

Mr. Ajmal is considered as one of the most organized and self-disciplined employee of XYZ company. He is exhibiting which of the following dimension of the Big five model of personality?

Select correct option:

- Agreeableness
- Open to Experience
- Conscientiousness
- Emotional Stability

Question # 5 of 15

Total Marks: 1

Which one of the following might not be a functional outcome of the conflict process?

Select correct option:

- Stimulates creativity
- Increases innovation
- Relieves tensions

Question # 8 of 15 (Start time:

Total Marks: 1

Who developed a three-step model for change that included unfreezing, movement, and refreezing?

Select correct option:

- John Kotter
- David McClelland
- Douglas Surber
- Kurt Lewin

Question # 10 of 15

Total Marks: 1

Your organization is considering the use of group decision making. What do you think will be the advantage of group decision making?

Select correct option:

Group decision making will be faster

Group discussions will be shared equally

There will be increased acceptance of the decision

Group decision making will be very costly

The organizational design of ZIA enterprise is characterized by a low degree of departmentalization, wide spans of control, authority centralized in a single person, and little formalization. What is the organizational design of ZIA enterprise?

Select correct option:

Bureaucracy

Matrix organization

Simple structure

Team structure

Question # 12 of 15

Total Marks: 1

Decrease in tenure can increase

Select correct option:

Innovation

Productivity

Creativity

Absenteeism

Question # 1 of 15

Total Marks: 1

The categories of causes or sources of conflict include all of the following EXCEPT:

Select correct option:

Communication

Structure

Group interaction

Personal variables

Question # 2 of 15

Total Marks: 1

An organization has started sending its people to training to help them develop more effective leadership styles. The organization is actually in supporting which of the following?

Select correct option:

Trait theories

Behavioral theories

Fiedler's contingency model

The reflection effect

Question # 3 of 15

Total Marks: 1

Which of the following term is defined as "the right inherent in a managerial position to give orders and expect orders to be obeyed"?

Select correct option:

Chain of command

Authority

Unity of command

Leadership

Question # 4 of 15

Total Marks: 1

Several key dimensions to any organization's environment have been found. Which of the following is one of these key dimensions?

Select correct option:

Productivity

Complexity

Interdependence

Collaboration

Question # 5 of 15

Total Marks: 1

Which of the following is NOT an important issue relating to goal-setting theory?

Select correct option:

Goal specificity

Equity among co-workers

Feedback

Defining the goal

Question # 6 of 15

Total Marks: 1

Protecting the interests of deprived and less powerful is known as _____

Select correct option:

Obligation

Right

Justice

Question # 7 of 15

Total Marks: 1

A CDGL work-crew cleans up parks and other public spaces. In this crew the dirtiest jobs are generally given to the newest members, while the more senior members of the crew tend to do little except draw their pay. What is the class of norms that encompasses arrangements like this?

Select correct option:

Performance

Appearance

Allocation of resources

Financial rewards

Question # 8 of 15

Total Marks: 1

Which of the following term is used to describe broad range of feelings that people experience?

Select correct option:

Mood

Affect

Emotion

Emotional Intelligence

Question # 9 of 15

Total Marks: 1

Which of the following is a structure characterized by extensive departmentalization, high formalization, a limited information network, and centralization?

Select correct option:

Mechanistic model

Organic model

Traditional model

Simple structure

Question # 10 of 15

Total Marks: 1

The best definition for centralization is a situation in which decision making is:

Select correct option:

Pushed down to lower level employees

Concentrated at a single point in the organization

Completed in each department and then sent to the higher-ups

Diffused among a large segment of employees

Question # 11 of 15

Total Marks: 1

The primary organizational implication of cognitive dissonance theory helps to predict which of the following statement?

Select correct option:

The likelihood of a given employee engaging in impression management

The extent to which the workforce will accept gender and racial types of bias

The willingness of the workforce to accept company rules and work practices

The inclination towards attitude and behavioral change of the workforce

Question # 12 of 15

Total Marks: 1

The Big Five Model of Personality contains all of the following dimensions EXCEPT:

Select correct option:

Extroversion

Introversion

Emotional stability

Agreeableness

Question # 13 of 15

Total Marks: 1

Which of the following is the most likely explanation for the higher absentee rate of women in the workplace?

Select correct option:

Women tend to have more illnesses that keep them from work than do men

Traditionally, women have had the responsibility of caring for home and family

Women tend to be less satisfied with their jobs than men

Women generally have jobs for which a temporary replacement can be hired

Question # 14 of 15

Total Marks: 1

In Pakistan, which of the following source of recruiting employees is mostly used?

Publications/Advertisements

Public employment agencies

Private employment agencies

Employee leasing and independent contractors

Question # 15 of 15

Total Marks: 1

Which of the following is one of the relationships proposed in expectancy theory?

Select correct option:

Reward-satisfaction relationship

Satisfaction-performance relationship

Rewards-personal goals relationship

Effort-satisfaction relationship

Question # 1 of 15

Total Marks: 1

Which of the following is consistent with efforts to reduce costs, speed up decision making, increase flexibility, and empower employees.

Select correct option:

Wider span of control

Narrow span of control

Matrix structures

Question # 2 of 15

Total Marks: 1

Group discussion is the part of which of the following OD technique for bringing change?

Select correct option:

Team Building

Survey Feedback

Sensitivity Training

Process Consultation

Question # 3 of 15

Total Marks: 1

Which one of the following is NOT implied in the definition of power?

Select correct option:

Influence

Potential

Dependency

Actualization

Question # 4 of 15

Total Marks: 1

When all communication is channeled through one person, which of the following communication network exists?

Select correct option:

- Direct
- Chain
- Lateral
- Wheel

Question # 5 of 15

Total Marks: 1

The time at which an object or event is seen is an example of what type of factor influencing the perceptual process?

Select correct option:

- Perceiver
- Target
- Reality
- Situation

Question # 6 of 15

Total Marks: 1

The categories of causes or sources of conflict include all of the following EXCEPT:

Select correct option:

- Communication
- Structure
- Group interaction
- Personal variables

Question # 7 of 15

Total Marks: 1

"Fahad is easy-going at home, but at work he becomes very tense and anxious."
This statement attributes Fahad's personality more to which of the following?

Select correct option:

Heredity

Environment

Situation

Locus of control

Question # 8 of 15

Total Marks: 1

For task conflict to be productive, it should be:

Select correct option:

Kept high to low

Kept at low to high

Kept at moderate level

Kept at low-to-moderate levels

Question # 9 of 15

Total Marks: 1

Miss Manaal, HR Executive of XYZ company, rejected all those candidates who graduated from ABC University. It is an example of:

Select correct option:

Projection

Selective Perception

Stereotyping

Halo effect

Question # 10 of 15

Total Marks: 1

What is the relationship between what one perceives and objective reality?

Select correct option:

They are the same

They cannot be the same

They are rarely if ever the same

They can be substantially different

Question # 11 of 15

Total Marks: 1

The degree to which a person identifies with a job, actively participates in it, and considers performance important to self-worth is known as _____:

Select correct option:

Job Satisfaction

Job Enrichment

Job Specification

Job Involvement

Question # 12 of 15

Total Marks: 1

Agro Farm Products is expanding its traditional business serving farm owners in order to include home gardeners in its customer base. The sales agents are not happy with this change. In order to overcome their resistance management decides to involve the sales personnel in planning for the change and in stocking appropriate new items to sell to gardeners. Management is choosing which of the following?

Select correct option:

Participation

Negotiation

Education and communication

Manipulation and cooptation

Question # 13 of 15

Total Marks: 1

What is the last step in Rational decision making model?

Select correct option:

Identifying the decision criteria

Selecting the best alternative

Defining the problem

Evaluating the alternatives

Question # 14 of 15

Total Marks: 1

Which of the following is NOT one of the method used for career planning and development?

Select correct option:

Workshops

Career planning website

Personal development plans

Critical incident method

Question # 15 of 15

Total Marks: 1

Asad, one of your newest employees, is an extravert. Which of the following statements is LEAST likely to be true?

Select correct option:

Asad will probably attend the company picnic.

Asad will be suited to a managerial or sales position.

Asad will probably have a large number of relationships.

Asad will perform well on specialized, detail-oriented tasks.

Question # 1 of 15

Total Marks: 1

In the modern work world, where higher-level trust has been largely destroyed because of broken promises, it is likely to be replaced with which of the following type of trust?

Select correct option:

Reliance-based

Dependence-based

Knowledge-based

Identity-based

Question # 2 of 15

Total Marks: 1

Robert Katz identified three essential skills that managers need to have in order to reach their goals. What are these skills?

Select correct option:

Technical, decisional and interpersonal

Technical, human, and conceptual

Interpersonal, informational and decisional

Conceptual, communication and networking

Question # 3 of 15

Total Marks: 1

A permanent change which occurs in the behavior due to experience is known as

Select correct option:

Ability

Learning

Motivation

Knowledge

Question # 4 of 15

Total Marks: 1

One of the shortcuts used to judge others involves evaluating a person based on how he/she compares to other individuals on the same characteristic. What is this shortcut called?

Select correct option:

Selective perception

The contrast effect

The halo effect

Stereotyping

Question # 5 of 15

Total Marks: 1

A group comprises of employees who work together to complete a particular task or project is known as:

Select correct option:

Interest groups

Command group

Task group

Friendship groups

Question # 6 of 15

Total Marks: 1

Omega Electronics Company decides to establish southern, Midwestern, western, and eastern zones of operation. Based on this expansion, the organization is doing which of the following type of departmentalization?

Select correct option:

Customer

Geography

Regional

Matrix

Question # 7 of 15

Total Marks: 1

Shortcuts in judging others include all of the following except:

Select correct option:

Stereotyping

Halo effect

Projection

Self-serving bias

Question # 8 of 15

Total Marks: 1

Which of the following term is used to describe broad range of feelings that people experience?

Select correct option:

Mood

Affect

Emotion

Emotional Intelligence

Question # 9 of 15

Total Marks: 1

Which of the following is an example of an attitude?

Select correct option:

Satisfaction of a person with a job well done

The opinion that it is never acceptable to steal

Anger at being unfairly accused of a wrongdoing

The avoidance of a restaurant where one once received bad service

Question # 10 of 15

Total Marks: 1

A reduction in the rank, status, or position of somebody or something is known as:

Select correct option:

Layoff

Attrition

Demotion

Firing

Question # 11 of 15

Total Marks: 1

Trust and trustworthiness affect a leader's access to:

Select correct option:

Dedication and achievement

Persuasion and control

Power and influence

Knowledge and cooperation

Question # 12 of 15

Total Marks: 1

Which one of the following is consistent with a simple structure?

Select correct option:

High centralization

High employee discretion

Standardization

Bureaucracy

Question # 13 of 15

Total Marks: 1

The Fiedler model proposes:

Select correct option:

Changing the leader

Changing the situation

Matching leaders and situations

Changing the employees

Question # 14 of 15

Total Marks: 1

Which of the following statements is NOT true?

Select correct option:

Satisfied employees are likely to be more productive

Dissatisfied employees are more likely to miss work

Satisfied employees increase customer satisfaction and loyalty

The most effective way to improve job satisfaction is a raise in pay

Question # 15 of 15

Total Marks: 1

Today's managers understand that the success of any effort at improving quality and productivity must include ____.

Select correct option:

Quality management programs

Customer service improvements

Employee's participation

Manufacturing simplification

Question # 1 of 15

Total Marks: 1

Which of the following is NOT a step involved in rational decision making model

Select correct option:

Selecting the best alternative

Evaluating the alternatives

Evaluating the Problem

Defining the problem

Question # 2 of 15

Total Marks: 1

Trying to make someone else accept blame for a problem is an example of which of the following conflict handling intention.

Select correct option:

Competing

Avoiding

Accommodating

Compromising

Question # 3 of 15

Total Marks: 1

Mr.Nasir usually achieves high goals and perform well in difficult tasks because he believes in his abilities. It shows which of the following personality characteristic of Mr. Nasir in organization?

Select correct option:

Self Efficacy

Locus of Control

Self Monitoring

Self Esteem

Question # 4 of 15

Total Marks: 1

Mr.Junaid rated Mr.Jibran high in his job evaluation because both belong to same area and graduated from the same University. It is an example of:

Select correct option:

Central Tendency

Halo effect

Similar-to-me effect

Misperception

Question # 5 of 15

Total Marks: 1

Shortcuts in judging others include all of the following except:

Select correct option:

Stereotyping

Halo effect

Projection

Self-serving bias

Question # 6 of 15

Total Marks: 1

A person or group with a direct interest, involvement, or investment in organization is called _____.

Select correct option:

Shareholder

Stakeholder

Stockholder

Patron

Question # 7 of 15

Total Marks: 1

Political behaviors usually _____.

Select correct option:

Are counterproductive to individual goals

Are seen only in large organizations

Are expected as part of each job requirement

Lie outside of an individual's specified job requirements

Question # 8 of 15

Total Marks: 1

In Ravi trading company, there is low formalization, a comprehensive information network, and high participation in decision making. What is its organizational structure?

Select correct option:

Simple

Mechanistic

Organic

Matrix

Question # 9 of 15

Total Marks: 1

Which of the following is NOT a factor influencing perception:

Select correct option:

Perceiver

Situation

Stimuli

Target

Question # 11 of 15

Total Marks: 1

If a person responds the same way over time, attribution theory states that the behavior shows:

Select correct option:

Distinctiveness

Consensus

Consistency

Continuity

Question # 12 of 15

Total Marks: 1

Biological Characteristics included the following EXCEPT:

Select correct option:

Marital Status

Gender

Color

Age

Question # 13 of 15

Total Marks: 1

Which one of the following is consistent with a simple structure?

Select correct option:

High centralization

High employee discretion

Standardization

Bureaucracy

Question # 14 of 15

Total Marks: 1

A plant manager who organizes the plant by separating engineering, accounting, manufacturing, personnel, and purchasing into departments is practicing which of the following type of departmentalization?

Select correct option:

Customer

Product

Functional

Geographic

Question # 15 of 15

Total Marks: 1

Which of the following is NOT one of the most common types of teams?

Select correct option:

Problem-solving

Interdepartmental

Self-managed

Cross functional

Question # 1 of 15

Total Marks: 1

The basis by which jobs are grouped together is termed _____.

Select correct option:

Bureaucracy

Specialization

Centralization

Departmentalization

Question # 2 of 15

Total Marks: 1

What are the three classes of factors that influence perception?

Select correct option:

Factors in the setting, factors in the environment and factors in the motives

Factors in the perceiver, factors in the target and factors in the situation

Factors in the character, factors in knowledge and factors in experience

Factors in the personality, factors in the character and factors in the values

Question # 3 of 15

Total Marks: 1

Which one of the following is NOT a component of an organization

Select correct option:

People

Place

Structure

Task

Question # 4 of 15

Total Marks: 1

The Big Five Model of Personality contains all of the following dimensions EXCEPT:

Select correct option:

Extroversion

Introversion

Emotional stability

Agreeableness

Question # 5 of 15

Total Marks: 1

Mr. Nasir usually achieves high goals and perform well in difficult tasks because he believes in his abilities. It shows which of the following personality characteristic of Mr. Nasir in organization?

Select correct option:

Self Efficacy

Locus of Control

Self Monitoring

Self Esteem

Question # 6 of 15

Total Marks: 1

Agro Farm Products is expanding its traditional business serving farm owners in order to include home gardeners in its customer base. The sales agents are not happy with this change. In order to overcome their resistance management

decides to involve the sales personnel in planning for the change and in stocking appropriate new items to sell to gardeners. Management is choosing which of the following?

Select correct option:

Participation

Negotiation

Education and communication

Manipulation and cooptation

Question # 7 of 15

Total Marks: 1

One of the shortcuts used to judge others involves evaluating a person based on how he/she compares to other individuals on the same characteristic. What is this shortcut called?

Select correct option:

Selective perception

The contrast effect

The halo effect

Stereotyping

Question # 8 of 15

Total Marks: 1

Ahmed believes that men perform better in oral presentations than women. What shortcut has been used in this case?

Select correct option:

The halo effect

The contrast effect

Projection

Stereotyping

Question # 9 of 15

Total Marks: 1

The OB topic of motivation has been most influenced by which behavioral science discipline?

Select correct option:

Psychology

Sociology

Political science

Corporate strategy

Question # 10 of 15

Total Marks: 1

When all communication is channeled through one person, which of the following communication network exists?

Select correct option:

Direct

Chain

Lateral

Wheel

Question # 11 of 15

Total Marks: 1

Which of the following statements is true pertaining to the role of personality traits in negotiations?

Select correct option:

Charming personalities quickly resolve the conflicts

Competent individuals make excellent negotiations

Extraverts are less effective negotiators than introverts

Individuals with an internal locus of control are better negotiators

Question # 12 of 15

Total Marks: 1

By keeping the span of control to 5 or 6 employees, which of the following is an advantage?

Select correct option:

Vertical communication is more complex

It is expensive and complicated

Decision making is slowed down

Upper management is more available and in-touch

Question # 13 of 15

Total Marks: 1

In which stage of the conflict process does conflict become visible?

Select correct option:

Illumination

Intentions

Behavior

Cognition

Question # 14 of 15

Total Marks: 1

Which one of the following would be considered a motivator in the two-factor theory?

Select correct option:

Salary

Bonuses

Working conditions

Responsibility

Question # 15 of 15

Total Marks: 1

The CEO of a retail store is developing its business plan. The store will have 200 employees and will serve customers both locally and internationally via a storefront and an Internet catalogue. Which of the following organizational designs is LEAST likely to benefit the goals of this retail store?

Select correct option:

Matrix

Virtual

Bureaucracy

Simple

Question # 1 of 15

Total Marks: 1

The Fiedler model proposes:

Select correct option:

Changing the leader

Changing the situation

Matching leaders and situations

Changing the employees

Question # 2 of 15

Total Marks: 1

An individual most likely to engage in political behavior would have all of the following except a/an :

Select correct option:

High need for power

High ability to self monitor

High charisma rating

Internal locus of control

Question # 3 of 15

Total Marks: 1

Which of the following is not a typical written test used in organizations?

Select correct option:

Intelligence

Integrity

Personality

Work sample

Question # 4 of 15

Total Marks: 1

An organization has started sending its people to training to help them develop more effective leadership styles. The organization is actually in supporting which of the following?

Select correct option:

Trait theories

Behavioral theories

Fiedler's contingency model

The reflection effect

Question # 5 of 15

Total Marks: 1

As a manager, one of Ali's duties is to present awards to outstanding employees within his department. Which Mintzberg managerial role is Ali performing, when he does this?

Select correct option:

Leadership role

Monitor role

Figurehead role

Spokesperson role

Question # 6 of 15

Total Marks: 1

Which of the following is not a core topic of organizational behavior?

Select correct option:

Motivation

Attitude development

Conflict

Resource allocation

Question # 7 of 15

Total Marks: 1

In attribution theory, what is distinctiveness?

Select correct option:

Whether an individual displays consistent behaviors in different situations

Whether an individual displays different behaviors in different situations

Whether an individual displays consistent behaviors in similar situations

Whether an individual displays different behaviors in similar situations

Question # 8 of 15

Total Marks: 1

Saad comes to you with a request for funds for a project. He reminds you that company policy supports his position. He is using the tactic of :

Select correct option:

Coalitions

Consultation

Legitimacy

Pressure

Question # 9 of 15

Total Marks: 1

Which of the following is not considered as a characteristic of organizations?

Select correct option:

Social entities

Goal oriented

Closed system

Deliberately structured

Question # 10 of 15

Total Marks: 1

Hafeez is 50 years old, extremely wealthy and works because he enjoys it. Which of the following do you think would motivate Hafeez the most?

Select correct option:

More vacation time

Greater discretion over his job

A high amount of remuneration

A greater sense of inner peace

Question # 11 of 15

Total Marks: 1

According to Mintzberg, when a manager searches the organization and its environment for opportunities and initiates projects to bring about change, the manager is acting in which role?

Select correct option:

Negotiator

Entrepreneur

Monitor

Resource allocator

Question # 12 of 15

Total Marks: 1

Individuals with a high need to achieve prefer all of the following EXCEPT:

Select correct option:

Job situations with personal responsibility

A high degree of risk

Overcoming obstacles

Personal empowerment

Question # 13 of 15

Total Marks: 1

Which of the following answer choices is the best definition of attitude?

Select correct option:

Attitudes are the yardstick by which one measures one's actions.

Attitudes are the emotional part of an evaluation of some person, object or event.

Attitudes are evaluative statements of what one believes about something or someone.

Attitudes are a measure of how the worth of an object, person or event is evaluated

Question # 14 of 15

Total Marks: 1

Alia has just presented her paper and has done a really good job. Why should you not want to present your own paper directly after she does?

Select correct option:

To avoid the stereotyping effect

To avoid the halo effect

To avoid the contrast effect

To avoid the projection effect

Question # 15 of 15

Total Marks: 1

The basis by which jobs are grouped together is termed ____.

Select correct option:

Bureaucracy

Specialization

Centralization

Departmentalization

Q. Desirable end state of existence, the goals the person would like to achieve during his or her life time are ____ values

Work

Instrumental

Terminal

Organizational

Q. If job is highly organized, it would not include which of the following?

Explicit job description

High employee job discretion

a large no of organizational rules

consistent and uniform output.

Q. When lower level personnel provide more input or actually given the discretion to make decisions?

Centralization

work Specialization

Departmentalization

Decentralization

Question # 1 of 15

Total Marks: 1

The ____ of an environment refers to the degree to which it can support growth.

Select correct option:

Capacity

Qualifications

Capability

Permeability

Question # 2 of 15

Total Marks: 1

In attribution theory, what is distinctiveness?

Select correct option:

Whether an individual displays consistent behaviors in different situations

Whether an individual displays different behaviors in different situations

Whether an individual displays consistent behaviors in similar situations

Whether an individual displays different behaviors in similar situations

Question # 3 of 15

Total Marks: 1

Two people see the same thing at the same time yet interpret it differently. Where do the factors that operate to shape their dissimilar perceptions reside?

Select correct option:

The perceivers

The target

The context

The situation

Question # 4 of 15

Total Marks: 1

Hanif is dissatisfied with his job but believes that his supervisor is a good man who will do the right thing. Hanif has decided that if he just waits, conditions will improve. Henry's approach to this problem is termed as:

Select correct option:

Exit

Voice

Loyalty

Neglect

Question # 5 of 15

Total Marks: 1

Which of the following departmentalization achieves economies of scale by placing people with common skills and orientations into common units?

Select correct option:

Functional

Process

Product

Geographic

Question # 6 of 15

Total Marks: 1

Which of the following term refers to how an organization transfers its inputs into outputs?

Select correct option:

Production

Technology

Operations

Process

Question # 7 of 15

Total Marks: 1

Ahmed is responsible to transmit information to outsiders on organization's plans, policies, actions and results. Which managerial role is he playing in organization?

Select correct option:

Disseminator

Spokesperson

Representative

Figurehead

Question # 8 of 15

Total Marks: 1

Which of the following is NOT a conflict resolution technique?

Select correct option:

Avoiding the conflict

Appointing a devil's advocate

Exercising authoritative command

Generating additional resources

Question # 9 of 15

Total Marks: 1

Which of the following has proven to be a particularly good predictor for jobs that require cognitive complexity?

Select correct option:

Intelligence tests

Integrity evaluations

Work sampling

Aptitude tests

Question # 10 of 15

Total Marks: 1

Imran is the head of a group at an advertising agency working with artists and designers to come up with effective branding of new products. Why is it particularly important for him to keep his team happy?

Select correct option:

People are more conscientious when they are in a good mood

People are more efficient when they are in a good mood

People are more productive when they are in a good mood

People are more creative when they are in a good mood

Question # 11 of 15

Total Marks: 1

Which of the following can be used in shaping behavior?

Select correct option:

Positive reinforcement

Diminishment

Reaction

Manipulation

Question # 12 of 15

Total Marks: 1

Groups based on support for a given sports team are examples of what sort of group?

Select correct option:

Booster

Interest

Friendship

Sports

Question # 13 of 15

Total Marks: 1

_____ focuses on the study of people in relation to their social environment.

Select correct option:

Psychology

Sociology

Corporate strategy

Political science

Question # 14 of 15

Total Marks: 1

Maria is dissatisfied with the way that her manager treats her. She has quit her job and found a new position with another firm. She has expressed her dissatisfaction through _____

Select correct option:

Exit

Voice

Loyalty

Neglect

Question # 15 of 15

Total Marks: 1

AGA Corporation is going to obtain the ownership or procession of another company. This process will call:

Select correct option:

Downsizing

Rightsizing

Reengineering

Acquisition

Question # 1 of 15

Total Marks: 1

Which of the following is NOT a drawback of a narrow span of control?

Select correct option:

It makes vertical communication more complex

Supervisors may lose control of their employees

It encourages overly tight supervision

It takes more time in decision making

Question # 2 of 15

Total Marks: 1

Which of the following is one of the most popular ways to group activities?

Select correct option:

Product

Function

Geography

Process

Question # 3 of 15

Total Marks: 1

The process of forming impression(through combining, integrating and interpreting information) of someone on the basis of previous attitude of ours, stimulus and current mood is called _____.

Select correct option:

Selective Perception

Mood

Behavior

Social Perception

Question # 4 of 15

Total Marks: 1

In the following steps in decision making, which would come first?

Select correct option:

Generate alternatives

Rating of alternative

Make a choice

Implement the decision

Question # 5 of 15

Total Marks: 1

When Job satisfaction is increased, absenteeism tends to:

Select correct option:

Increase

Decrease

Have no effect

None of the above

Question # 6 of 15

Total Marks: 1

What does consensus refer to in attribution theory?

Select correct option:

There is general agreement about a perception

Different people perceive a situation similarly

Different people respond the same way in the same situation

All people behave precisely the same way in certain situations

Question # 7 of 15

Total Marks: 1

Which of the following terms is part of the definition of a strong culture?

Select correct option:

Low behavioral controls

Narrowly shared values

Deeply held values

Weakly held values

Question # 8 of 15

Total Marks: 1

The best definition for centralization is a situation in which decision making is:

Select correct option:

Pushed down to lower level employees

Concentrated at a single point in the organization

Completed in each department and then sent to the higher-ups

Diffused among a large segment of employees

Question # 9 of 15

Total Marks: 1

Zahid is undergoing a great deal of stress at his job. Zahid performs several duties during the course of a day and finds that the accomplishment of one duty directly competes or interferes with the successful accomplishment of another duty. It can be said that Zahid is most probably experiencing:

Select correct option:

Role ambiguity

Role conflict

Personal conflict

Relationship conflict

Question # 10 of 15

Total Marks: 1

People with which type of personality trait commonly make poor decisions because they make them too fast?

Select correct option:

Type As

Type Bs

Self-monitors

Extroverts

Question # 11 of 15

Total Marks: 1

The smell of fresh cake baking makes Saima's mouth water is an example of which one of the following learning theory?

Select correct option:

Classical conditioning

Operant conditioning

Social learning

Reinforcement theory

Question # 12 of 15

Total Marks: 1

Which of the following option shows the quality of continuing steadily despite of problems or difficulties?

Select correct option:

Persistence

Intensity

Direction

Meditation

Question # 13 of 15

Total Marks: 1

Which of the following is an example of an attitude?

Select correct option:

Satisfaction of a person with a job well done

The opinion that it is never acceptable to steal

Anger at being unfairly accused of a wrongdoing

The avoidance of a restaurant where one once received bad service

Question # 14 of 15

Total Marks: 1

Your boss never gives you the benefit of the doubt. When you were late back from lunch, he assumed that you had simply taken too much time. He never considered that the elevators were out and you had to walk up 10 flights of stairs. Your boss is guilty of _____.

Select correct option:

Self-serving bias

Selective perception

Fundamental attribution error

Inconsistency

Question # 15 of 15

Total Marks: 1

A bureaucracy is characterized by all of the following EXCEPT:

Select correct option:

Specialization tasks

Highly routine operating tasks

Formalized rules and regulations

Decentralized decision making

Question # 1 of 15

Total Marks: 1

The organizational design of ZIA enterprise is characterized by a low degree of departmentalization, wide spans of control, authority centralized in a single person, and little formalization. What is the organizational design of ZIA enterprise?

Select correct option:

Bureaucracy

Matrix organization

Simple structure

Team structure

Question # 2 of 15

Total Marks: 1

Which of the following is the strength of the matrix structure?

Select correct option:

Economies of scale

Social empowerment

Ability to facilitate coordination

Adherence to chain of command

Question # 3 of 15

Total Marks: 1

Which of the following is an example of an attitude?

Select correct option:

Satisfaction of a person with a job well done

The opinion that it is never acceptable to steal

Anger at being unfairly accused of a wrongdoing

The avoidance of a restaurant where one once received bad service

Question # 4 of 15

Total Marks: 1

Which of the following statements best characterizes self-managed teams?

Select correct option:

Their team members often have low levels of job satisfaction

Their team members prefer to work alone

Their productivity is generally low

They perform poorly during times of employee layoffs

Question # 5 of 15

Total Marks: 1

_____ is a measure of how organizations are becoming more heterogeneous in terms of gender, race, and ethnicity.

Select correct option:

Workforce diversity

Affirmative action

Organizational culture

Operational homogeneity

Question # 6 of 15

Total Marks: 1

What trait does a decision maker need to have if they are to fully appraise a problem and even see problems that others are not aware of?

Select correct option:

Creativity

Conceptual style

Intuition

Individuality

Question # 7 of 15

Total Marks: 1

Which of the following types of teams would most likely be assembled to improve the efficiency of a company's production process?

Select correct option:

Cross-functional

Problem-solving

Self-managed

Virtual

Question # 8 of 15

Total Marks: 1

The tendency of perceiving the job performance of the employees as good is known as _____

Select correct option:

Central Tendency

Harshness

Leniency

Halo Effect

Question # 9 of 15

Total Marks: 1

Which of the following is a structure characterized by extensive departmentalization, high formalization, a limited information network, and centralization?

Select correct option:

Mechanistic model

Organic model

Traditional model

Simple structure

Question # 10 of 15

Total Marks: 1

_____ focuses on the study of people in relation to their social environment.

Select correct option:

Psychology

Sociology

Corporate strategy

Political science

Question # 11 of 15

Total Marks: 1

Which of the following is NOT the ingredient common to Management By Objective (MBO) programs:

Select correct option:

Goal Specificity

Vision

Participative Decision-Making,

Performance Feedback

Question # 12 of 15

Total Marks: 1

What is generally considered to be the single "BEST" thing that managers can do to improve performance?

Select correct option:

Set specific, challenging goals

Allocate tasks depending on personality

Give abundant opportunities for employee growth

Concentrate on intrinsic rewards

Question # 13 of 15

Total Marks: 1

Which of the following is the most important criterion in determining whether conflict is functional or dysfunctional?

Select correct option:

Overall morale

Turnover rates

Absenteeism levels

Performance

Question # 14 of 15

Total Marks: 1

Robert Katz identified three essential skills that managers need to have in order to reach their goals. What are these skills?

Select correct option:

Technical, decisional and interpersonal

Technical, human, and conceptual

Interpersonal, informational and decisional

Conceptual, communication and networking

Question # 15 of 15

Total Marks: 1

Which bargaining strategy is preferable for use in intra-organizational behavior?

Select correct option:

Positive negotiation

Distributive bargaining

Integrative bargaining

Equal bargaining

Question # 1 of 15

Total Marks: 1

Performance evaluations are used to _____.

Select correct option:

Improve group cohesiveness

Define departmental structure

Validate employee selection programs

Identify how jobs are completed

Question # 2 of 15

Total Marks: 1

When lower-level personnel provide more input or are actually given the discretion to make decisions?

Select correct option:

Centralization

Work specialization

Departmentalization

Decentralization

Question # 3 of 15

Total Marks: 1

Which of the following is the most important criterion in determining whether conflict is functional or dysfunctional?

Select correct option:

Overall morale

Turnover rates

Absenteeism levels

Performance

Question # 4 of 15

Total Marks: 1

Which of the following OD technique is used to increase trust and openness among team members?

Select correct option:

Team Building

Survey Feedback

Sensitivity Training

Process Consultation

Question # 5 of 15

Total Marks: 1

What is the major problem with the Meyers-Briggs Type Indicator as a measure of personality?

Select correct option:

It is very difficult to administer

It is very difficult to accurately interpret

It tends to overemphasize intuitive personality traits

It categorized individual's as either one type or another

Question # 6 of 15

Total Marks: 1

You have decided to hire other organizations to perform many of the basic functions of your business. You have hired an accounting firm to keep your records, a recruiting firm to handle human resource functions, and a computer firm to handle all records. To keep costs down, you are looking for other areas in which to outsource operations. You have chosen to operate your business as which of the following organization?

Select correct option:

Matrix organization

Virtual organization

Team structure

Organizational pyramid

Question # 7 of 15

Total Marks: 1

Which of the following is not a biographical characteristic?

Select correct option:

Region

Age

Sex

Race

Question # 8 of 15

Total Marks: 1

Which of the following fields has most helped us understand differences in fundamental values, attitudes, and behavior among people in different countries?

Select correct option:

Anthropology

Psychology

Political science

Operations research

Question # 9 of 15

Total Marks: 1

All migrated from Pakistan to a foreign country. He is disorientated by the country's customs and has difficulty in adapting it. He also feels homesickness. What is All experiencing?

Select correct option:

Culture shock

Foreign culture

Alien culture

Adventure

Question # 10 of 15

Total Marks: 1

Which one of the following is consistent with a simple structure?

Select correct option:

High centralization

High employee discretion

Standardization

Bureaucracy

Question # 11 of 15

Total Marks: 1

Which of the following is the short term physical symptom of stress?

Select correct option:

Asthma

Headaches

Depression

Dry Mouth

Question # 12 of 15

Total Marks: 1

ALL of the following are perception shortcuts EXCEPT:

Select correct option:

Projection

Stereotyping

Consensus

Halo effect

Question # 13 of 15

Total Marks: 1

The organizational design of ZIA enterprise is characterized by a low degree of departmentalization, wide spans of control, authority centralized in a single person, and little formalization. What is the organizational design of ZIA enterprise?

Select correct option:

Bureaucracy

Matrix organization

Simple structure

Team structure

Question # 14 of 15

Total Marks: 1

Increasingly, we can expect that women will be hired into ____ positions.

Select correct option:

Unskilled

Traditionally female

Socially-oriented

Professional

Question # 15 of 15

Total Marks: 1

Analyzing relationships, determining causes and effects, and basing conclusions on scientific evidence all constitute aspects of _____ study.

Select correct option:

Organizational

Intuitive

Theoretical

Systematic

Question # 1 of 15

Total Marks: 1

Which of the following is the strength of the matrix structure?

Select correct option:

Economies of scale

Social empowerment

Ability to facilitate coordination

Adherence to chain of command

Question # 2 of 15

Total Marks: 1

which of the following is NOT the ingredient common to Management By Objective(MBO) programs:

Select correct option:

Goal Specificity

Vision

Participative Decision-Making,

Performance Feedback

Question # 3 of 15

Total Marks: 1

The application of negative consequences or the withdrawal of positive consequences to reduce the likelihood of repetition of that same behavior is known as:

Select correct option:

Punishment

Negative Reinforcement

Positive Reinforcement

Rewards

Question # 4 of 15

Total Marks: 1

Achievements, Honesty, Fairness and Concern for other are related with _____ Values

Select correct option:

Personal

Work

Instrumental

Terminal

Question # 5 of 15

Total Marks: 1

Ahmed is responsible to transmit information to outsiders on organization's plans, policies, actions and results. Which managerial role is he playing in organization?

Select correct option:

Disseminator

Spokesperson

Representative

Figurehead

Question # 6 of 15

Total Marks: 1

Conflict a mother feels between being a friend to their children and also being a disciplinarian explains which of the following type of conflict?

Select correct option:

Intergroup Conflict

Interpersonal Conflict

Interrole Conflict

Intrarole Conflict

Question # 7 of 15

Total Marks: 1

In which of the following career stage; an individual gets his first job, gets accepted by his peers, learns in this job, and also gains the first tangible evidence of success or failure?

Select correct option:

Growth stage

Exploration stage

Establishment stage

Maintenance stage

Question # 8 of 11

Total Marks: 1

Which of the following point determine stable environment?

Select correct option:

High rate of change

Organic structure

Predictable change

Ambiguous change

Question # 9 of 15

Total Marks: 1

Which of the following is not a biographical characteristic?

Select correct option:

Region

Age

Sex

Race

Question # 10 of 15

Total Marks: 1

The conflict-handling intention of avoiding is _____

Select correct option:

Assertive and uncooperative

Assertive and cooperative

Unassertive and uncooperative

Unassertive and cooperative

Question # 11 of 15

Total Marks: 1

Asad and Saad are working in a company. There occurs a conflict between the two due to different views on some decisions. Both are indulging in what type of conflict?

Select correct option:

Interpersonal Conflict

Interorganizational Conflict

Intergroup Conflict

Person-role Conflict

Question # 13 of 15

Total Marks: 1

Which of the following is an accurate definition of recruitment?

Select correct option:

The process of short listing employees from a pool of applicants

The process by which companies fill the need to find new employees

It is a document that explain duties and responsibilities of employees

It is a technique for reducing the labor supply with in an organization

Question # 14 of 15

Total Marks: 1

The process of forming impression(through combining, integrating and interpreting information) of someone on the basis of previous attitude of ours, stimulus and current mood is called _____

Select correct option:

Selective Perception

Mood

Behavior

Social Perception

Question # 15 of 15

Total Marks: 1

Mohsin has already presented two excellent reports. The report he has just presented is clearly not as good as the first two reports, yet he is given the same high grade as before. What shortcut has been used in this case?

Select correct option:

The contrast effect

The halo effect

Stereotyping

Projection

Question # 1 of 15

Total Marks: 1

Mr. Hussain is a salesperson. He remembers the names of his customers easily because he is able to retain and recall past experience. He is able in which of the following dimensions of intellectual ability?

Select correct option:

Memory

Number Aptitude

Deductive Reasoning

Perceptual speed

Question # 2 of 15

Total Marks: 1

What is the last step in the Rational Decision-Making Model?

Select correct option:

Developing alternatives

Collecting relevant data

Weighing the decision criteria

Computing the optimal decision

Question # 3 of 15

Total Marks: 1

Organizing workshops and meetings to explain the changing nature of work is an example of which of the following tactics to overcome resistance?

Select correct option:

Manipulation and cooptation

Education and communication

Participation

Negotiation

Question # 4 of 15

Total Marks: 1

Difficulty in expressing emotions by an individual and understanding other's emotions is termed as:

Select correct option:

Anemia

Thalassemia

Alexithymia

Myopia

Question # 5 of 15

Total Marks: 1

Desirable end-states of existence; the goals that a person would like to achieve during his or her lifetime are called _____ Values

Select correct option:

Work

Instrumental

Terminal

Organizational

Question # 6 of 15

Total Marks: 1

Which of the following can be defined as a loss in performance due to low leader expectations?

Select correct option:

Golem effect

Galatea effect

Halo effect

Marshal effect

Question # 7 of 15

Total Marks: 1

Which of the following is NOT consistent with rational decision-making?

Select correct option:

Consistency

Value-maximizing

Restraints

Ranking of criteria

Question # 8 of 15

Total Marks: 1

Asad, 22 years, recently graduated in Business administration is searching various occupational alternatives that best match to his education and interest. In which of the following career stage you find him?

Select correct option:

Growth stage

Exploration stage

Establishment stage

Maintenance stage

Question # 9 of 15

Total Marks: 1

The Big Five Model of Personality contains all of the following dimensions EXCEPT:

Select correct option:

Extroversion

Introversion

Emotional stability

Agreeableness

Question # 10 of 15

Total Marks: 1

Leaders achieve goals, and power is:

Select correct option:

A goal in and of itself

Usually used by poor leaders

A means of achieving goals

A strong influence on leaders' goals

Question # 11 of 15

Total Marks: 1

In which of the following career stage; an individual gets his first job, gets accepted by his peers, learns in this job, and also gains the first tangible evidence of success or failure?

Select correct option:

Growth stage

Exploration stage

Establishment stage

Maintenance stage

Question # 12 of 15

Total Marks: 1

Which of the following structure violates the unity of command concept?

Select correct option:

Simple

Virtual

Matrix

Team

Question # 13 of 15

Total Marks: 1