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1. All of the following are the internal forces that tend to create the need for change in organizations, EXCEPT:

- a) Changes in the workforce
- b) Change in the old equipment
- c) Change in employee attitudes
- d) Changes in the economy

Correct option: b) Change in the old equipment

2. According to Maslow's need hierarchy theory, retirement benefits refer to the _____ need.

- a) Self-actualization
- b) Safety
- c) Esteem

Correct option: b) Safety

3. The process of upgrading the job-task mix in order to increase the potential for growth, achievement, responsibility, and recognition is known as:

- a) None of the above

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- b) Job Enrichment
- c) Job Rotation
- d) Job Enlargement

Correct option: b) Job Enrichment

4. Which of the following represents the motivational approach in which organization financial statements are shared with employees?

- a) Stock sharing plan
- b) Job sharing
- c) Open book management

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Correct option: c) Open book management
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5. An organic organizational structure is characterized by _____.

- a) Narrow spans of control
- b) Rigid departmentalization
- c) Minimal formalization
- d) High formalization

Correct option: c) Minimal formalization

6. Which of the following plans cannot be used if rewards are allocated only based on seniority?

- a) Employee recognition

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- b) Pay-for-Performance
- c) Open book management
- d) Stock option programs

Correct option: b) Pay-for-Performance

7. Theory Y assumes that people inherently:

- a) Want to work and exercise self-direction
- b) Work to satisfy hygiene factors
- c) Need satisfaction of need to belong more than anything else
- d) Avoid responsibility and need to be closely controlled

Correct option: a) Want to work and exercise self-direction

8. According to reinforcement theory, rewards are effective if they _____ a desired behavior.

- a) Follow
- b) Coincide with
- c) Precede
- d) Decrease

Correct option: c) Precede

9. According to Maslow's need hierarchy theory, a person who is looking for affection, belongingness, acceptance, and friendship is at which need level?

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- a) Physiological
- b) Safety
- c) Social
- d) Esteem

Correct option: c) Social

10. In describing the degree to which tasks in an organization are divided into separate jobs, managers use the term _____.

- a) Span of control
- b) Chain of command
- c) Departmentalization
- d) Work specialization

Correct option: d) Work specialization

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