



MGT502

Quiz 2

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

MGT502_Organizational Behavior

Quiz 2

1. Which of the following determines requirements of organization conversion process? (Raw material and capital)
2. Gut feeling, high uncertainty level, time constraint and little precedent are characteristics of which decision making model? (Intuitive decision making)
3. The managers of a multinational company are located in Taiwan, India, Brazil, and the United States. Which group decision-making technique seems most reasonable for this organization? (An electronic meeting)
4. The phenomenon in which people get in each other's way as they try to perform a task is known as: (Production Blocking)
5. An unconscious process created out of distilled experience is known as: (Intuitive decision making)
6. Ahmed believes that men perform better in oral presentations than women. What shortcut has been used in this case? (Stereotyping)
7. Which of the following can be considered a method of social learning? (Work Manual)
8. The group members express their views more openly in the ____ stage of group development. (Performing stage)
9. In which stage of the conflict process does conflict become visible? (Behavior)
10. Which of the following is NOT true for charismatic leaders? (They show consistency with their followers' behaviors)
11. All of the following are decision making models EXCEPT: (Affective decision making)
12. The degree to which people in a country accept that power in institution and organizations is distributed unequally is called: (Power Distance)
13. An Individual's tendency to selectively interpret what he/she sees on the basis of his/her interests, background, experience and attitudes is known as: (Selective perception)
14. A formula based group incentive plan offered by organizations focusing on productivity gain rather than profits is called: (Gain sharing)
15. In which of the group development stage, the members get to know each other and discover the acceptable behavior within a group? (Forming Stage)
16. The cognitive process through which an individual selects, organizes but misinterprets environmental stimuli is known as _____. (Perception)
17. Which level of Maslow's hierarchy of needs deals with satisfying one's food, shelter and cloth? (Physiological)
18. According to the goal-setting theory of motivation, highest performance is reached when goals are set to which level? (Difficult but attainable)
19. The factors like self efficacy, conflict level, specific goal and social loafing come under which category of team effectiveness model? (Team composition)
20. "Muslims with beard are being perceived as terrorists or potential terrorists in American culture after the incident of 9/11". This is a perfect example of: (Stereotyping)
21. What is the term used for the situation where employees are allowed to pick and choose from among a menu of benefit options? (Flexible benefits)

MGT502_Organizational Behavior

Quiz 2

22. In Maslow's hierarchy need theory, the sense of self fulfillment and achieving one's potential comes under which class of needs? (Self Actualization needs)
23. A shortcut used in judging others, in which we draw a general impression about an individual on the basis of a single characteristic is called: (Halo effect)
24. A group which is raising funds from public for a medical research on a disease that can affect the population can be called as: (Interest group)
25. In a job interview, the applicant says to the interviewer, "What a coincidence, Your Boss and I were roommates in college." Which of the following Impression management technique is used by the applicant? (Association)
26. Which of the following theory says that "specific and difficult goals, with feedback lead to higher performance"? (Goal-setting theory)
27. An individual's perception that exerting a given amount of effort will lead to performance is known as: (Effort - performance relationship)
28. When an individual attributes his/her own successes to internal factors and put the blame for failure on external factors, it refers to: (Self-serving bias)
29. Characteristics such as age, gender and marital status are known as _____. (Biological characteristics)
30. 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: (Similar-to-me effect)
31. Abdul Rehman is a member of a small group of employees from different work areas. They meet once each week to discuss and recommend solutions to workplace problems. This group is known as a(n): (Problem solving team)
32. All of the following are Promotion-enhancing strategies in impression management EXCEPT: (Obstacle disclosures)
33. In team effectiveness model, the factors like feedback, autonomy, skill variety and task identity fall under: (Work design)
34. All of the following are disadvantages associated with the Group-aided decision making EXCEPT: (Variety of Perspectives)
35. When dealing with his employees, Rahmat sets aside time to find out what of rewards each of his employees prefer and strives to offer these in the work environment. He is likely following: (Expectancy theory)
36. All of the following are the communication methods within an organization EXCEPT: (Billboards)
37. Which of the following is an example of a job design technique? (Job enlargement)
38. All of the following are reasons why people join groups, EXCEPT: (Norm)
39. Individuals organize and interpret their sensory impressions so that they may give a meaning to their: (Environment)
40. Which of the following is one of the contributing disciplines to the field of OB? Anthropology
41. In Maslow's Hierarchy of needs, the individual's sense of belonging and love is classified in which of the following needs? (Social needs)
42. Needs of a person reflects either physiological or _____ deficiencies. (Psychological)

MGT502_Organizational Behavior

Quiz 2

43. The decision making model in which we identify one that is “good enough” meets an acceptable level of performance instead of optimal level is: **(Bounded rationality)**
44. The theory which attempts to determine whether an individual's behavior is internally or externally caused is called: **(Attribution Theory)**
45. "Excellent at finding creative solutions of problems" and “focus on long range of alternatives” are the characteristics of which decision making style? **(Conceptual decision making)**
46. A team that never meets face to face, yet members collaborate using computer networks, software, and file sharing are referred to as a: **(Virtual team)**
47. How is the satisfying decision maker best characterized? **(As using rationality)**
48. Mr. Zulfiqar, Manager in ABC Company, always assume that employees don't like to work and avoid working whenever possible, So he uses to threaten employees to achieve their goals. Which theory is he applying? **(Theory X)**
49. What sort of actions is most likely to be attributed to external causes? **(Actions that have high distinctiveness, high consensus and high consistency)**
50. A group development stage in which there exists high emotionality and tension between group members is known as: **(Storming Stage)**
51. A group development stage in which a group finally disbands after completing its task is known as: **(Adjourning Stage)**
52. If an individual fail to report to his/her work, this phenomena can be termed as _____. **(Absenteeism)**
53. An employee motivated by intrinsic rewards, would most likely choose: **(Ongoing opportunities for education and training)**
54. The decision-making conditions of certainty, uncertainty, and risk are considered while the decision maker is: **(Evaluating alternatives)**
55. Which of the following is a structured voting process used to prioritize responses to a nominal question: **(Nominal group technique)**
56. Evaluating the ability to manage, secure and control, scarce and valued resources and skills is the prominent feature of: **(Internal system approach)**
57. Which of the following distributes a portion of the company's profits to all employees at a predetermined rate? **(Profit-sharing program)**
58. Mr. Ahmed is influenced by Mr. Ali because he is attractive and has desirable resources or personal characteristics. Which of the following sources of power is exhibited by Mr. Ali? **(Referent power)**
59. Ahmad is awarded with praise as well as expression of approvals in his organization. This form of program are best classified as: **(Social Recognition Program)**
60. Which one of the following would be considered as motivator in the two factor theory? **(Responsibility)**
61. A systematic attempt to achieve continuous improvement in the quality of an organization's products and/or services is known as: **(Total Quality Management)**
62. Which one of the following rules can create more effective self-managed teams? **(Empowering team members with access to more information)**

MGT502_Organizational Behavior

Quiz 2

63. Which of the following statement is not true about individualistic cultures? (It is important to in fit with the group)
64. Which of the following types of teams would most likely be assembled to improve the efficiency of a company's production process? (Cross-functional)
65. Decisions made by team of individuals or single person whether to outsource products or in-source are classified as: (Relevant or irrelevant decision)
66. AMZ Manufacturing pays its workers 30 Rupees per manufactured piece per week up to 200 pieces and 40 Rupees for any output in excess of 200 pieces. AMZ Manufacturing is using which of the following Variable Pay Program? (Piece-rate wages)
67. A pay plan that rewards employee for recent performance rather than historical performance is known as: (Bonus)
68. What is the term used for a general impression about an individuals based on a single characteristic such as intelligence, sociability, or appearance? (Halo effect)
69. A situation in which group forces for conformity and discourage the group from critically appraises the unusual views is known as: (Group think)
70. The application of negative consequences or the withdrawal of positive consequences in order to reduce the likelihood of repetition of that same behavior is known as: (Punishment)
71. Customers, suppliers, shareholders and distributors are part of Organization's _____. (Environment)
72. A person's belief that he or she has capability to perform a certain task is known as: (Self efficacy)
73. In a meeting, Mr. Asad only gave attention and showed interest in the discussions related to his department. This is an example of which of the following barrier to effective communication? (Selective perception)
74. Which of the following is the most important criterion in determining whether conflict is functional or dysfunctional? (Performance)
75. Which of the following mentioned is the last step in Rational decision making model? (Selecting the best alternative)
76. 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)
77. All of the following are the factors/components affecting working of teams EXCEPT: (Place)
78. A group comprises of employees who work together to complete a particular task or project is known as: (Task group)
79. Which of the following is NOT among the principles of power? (Power is disproportionate)
80. In Maslow's hierarchy of needs, which of the following pair of needs is ranked as "lower order needs"? (Physiological and safety needs)
81. Ahmed believes that men perform better in oral presentations than women. What shortcut has been used in this case? (Stereotyping)
82. People who are dependable and moderately well (organized)
83. Occasional incentives such as bonuses, sales prizes are mostly paid with the _____. (Commission plan)

MGT502_Organizational Behavior
Quiz 2

84. If the response of an individual in any particular situation is same as others, it is termed as: **(Consensus)**
85. People who are dependable and moderately well organised, generally have clear goals, but are able to set the work aside come under ____ category of big five personality model. **(Low Extraversion)**
86. What does consensus refer to in attribution theory? **(Different people respond the same way in the same situation)**
87. Resistance is the consequence of _____. **(Coercive power)**
88. Payment of cash rewards for the work extracted from the employee is normally called: **(Direct compensation)**
89. The phenomenon of perception tell us that: **(People interpret the input from their senses to give meaning)**
90. All of the given are the factors that contribute to group cohesiveness accept: **(Restricted interaction)**
91. A set of expected behaviors attributed to someone occupying a given position in a social unit is known as: **(Role)**
92. What sort of goals does Management By Objectives (MBO) emphasize? **(Tangible, verifiable and measurable)**
93. A group consisting of co-workers working together to complete a specific project is known as: **(Interest Group)**
94. People who are difficult to get along and difficult while in teams are: **(Type A)**
95. The actions taken in order to influence others for fulfillment of one's personal goals without official sanctioning from organizations are referred as: **(Political Behavior)**
96. If a person responds the same way over time, attribution theory states that the behavior shows: **(Consistency)**
97. Which of the following is NOT one of the basic assumptions of Maslow's Hierarchy of need? **(Individuals have same needs/goals)**
98. Which of the following mentioned is the last step in rational decision-making model? **(Selecting the best alternative)**
99. Which of the following group problem solving technique is referred as a process to generate ideas from physically dispersed experts? **(Delphi method)**
100. The rational decision-making approach assumes decision makers: **(Possess all of the above)**
101. Which one of the following rules can create more effective self-managed teams? **(Empowering teams' members with access to more information)**
102. Which of the following theories was proposed by Douglas McGregor? **(Theories X and Y)**
103. What is the last step in the Rational Decision-Making Model? **(Computing the optimal decision)**
104. People with high level of ____ are willing to listen to new ideas and to change their own ideas and attitudes in response to new information. **(Openness to experience)**

MGT502_Organizational Behavior
Quiz 2

105. The triangle for managing the new team environment includes all of the following EXCEPT: **(Individuals)**
106. Protecting the interests of deprived and less powerful is known as _____.
(Justice)
107. Organizational part having legitimacy and official recognition is called: **(Formal organization)**
108. All of the following are decision making models EXCEPT: **(Affective decision making)**
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. Tahmina generally is pessimistic and usually sees things in a negative light. She has a relatively high degree of: **(Negative effectivity)**
111. An unconscious process created out of distilled experience is known as: **(Intuitive decision making)**
112. Which of the following sources of power leads to resistance? **(Coercive Power)**
113. Which of the following is a reason that the study of organizational behavior is useful?
(Human behaviour is not random)
114. Investigation of the impact that individuals, groups, and structure have on behaviour with in organizations is known as: **(Organizational behavior)**
115. 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)**
116. The degree to which the group members are attracted to each other and group has "we feeling" is known as: **(Cohesiveness)**
117. All are dimensions of emotional intelligence except: **(Social Skills)**
118. An individual's propensity to overestimate the influence of internal factors and underestimate external factors while making judgements about the behavior of others refers to: **(fundamental attribution error)**
119. All of the following are characteristics of analytical decision-making except: **(Decision made on minimal information)**
120. There are _____ sources of power. **(5)**
121. All of the following are the possible outcomes of negotiation EXCEPT: **(Closure)**
122. Which of the following is NOT related with Job Enlargement? **(Vertical expansion)**
123. Attributions which protect the self-esteem or present a positive self-image are in the category of which bias? **(Self-service biases)**
124. How is gain-sharing an improvement on profit sharing? **(It focuses on productivity gains rather than profits)**
125. In the communication process, which of the following steps occurs first? **(Encoding)**
126. All of the following are cross cultural barriers to communication EXCEPT: **(Filtering)**
127. Organizational change is ____ process **(Ongoing)**
128. Which of the following statements is true? **(Older employees have lower rates of avoidable absence than younger workers)**
129. Teams have all of the following characteristics except: **(Individual work projects)**

MGT502_Organizational Behavior
Quiz 2

130. Decision making is considered as a systematic process. Which of the following is considered as the first step in decision making? **(Identify and define the problem)**
131. Which of the following theory says that "specific and difficult goals, with feedback lead to higher performance" **(Goal-setting theory)**
132. Individuals with ___ personality are perpetually involved in a struggle to do more and more tasks in less time. **(Type A)**
133. Which of the following is NOT an individual factor related to political behavior? **(Zero-sum reward practices)**
134. Which one of the following is NOT a factor that influences perception? **(Medium)**
135. All of the following are promotion-enhancing strategies impression management except: **(Disassociation)**
136. Mr. Fahad's one day salary was deducted because of his uninformed leave, as he was already warned about this behavior. It is an example of which method of shaping behaviors? **(Punishment)**
137. Needs of a person reflects either physiological or _____ deficiencies. **(Psychological)**
138. The process by which individuals organize and interpret their sensory impressions in order to give meaning to their environment is called: **(Perception)**
139. The Rational decision-making approach assumes decision makers? Possess all of the above
140. Decrease in tenure can increase _____. **(Absenteeism)**
141. Mr. Owais is a "Manager" in ABC Company. He attributed late arrival of Mr. Jibran to an automobile accident causing traffic jam rather than his partying late night. It is an example of: **(Internal Attribution)**
142. Which one of the following is the last step in communication process? **(Feedback)**
143. When we rank an individual's values in order of their _____, we obtain the person's value system. **(Intensity)**
144. The everyday tasks of management that managers perform in their organizations include _____. **(Planning and leading)**
145. _____
146. What is meant by "Tenure" of an employee in an organization? **(Length of experience and age of an employee)**
147. The ability of a person to work, understand and motivate other people individually and in group can be termed as: **(Human skill)**
148. Which of the following is not an important issue relating to goal-setting theory? **(Equity among co workers)**
149. Agreeing with someone else's opinion in order to gain his or her approval, it refers to which of the following Impression management technique? **(Conformity)**
150. _____ decision making is an organized, exacting, data-driven process. **(Systematic)**
151. The Study which enables as to learn about human beings and their activities and societies is known as: **(sociology)**

MGT502_Organizational Behavior
Quiz 2

152. Which of Hofstede's dimensions is the degree to which people in a country prefer structure to unstructured situations? **(Uncertainty avoidance)**
153. Difficulty in expressing emotions by an individual's and understanding other's emotions is termed as: **(Alexithymia)**
154. Management interpersonal roles are _____. **(All of the given)**
155. What trait does a decision maker needs to have if they are to fully appraise a problem and even see problems that others are not aware of? **(Creativity)**
156. A person or group with the direct interest, involvement, or investment in organisation is called: **(stakeholder)**
157. In Maslow's Hierarchy needs theory, the sense of self fulfillment and achieving one's potential comes under which class of needs? **(Self actualization needs)**
158. Asma has composed a list of concerns along with her suggestions for improving conditions. Asma is dealing with her dissatisfaction through: **(Voice)**
159. The basic and essential components of an organization are: **(Four)**
160. 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)**
161. A criterion in which decisions are made to provide greatest good to greatest number is known as _____. **(Utilitarianism)**
162. Maslow's hierarchy of need theory suggested that: **(Lower-level needs must be satisfied before needs higher-order)**
163. Which of the following fields has most help us understand differences in the fundamental values, attitudes and behavior among people in different countries? **(Anthropology)**
164. Which of the following describes the Persistence as dimension of motivation? **(How long a person can sustains an effort?)**
165. In team effectiveness model, the factors such as common purpose, team efficacy and conflict management relates to: **(Process)**
166. All of the following are characteristics of an organization EXCEPT: **(Linked to an internal environment)**
167. Decrease internet can increase in **(absenteeism)**

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