



MGT502

Quiz 1

ABSTRACT

This comprehensive collection of notes is accurately crafted to empower students to excel academically, ensuring they achieve a minimum of 80% marks in their examinations. The content is organized with clarity and precision, focusing on key concepts, critical analyses, and practical applications tailored to the syllabus. These notes serve as a reliable resource for both thorough preparation and last-minute revision. Designed to inspire confidence and mastery, this guide is an essential tool for students striving for academic excellence.

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Organizational Behavior

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1. The relatively stable set of psychological attributes that distinguishes one person from another is called _____. (Personality)
2. “Compassionate behavior” refers to which of the following work value? (Concern for others)
3. In _____ the needs are arranged in an order as per their importance (basic to complex) (Maslow)
4. Passively and optimistically waiting for conditions to improve, trusting management to do right things is: (Loyalty)
5. Mr. Usman is a manager in XYZ Company; he is currently monitoring the activities going on to ensure that they are being accomplished as planned and correct any significant deviations. He is performing which of the following management function? (Controlling)
6. Managing workforce diversity is really big challenge for _____ professionals. (Human Resource Management)
7. The tendency to be sociable, outspoken and friendly is known as: (Extroversion)
8. Robert Katz identified three essential skills that managers need to have in order to reach their goals. What are these skills? (Technical, human, and conceptual)
9. Which one of the following theories suggests that “workers pay attention to relationship between inputs they contribute and outcomes they receive”? (Equity theory)
10. Researches indicate that great salespersons are usually: (Type As)
11. Organizational Behavior focuses upon ALL of the following primary determinants of behavior EXCEPT: (Job Satisfaction)
12. _____ is a generic term that covers a broad range of feelings that people experience. Affect
13. Which of the following statements describe the short term orientation? (People value the present, accept change readily and don't see commitments as impediment to change)
14. A manager performing the role of disseminator is most likely to do which of the following activity? (Inform subordinates about newly founded competitors)
15. An area of study that blends concepts from psychology and sociology and focuses on the influence of people on one another is known as: (Social Psychology)
16. When a manager in a Company motivates employees, directs others to do their job by selecting most effective communication channels and resolves their conflicts. He/she performs managerial function of: (Leading)
17. Positive Mood includes all the following feelings EXCEPT: (Hostility)
18. Which group decision-making technique seems most reasonable for the management of a multinational company whose offices are located in China, India, Australia and England? (Brainstorming session)
19. Which of the following would not be considered as an organization? (Dairy farmers)
20. The job design strategy in which employees are exposed to a variety of tasks as they move from one job to another job is known as: (Job Rotation)
21. A national culture characteristic describing the extend to which a society feels threatened by uncertain and ambiguous situation and tries to avoid them is called _____. (Uncertainty Avoidance)
22. Explaining, measuring and changing behavior of humans or animals are concerned with: (Psychologists)

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23. Characteristics such as age, gender and marital status are known as _____.
(Biographical characteristics)
24. The Big Five Model of Personality contains all of the following dimensions EXCEPT:
(Introversion)
25. Management functions of planning, organizing, leading and controlling were first classified by: (Henri Fayol)
26. Difficulty in expressing emotions by an individual and understanding other's emotions is termed as: (Alexithymia)
27. Which of the following is NOT a factor in the individual perceiver? (Location)
28. According to attribution theory, which of the following is an example of externally caused behavior? (An employee is late because of a flat tire)
29. Sheraz has the ability to balance anxiety, fear, and anger while working on tough projects. He possesses which component of emotional intelligence? (Self-management)
30. People with which type of personality trait commonly make poor decisions because they make them too fast? (Type A)
31. Which of the following approach evaluates the organization's ability to innovate and function quickly and responsively? (The Internal System Approach)
32. Which of the following factors make it imperative that organizations be fast and flexible? (Advances in corporate strategy)
33. Machineries, computers, human skills and abilities are essential elements in: (Organization's Environment)
34. Old age workers are perceived to be resistant to new _____. (Technology)
35. The ability to manage one's own emotions and impulses. (Self-management)
36. A high level of job satisfaction equals _____ toward the job and vice versa. (Positive attitudes)
37. Individuals who score high in _____ tend to take their jobs seriously, organized and act responsibly at work. (Conscientiousness)
38. Suspending an employee for dishonest behavior is an example of which method of shaping behavior? (Punishment)
39. The model of value differences was first designed by _____. (Milton Rokeach)
40. Hadia is an office worker who processes health insurance forms. She has worked at her present job for three years. Initially she was criticized by her supervisor for careless work, but she improved considerably in next few months. Now she consistently processes her forms without errors and more than her quota. However, she found that her supervisor has not responded to the extra effort she puts in, giving her no praise and no financial reward. Hadia will most likely perceive that there is a problem in which of the following relationships? (Performance reward)
41. Which of the following is the most effective communication network for facilitating the emergence of a leader? (Wheel)
42. The degree to which a person actively participates in his/her job and considers his/her performance as being important to self worth, refers to _____. (Job involvement)
43. Biological Characteristics include the following EXCEPT: (Color)
44. If you accept orders from your supervisor solely because he or she is "the boss," you highly believe in: (Authoritarianism)

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45. If an individual fail to report to his/her work, this phenomena can be termed as _____.
(Absenteeism)
46. Hamid truly believes that he can achieve his goal of selling 10 cars each month. This belief reflects Hamid's: (Self-efficacy)
47. If you are proud of your accomplishments and are confident in your abilities, you have high _____.
(Self-esteem)
48. Organization wide program to distribute compensation in company's profit based on established formula is known as: (Profit-sharing plans)
49. Which of the following is NOT an example of common stereotyping? (Perceptual)
50. Which of the following managerial roles might include reading trade magazines to learn more about competitors? (Disseminator)
51. 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? (Figurehead role)
52. Customers, suppliers, shareholders and distributors are part of Organization's _____.
(Environment)
53. The technique of Total Quality Management (TQM) has been borrowed from: (Japanese)
54. Ms. Sadia is always obsessed with numbers, measuring her success in terms of how many or how much of everything she acquires. It shows Ms. Sadia has _____ Personality type.
(Type A personality)
55. Which of the following statement is true regarding men and emotions? (They believe that expressing emotions is incongruent to their image)
56. Psychology's major contributions to the field of organizational behavior have been primarily at which level of analysis? (Individual level)
57. Reduced efforts and increased error rate are examples of: (Neglect)
58. The emotional or feeling segment of an attitude is referred as: (Affective component)
59. When we rank an individual's values in order of their _____, we obtain the person's value system. (Intensity)
60. A change in behavior that occurs as result of experience is relatively _____. (Temporary)
61. Ahmed believes that men perform better in oral presentations than women. What shortcut has been used in this case? (Stereotyping)
62. What do we call it when we judge someone on the basis of our perception of the group to which he/she belongs? (Stereotyping)
63. An area of study that blends concepts from psychology and sociology and focuses on the influence of people on one another is known as: (Social Psychology)
64. _____ is one's ability to detect and manage emotional cues and information. (Emotional intelligence)
65. Which of the following is likely to generate the least innovative alternatives? (Face-to-face)
66. A person low on _____ factor of The Big Five personality Model is timid, serious and prefers to be alone or with few close friends. (Extraversion)
67. Which of the following is a process by which individuals organize and interpret their sensory impressions to give meaning to the environment around? (Perception)
68. Which of the following determinant of human behavior in an organization is studied in organizational behavior? (Individuals)

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69. Normally managers of an organization _____. (Get things done through other people)
70. Behavior of college instructors to ignore the raised hands of students that eliminates the habit of students to ask questions, this is an example of _____. (Extinction)
71. What sort of goals does Management By Objectives (MBO) emphasize? (Tangible, verifiable and measurable)
72. Which of the following managerial role managers do not perform in an informational role? (Negotiator)
73. Which of the following is NOT consistent with rational decision making? (Restraints)
74. Sajjad has intense feelings that are directed at something, these sort of feelings can be termed as: (Emotions)
75. 4Ps Cycle of Continuous Improvement consists of _____. (People, products , productivity, and process)
76. The differences in various defining personal traits such as age, gender, race marital status, ethnic origin, religion, education, and many secondary qualities is known as: (Diversity)
77. Which of the following statements is NOT true about the difference between men and women when it comes to emotional reactions? (Men express emotions more intensely)
78. Perceptual speed, number aptitude and memory are dimensions of: (Intellectual ability)
79. The phenomenon of perception tell us that: (People interpret the input from their senses to give meaning)
80. Which of the following approach evaluates the organization's ability to convert skills and resources into goods and services efficiency? (The Technical Approach)
81. _____ focuses on the study of people in relation to their social environment. (Sociology)
82. Which of the following stage of Perceptual Process Model involves noticing some of the information available to the person and filtering out the rest? (Selective attention)
83. Which of the following is an important moderator of the satisfaction turnover relationship? (Employee's level of performance)
84. The first stage in the perception process is: (Exposure to stimuli)
85. Which is the correct order? (Planning, organizing, leading, and controlling)
86. Mr. Ibrahim's belief that his luck has led to his personal success is due to: (An external locus of control)
87. Sadaf has a low absenteeism rate. She takes responsibility for his health and has good health habits. She is likely to have a(an): (Internal locus of control)
88. Which of the following term is used to define tendency to draw a general impression about an individual on the basis of a single characteristic? Halo effect
89. All of the given roles are included in "Decisional roles" EXCEPT: (Disseminator)
90. Satisfied workers tend to high on _____. (Productivity)
91. Sajjad is of the view that "People and circumstances control my fate". What sort of locus of control he possess? (External locus of control)
92. Which of the following statement is true about Women and emotions? (They are more comfortable in expressing emotions)
93. _____ refers to an employee's expression of organizationally desired emotions during their work execution. (Emotional labor)

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94. Which of the following term is used to describe broad range of feelings that people experience? (Affect)
95. All are examples of attitude except: (Job contract)
96. Which of the following is one of the contributing disciplines to the field of OB? (Anthropology)
97. Investigation of the impact that individuals, groups, and structure have on behavior within organizations is known as _____. (Organizational behavior)
98. Which of the following statement is true regarding men and emotions? (They believe that expressing emotions is incongruent to their image)
99. Comparative attitudes, Cross-cultural analysis and Organizational environment are main focus of: (Anthropology)
100. The Big Five Model of Personality contains all of the following dimensions EXCEPT: (Introversion)
101. Categorizing or labeling people on the basis of a single attribute is called: (Stereotyping)
102. Humna and Safer are working in a company. There occurs a conflict between the two due to different views on some decisions. Both are experiencing which type of conflict? (Interpersonal Conflict)
103. Mr. Ahmed is responsible to transmit information to outsiders on organization's plans, policies, actions and results. Which managerial role is he playing in organization? (Spokesperson)
104. Which work-related value dimension has primary focus on assertive acquisition of money and power versus the quality of life and one's interpersonal relationships? (Masculinity Femininity)
105. Organizational members who intentionally violate established norms that result in negative consequences for the organization, its members, or both, show: (Deviant Workplace Behavior)
106. Ability to understand what is read or heard and the relationship of words to each other is called _____. (Verbal comprehension)
107. Which of the following is NOT one of the six universal emotions, as agreed upon by most contemporary researchers? (Hate)
108. Which of the following statements is TRUE about collectivist cultures? (It is important to fit in with the group)
109. The time at which an object or event is seen is an example of what type of factor influencing the perceptual process? (Situation)
110. Javed is always motivated by challenge, personal satisfaction, and by doing interesting work. Javed is motivated by: (Intrinsic motivators)
111. When people tend to use intuitive decision making? (When a high level of uncertainty exists)
112. Organizational commitment can be best described as: (Employee's loyalty with an organization and its goals)
113. Which of the following terms involves making decisions so as to provide the greatest good for the greatest number (Utilitarianism)
114. The purpose of active perception is to: (Guide our sensory sampling based on our physical needs.)

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115. According to attribution theory, which of the following is an example of externally caused behavior? (An employee is late because of a flat tire)
116. Static strength, extent flexibility and trunk strength are basic abilities concerned with: (Physical ability)
117. What are the three key elements of motivation? (Intensity, direction and persistence)
118. In work values, honesty stands for _____. (Provision of accurate information)
119. Maslow's hierarchy of needs arranges those needs in which of the following orders? (Physiological, safety, social, esteem, and self-actualization)
120. Decrease in tenure can increase _____. (Absenteeism)
121. Hunger, thirst, sex, pay, and physical work environment are examples of which of Alderfer's needs? (Existence)
122. Using operant conditioning, which of the following is NOT a method that can be used to change behavior? (Counseling)
123. Which of the following statements is true? (Older employees have lower rates of avoidable absence than younger workers)
124. All of the following are characteristics of today's manager except: (Controller)
125. Which of the following has Not been shown to be a benefit of flextime? (Decreased satisfaction)
126. The tendency to assign most rates to middle-range job performance categories, is known as _____. (Central tendency)
127. Which of the following statements is true? (All command groups are also task groups)
128. Dissatisfied customers have _____ effect on employee's job satisfaction. (Negative)
129. Which of the following is NOT one of the key components of effective teams? (Recognized)
130. Which of the following ability is required to perform a job of an "Accountant"? (Number aptitude)
131. Mr.Adnan is an effective and good manager because he has the ability to handle emotions of employees. Which element of Emotional intelligence is Mr.Adnan equipped with? (Social Skill)
132. In Organizational Behavior, group processes and group decision making is understood with the help of which of the following Behavioral science? (Social Psychology)
133. Messages conveyed through body movements and facial expressions are called: (Non-verbal)
134. The theory which attempts to determine whether an individual's behavior is internally or externally caused is called: (Attribution Theory)
135. Which of the following variables adversely affects organization's performance? (Turnover)
136. Which of the following choices is the best definition of attitude? (Attitudes are evaluative statements of what one believes about something or someone)
137. Determining how tasks are to be grouped is part of which management function? (Organizing)
138. Which of the following abilities are required by an individual to perform the job of a "beach lifeguard"? (Strong spatial visualization abilities and body coordination)

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139. Deductive reasoning, verbal comprehension and perceptual speed are all characteristics of: **(Intellectual ability)**
140. Sadaf has a low absenteeism rate. She takes responsibility for his health and has good health habits. She is likely to have a(an): **(Internal locus of control)**
141. The suspension of a construction employee for one day without pay for not wearing hard hat when instructed strictly, is an example of which of the following method of shaping behavior? **(Negative reinforcement)**
142. How is the satisfying decision maker best characterized? **(As using bounded rationality)**
143. In Maslow's hierarchy need theory, the sense of autonomy, achievement and recognition comes under which category of needs? **(Self Esteem needs)**
144. Which of the following is not considered biographical characteristics of an employee in an organization? **(Family Status)**
145. An individual's propensity to overestimate the influence of internal factors and underestimate external factors while making judgments about the behavior of others refers to: **(Fundamental attribution error)**
146. When a manager in a Company motivates employees, directs others to do their job by selecting most effective communication channels and resolves their conflicts. He/she performs managerial function of: **(Leading)**
147. Which of the following is the most likely explanation for the higher absentee rate of women in the workplace? **(Traditionally, women have had the responsibility of caring for home and family)**
148. Subhan believes that he was promoted and given a raise based upon his hard work on the job. He possesses which of the following trait: **(An internal locus of control)**
149. Emotional attachment to an organization and a belief in its value is known as _____ **(Affective commitment)**
150. Which of the following is the set of characteristics that underlines a relatively stable pattern of behavior? **(Personality)**
151. Which of the following is an environmental force that shapes personality? **(Experience)**
152. Introducing too little change in an organization can lead to: **(Stagnation)**
153. Sana is an honest and straightforward person. She believes her employees are all similarly honest and straightforward, ignoring signs that they may be manipulating her. What perceptual shortcut is Sana most likely using? **(Projection)**
154. The degree to which people value relationships and show sensitivity and concern for the welfare of others is: **(Quality of life)**
155. The extent to which personality attributes are inherited from our parents or shaped by our environment is called which of the following factors **(Psychological contributions)**
156. 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? **(Intuition)**
157. Geert Hofstede's Framework for assessing cultures consists of _____ value dimensions of national culture. **(Six)**
158. Which one of the following would NOT be considered as human skill in Katz's structure? **(Decision making)**
159. In the formula for Behavior i.e. $B = f(P, E)$, "P" stands for: **(The Person)**

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160. Which of the following cannot be categorized among informational roles of a manager? **(Disturbance handling)**
161. Inductive reasoning, Numbers aptitude and perceptual speed are the characteristics of _____. **(Intellectual ability)**
162. When we rank an individual's values in order of their _____, we obtain the person's value system. **(Intensity)**
163. People with which of the following decision making style work well with others and enjoy social interactions? **(Behavioral)**
164. A systematic attempt to achieve continuous improvement in the quality of an organization's products and/or services is known as: **(Total Quality Management)**
165. Mr. Ali is gregarious, outgoing, active, assertive and high spirited. These qualities show Mr. Ali is high on The Big Five personality factor of: **(Extraversion)**
166. Which of the following statement is TRUE regarding trait theories? **(Suggest leaders are born and not made)**
167. What is generally the result of groupthink? **(More risky decisions)**

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