) Projecting
29	<p>_____is a cognitive process that enables us to interpret and understand our surroundings.</p> <ul style="list-style-type: none"> a) Cognition b) Perception c) Schema d) Semantic memory
30	<p>Motivational concepts that focus on the perceived internal needs and outcomes of individuals are referred to as:</p> <ul style="list-style-type: none"> (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) Safety 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) Femininity 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 :

	<ul style="list-style-type: none"> (a) organization analysis (b) Introduction (c) Selection (d) Planning
38	<p>GLOBE project identified _____ cultural dimensions.</p> <ul style="list-style-type: none"> a) Five b) Nine c) Twelve d) Four
39	<p>To be people smart _____ intelligence is required.</p> <ul style="list-style-type: none"> a) High b) Spiritual c) Interpersonal d) Intrapersonal
40	<p>The creative process model includes preparation, incubation, insight and _____</p> <ul style="list-style-type: none"> a) Verification b) Thinking c) Achievement d) Creativity

2 Marks Question

41	<p>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.</p> <ul style="list-style-type: none"> (a) Sensitivity Training (b) Vocational and on-the-job training (c) Mentoring (d) Coaching
42	<p>_____ focus on operations before they begin.</p> <ul style="list-style-type: none"> (a) Feedback Controls (b) Feed Forward Controls (c) Concurrent Controls (d) Decisional Controls

43	<p>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?</p> <ul style="list-style-type: none"> a) The punctuated-Balanced model b) The punctuated –Equilibrium model c) The inertia Effect d) The shortened-Balanced model
44	<p>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.</p> <ul style="list-style-type: none"> a.Telling/ Directing Leaders b.Coaching/Selling Leaders c.Supporting/Participating Leaders d.Delegating Leaders.
45	<p>Which of the following phenomenon are seen in the charismatic Leadership?</p> <ul style="list-style-type: none"> 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	<p>When one party perceives its interests are being opposed or set back by another party, this is known as :</p> <ul style="list-style-type: none"> a. Competition b. Conflict c. Dysfunctional conflict d. Equity
47	<p>What is the correct sequence of stages in Tuckman's five stage model?</p> <ul style="list-style-type: none"> 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	<p>_____and _____are two types of locus of control.</p> <ul style="list-style-type: none"> a) Internal / external b) Social / political c) Mental / physical d) Emotional / social
49	<p>_____and _____may help to overcome resistance to change.</p> <ul style="list-style-type: none"> a) Power and politics b) Authority and threat

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

56	<p>Identify the tertiary emotion for disappointment</p> <ul style="list-style-type: none"> a) Shame, regret b) Dismay, displeasure c) Pity, sympathy d) Agony, hurt
57	<p>Emotional intelligence is an aggregate of individuals' cognition of own and others' _____, _____, _____, and _____ as per environmental demand</p> <ul style="list-style-type: none"> 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	<p>Causal attributions are made using information on three dimensions of behaviour, which are</p> <ul style="list-style-type: none"> 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	<p>Attribution theory says that when we observe behaviour, we attempt to determine whether its cause is:</p> <ul style="list-style-type: none"> a) Typical or unusual b) Individual or external c) Internal or external d) Distinctive or normal
60	<p>What are the psychological or internal factors affecting perceptual selection.</p> <ul style="list-style-type: none"> a) Personality, Learning, motives b) Mental processes, Motives , Personality c) Learning , Ego, personality d) Ego, personality of mental processes

4 Marks Questions

61	<p>Find the Correct title for the following stages of Controlling:</p> <p><i>Step 1.</i> Standards are created when objectives are set during the planning process. A standard is any guideline established as the basis for measurement.</p> <p><i>Step 2.</i> Supervisors collect data to measure actual performance to determine</p>
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	<p>variation from standard. Written data might include time cards, production tallies, inspection reports, and sales tickets.</p> <p><i>Step 3</i>-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.</p> <p><i>Step 4.</i> 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.</p> <p><u>Match with Correct option:</u></p> <p>(a) 1- Take Corrective Action 2- Establish Performance Standards. 3-Compare Measured Performance Against Established Standards. 4- Measure Actual Performance.</p> <p>(b) 1-Take Corrective Action 2-Compare Measured Performance Against Established Standards 3- Measure Actual Performance. 4- Establish Performance Standards.</p> <p>(c) 1- Measure Actual Performance 2 Take Corrective Action 3 Compare Measured Performance Against Established Standards 4 Establish Performance Standards.</p> <p>(d) 1- Establish Performance Standards. 2- Measure Actual Performance. 3- Compare Measured Performance Against Established Standards 4- Take Corrective Action.</p>
62	<p>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?</p> <p>(a) The group has effective task performance but ineffective human resource maintenance.</p> <p>(b) The group has only effective human resource maintenance .</p>

	<p>(c) It is an effective group.</p> <p>(d) The group is ineffective.</p>
63	<p>Match the correct power tactic:</p> <ol style="list-style-type: none"> 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 <p>(a) 1. Assertiveness 2. Friendliness 3.bargaining 4. Reason</p> <p>(b) 1. Bargaining 2. Friendliness 3. Assertiveness 4. Reason</p> <p>(c) 1. Reason 2. Bargaining 3.friendliness 4. Assertiveness</p> <p>(d) 1. Friendliness 2. Assertiveness 3. Bargaining 4. Reason</p>
64	<p>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.</p> <ol style="list-style-type: none"> a) Perceptual crisis b) Smoldering crisis c) Sudden crisis d) Emotional crisis
65	<p>“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?</p> <ol style="list-style-type: none"> a) Facilitation b) Education c) Employee participation and involvement d) Negotiation and Agreement
66	<p>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.</p> <p>Suggest him the most suitable method fulfilling his concerns.</p> <ol style="list-style-type: none"> a) Manipulation/cooproration b) Negotiation/agreements c) Facilitation/support

	d) Involvement/participation
67	<p>Identify the correct sequence of steps in the OD process.</p> <p>I Reinforcement and follow up II Problem identification , Diagnosis III Monitoring and Evaluation IV Planning</p> <p>a) (I), (II), (IV), (III) b) (II), (IV), (I), (III) c) (I), (IV), (III), (II) d) (II), (I), (III), (IV)</p>
67	<p>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.</p> <p>What assumption is applicable here?</p> <p>a) Theory X b) Need hierarchy c) Theory Y d) Classical conditioning</p>
68	<p>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.</p> <p>What actions she may take?</p> <p>a) Redefining the rules b) Terminating employees c) Rewarding good behaviors d) Oral reprimands, written warnings, temporary suspensions</p>
69	<p>Match the cohorts with their respective time frames.</p> <p>a) Veterans b) Boomers c) Xers d) Nexters</p> <p><u>Choose correct option</u></p> <p>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</p>

	<p>c) 1) 1960 to 1980, 2) Most recent, 3) 1960 to 1980, 4) Mid 1980</p> <p>d) 1) Mid 1980, 2) 1960 to 1980, 3) Most recent, 4) 1940</p>
70	<p>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</p> <p>1 flexible work arrangements shall be provided</p> <p>2 enhance the job security</p> <p>3 creating task variety</p> <p>4 exploring and creating career opportunities</p> <p>What is their main purpose behind doing all this?</p> <p>a) Organization change</p> <p>b) Enhance job satisfaction</p> <p>c) Introducing new value system</p> <p>d) Managing stress</p>
71	<p>The personality factors of “ the Big Five Model “ are :</p> <p>a) Extraversion, agreeableness, conscientiousness, emotional stability, openness to experience</p> <p>b) Visionary, conscientiousness, agreeableness, emotional stability. Organizational.</p> <p>c) Visionary, agreeableness, courteousness, emotional stability, openness to experience.</p> <p>d) Extraversion, agreeableness, conscientiousness, emotional stability.</p>
72	<p>Meera’s mother is wondering at her behavior. She is Melancholic, Unhappy, and Gloomy, Hopelessness is reflected when she tries to talk to her.</p> <p>What type of emotion may be dominant here?</p> <p>a) Anger</p> <p>b) Sadness</p> <p>c) Fear</p> <p>d) Love</p>
73	<p>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.</p> <p>You are a career counselor. What congruent occupation you may suggest. What is the personality type you identify, referring to the Holland’s classifications?</p> <p>a) Social – Teacher, Counselor</p> <p>b) Enterprising – Lawyer, Public Relations Specialist</p>

	<p>c) Artistic – Painter Musician</p> <p>d) Realistic – Mechanic, Farmer</p>
74	<p>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?</p> <p>a) Halo effect</p> <p>b) Pygmalion effect</p> <p>c) Golem effect</p> <p>d) Contrast effect</p>
75	<p>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?</p> <p>(a) Belonging</p> <p>(b) Status/self-Esteem</p> <p>(c) Physiological</p> <p>(d) Safety</p>