

## Multiple Choice Q&A

### Introduction to Organizational Behavior (OB)

1. What is Organizational Behavior primarily concerned with?

- a) Financial management
- b) Employee behavior and interaction
- c) Marketing strategies
- d) Production techniques

Answer: b) Employee behavior and interaction

2. The scope of OB includes studying:

- a) Only individual behavior
- b) Only group dynamics
- c) Only organizational systems
- d) Individual, group, and organizational systems

Answer: d) Individual, group, and organizational systems

3. Which factor has significantly influenced modern Organizational Behavior?

- a) The Industrial Revolution
- b) The rise of IT
- c) Ancient trading practices
- d) Localized workforce

Answer: b) The rise of IT

4. How does globalization impact Organizational Behavior?

- a) By limiting market competition
- b) By creating a uniform culture
- c) By promoting diverse workforces
- d) By reducing organizational complexity

Answer: c) By promoting diverse workforces

5. An ethical approach in OB is essential for:

- a) Ensuring legal compliance only
- b) Increasing profits
- c) Creating a positive work environment
- d) Simplifying managerial decisions

Answer: c) Creating a positive work environment

6. In OB, the concept of 'diversity' primarily refers to:

- a) Variety in organizational structures
- b) Differences in employee backgrounds
- c) Diverse marketing strategies
- d) Varied financial investments

Answer: b) Differences in employee backgrounds

7. Organizational design affects OB by:

- a) Dictating financial decisions

- b) Influencing interaction and communication
- c) Determining product quality
- d) Setting marketing tactics

Answer: b) Influencing interaction and communication

8. The introduction of reward systems in OB aims to:

- a) Punish poor performance
- b) Motivate and improve employee performance
- c) Cut down operational costs
- d) Increase managerial control

Answer: b) Motivate and improve employee performance

9. Culture in an organizational context refers to:

- a) Global societal traditions
- b) Specific industry practices
- c) Shared values and norms within an organization
- d) Government regulations

Answer: c) Shared values and norms within an organization

10. The environmental context in OB includes:

- a) Only the physical workplace environment
- b) The economic and sociocultural environment
- c) Only the external market environment
- d) Personal lives of employees

Answer: b) The economic and sociocultural environment

### **Cognitive Processes-I: Perception and Attribution**

11. Perception in an organizational context is crucial because it:

- a) Dictates organizational policies
- b) Influences how employees interpret and react to situations
- c) Solely focuses on external customer perspectives
- d) Is unrelated to employee performance

Answer: b) Influences how employees interpret and react to situations

12. Perceptual selectivity refers to:

- a) Choosing specific marketing strategies
- b) The process by which individuals select, organize, and interpret stimuli
- c) Selecting employees for promotions
- d) Filtering out unnecessary financial information

Answer: b) The process by which individuals select, organize, and interpret stimuli

13. Social perception in the workplace is important for:

- a) Understanding organizational hierarchy
- b) Interpreting others' behaviors and motives
- c) Financial auditing
- d) Implementing IT systems

Answer: b) Interpreting others' behaviors and motives

14. Attribution theory in OB helps to understand:

- a) How individuals assign causes to their own and others' behavior
- b) The process of financial decision-making
- c) Organizational design strategies
- d) Marketing campaign effectiveness

Answer: a) How individuals assign causes to their own and others' behavior

15. The concept of 'locus of control' in OB relates to:

- a) Control over organizational policies
- b) Individuals' belief about the causes of their success or failure
- c) The physical location of an organization
- d) Controlling financial resources

Answer: b) Individuals' belief about the causes of their success or failure

16. A common attribution error in the workplace is:

- a) Overemphasizing situational factors
- b) Underestimating personal ability
- c) Overemphasizing personal characteristics and underestimating situational factors
- d) Focusing solely on technical skills

Answer: c) Overemphasizing personal characteristics and underestimating situational factors

17. Impression management in the workplace is a technique used to:

- a) Manipulate financial records
- b) Influence others' perceptions of oneself
- c) Control organizational policies
- d) Manage time effectively

Answer: b) Influence others' perceptions of oneself

18. Fundamental attribution error occurs when people:

- a) Attribute their own successes to internal factors and failures to external factors
- b) Overestimate the effect of external factors on others' behavior
- c) Underestimate the impact of situational factors on their own behavior
- d) Overestimate the influence of personal traits and underestimate situational factors in others' behavior

Answer: d) Overestimate the influence of personal traits and underestimate situational factors in others' behavior

19. In OB, 'perceptual organization' refers to:

- a) Structuring an organization based on perception
- b) The process by which individuals group stimuli into recognizable patterns
- c) Organizing employee roles based on their perceptions
- d) The layout of the physical workspace

Answer: b) The process by which individuals group stimuli into recognizable patterns

20. The halo effect in perception is when:

- a) An individual's performance is consistently excellent
- b) A single trait influences the overall perception of a person or situation

- c) Employees are viewed as angels
- d) There is a general glow of positivity in the organization

Answer: b) A single trait influences the overall perception of a person or situation

21. Stereotyping in an organizational context can lead to:

- a) Efficient decision-making
- b) Enhanced understanding of different cultures
- c) Prejudiced attitudes and unfair treatment
- d) More effective team collaboration

Answer: c) Prejudiced attitudes and unfair treatment

22. The self-serving bias in attribution is characterized by:

- a) Blaming others for failures and taking credit for success
- b) Serving oneself before serving the organization
- c) Prioritizing personal goals over team goals
- d) Self-motivation and self-improvement

Answer: a) Blaming others for failures and taking credit for success

23. In attribution theory, 'consensus' refers to:

- a) General agreement in decision-making
- b) Whether others behave similarly in a given situation
- c) The popularity of a particular perception
- d) Collective organizational goals

Answer: b) Whether others behave similarly in a given situation

24. 'Consistency' in attribution theory is concerned with:

- a) Keeping company policies the same
- b) How consistently an individual behaves in similar situations
- c) The regularity of financial reporting
- d) Maintaining steady organizational growth

Answer: b) How consistently an individual behaves in similar situations

25. The concept of 'distinctiveness' in attribution theory deals with:

- a) The unique qualities of an organization
- b) How an individual's behavior varies from one situation to another
- c) Distinct roles in a team
- d) Unique marketing strategies

Answer: b) How an individual's behavior varies from one situation to another

26. Self-fulfilling prophecy in the workplace means:

- a) Predicting financial outcomes accurately
- b) b) An individual's expectations about another person lead them to behave in ways that confirm those expectations
- c) Fulfilling personal career goals
- d) A company achieving its predicted success

Answer: b) An individual's expectations about another person lead them to behave in ways that confirm those expectations

27. The Pygmalion effect in OB is a form of:



- a) Self-fulfilling prophecy where high expectations lead to improved performance
- b) Financial forecasting
- c) Employee evaluation based on objective measures
- d) Performance management system

Answer: a) Self-fulfilling prophecy where high expectations lead to improved performance

28. The term 'role ambiguity' in OB refers to:

- a) Unclear team leadership
- b) Uncertainty about job responsibilities and expectations
- c) Ambiguity in organizational goals
- d) Confusion in employee benefits

Answer: b) Uncertainty about job responsibilities and expectations

29. 'Cognitive dissonance' in the workplace is the feeling of:

- a) Comfort due to consistent beliefs and actions
- b) Discomfort caused by holding conflicting beliefs or attitudes
- c) Clarity in decision-making
- d) Satisfaction with cognitive abilities

Answer: b) Discomfort caused by holding conflicting beliefs or attitudes

30. 'Groupthink' in an organizational team can lead to:

- a) Enhanced creativity and innovation
- b) Poor decision-making due to the desire for harmony or conformity
- c) Efficient problem-solving

d) Increased diversity of opinions

Answer: b) Poor decision-making due to the desire for harmony or conformity

31. 'Attribution bias' in the workplace can result in:

- a) Improved employee relations
- b) Unfair judgments and stereotypes
- c) Better understanding of different cultures
- d) Enhanced performance evaluations

Answer: b) Unfair judgments and stereotypes

32. 'Selective perception' in OB refers to:

- a) Choosing specific tasks to perform
- b) Perceiving only a part of the available stimuli based on one's interests, background, and attitudes
- c) Selecting employees for special projects
- d) Focusing on positive feedback only

Answer: b) Perceiving only a part of the available stimuli based on one's interests, background, and attitudes

33. In OB, 'projection' is a psychological defense mechanism where:

- a) Employees project their future career path
- b) Individuals attribute their own traits or feelings to others
- c) Work-related stress is projected in team meetings
- d) Organizational goals are projected onto employees

Answer: b) Individuals attribute their own traits or feelings to others

34. 'Escalation of commitment' in a business context is when:

- a) Commitment to a project is reduced over time
- b) Additional resources are put into a failing course of action
- c) A project is completed under budget
- d) Employee commitment to the organization escalates

Answer: b) Additional resources are put into a failing course of action

35. The 'primacy effect' in perception is when:

- a) Initial information about someone influences our perception of them more than later information
- b) Primary tasks are considered more important than secondary tasks
- c) The first employee in a company is highly regarded
- d) Primary data is given more importance than secondary data

Answer: a) Initial information about someone influences our perception of them more than later information

36. 'Confirmation bias' in decision-making is the tendency to:

- a) Confirm that all decisions made are correct
- b) Favor information that confirms existing beliefs or hypotheses
- c) Seek confirmation from superiors before making decisions
- d) Confirm the roles and responsibilities of team members

Answer: b) Favor information that confirms existing beliefs or hypotheses

37. In OB, 'organizational silos' refer to:

- a) Storage facilities in a company
- b) Departments that operate in isolation from others
- c) The hierarchical structure of an organization
- d) Team-building activities

Answer: b) Departments that operate in isolation from others

38. The term 'emotional labor' in OB is associated with:

- a) Physical strain due to work
- b) Emotional stress caused by personal issues
- c) The management of emotions to fulfill job duties
- d) The emotional benefits of a successful career

Answer: c) The management of emotions to fulfill job duties

39. 'Workplace incivility' is characterized by:

- a) Physical altercations among employees
- b) Low levels of job satisfaction
- c) Rude or discourteous behavior in a work setting
- d) Inefficiency in work processes

Answer: c) Rude or discourteous behavior in a work setting

40. 'Burnout' in the workplace typically involves feelings of:

- a) Excitement and enthusiasm
- b) Exhaustion and reduced effectiveness
- c) Boredom and disinterest

d) Confidence and high energy

Answer: b) Exhaustion and reduced effectiveness

41. 'Organizational citizenship behavior' is when employees:

- a) Adhere strictly to company policies
- b) Exhibit behaviors that go beyond their job requirements
- c) Participate in citizenship activities outside work
- d) Focus solely on their job duties

Answer: b) Exhibit behaviors that go beyond their job requirements

42. 'Transactional leaders' in an organization primarily focus on:

- a) Emotional connections with employees
- b) Routine transactions and operations
- c) Long-term strategic planning
- d) Exchanging rewards for performance

Answer: d) Exchanging rewards for performance

43. 'Transformational leadership' involves:

- a) Changing the organizational structure frequently
- b) Leaders who inspire and motivate employees beyond immediate self-interests
- c) Focusing on the transformation of products
- d) Shifting from a traditional to a modern approach in management

Answer: b) Leaders who inspire and motivate employees beyond immediate self-interests

44. 'Psychological contract' in the workplace refers to:

- a) The formal contract of employment
- b) The unwritten, perceived obligations between employees and employers
- c) Mental health policies
- d) Contracts with psychological consultants

Answer: b) The unwritten, perceived obligations between employees and employers

45. 'Work-life balance' in OB is important to:

- a) Ensure employees work long hours
- b) Balance the workload equally among employees
- c) Help employees balance career demands with personal and family needs
- d) Ensure that work is the central focus of employees' lives

Answer: c) Help employees balance career demands with personal and family needs

46. The concept of 'telecommuting' in modern OB refers to:

- a) Traveling long distances for work
- b) Working remotely from a location other than the office
- c) Communicating through telephones only
- d) Holding teleconferences

Answer: b) Working remotely from a location other than the office

47. In OB, 'employee engagement' is defined as:

- a) The level of commitment and involvement an employee has towards their organization and its values

- b) The process of hiring new employees
- c) The engagement in social activities at work
- d) The duration an employee has been with the company

Answer: a) The level of commitment and involvement an employee has towards their organization and its values

48. 'Diversity management' in organizations is crucial for:

- a) Maintaining a homogeneous workforce
- b) Encouraging uniformity in thinking and behavior
- c) Creating an inclusive environment that values differences
- d) Reducing the number of employees in the organization

Answer: c) Creating an inclusive environment that values differences

49. 'Organizational politics' can be defined as:

- a) The political views of the employees
- b) The use of power and social networking within an organization to achieve changes that benefit the organization or individuals within it
- c) The legal structure of the organization
- d) The external political environment affecting the organization

Answer: b) The use of power and social networking within an organization to achieve changes that benefit the organization or individuals within it

50. 'Emotional intelligence' in OB refers to the ability to:

- a) Ignore one's own and others' emotions
- b) Recognize, understand, and manage our own emotions and influence the emotions of others

- c) Perform tasks with high efficiency
- d) Focus solely on rational decision-making

Answer: b) Recognize, understand, and manage our own emotions and influence the emotions of others

## **Cognitive Processes-II: Personality and Attitudes**

51. Personality in an organizational context is best described as:

- a) A static set of traits that do not change
- b) The unique and consistent pattern of behavior of an individual
- c) Only the positive aspects of a person's behavior
- d) The role a person plays in a team

Answer: b) The unique and consistent pattern of behavior of an individual

52. The Johari Window model is used in organizational behavior to:

- a) Measure job satisfaction
- b) Understand and improve self-awareness and interpersonal relationships
- c) Predict future organizational trends
- d) Assess the financial health of the organization

Answer: b) Understand and improve self-awareness and interpersonal relationships

53. Transactional Analysis in OB focuses on:

- a) Financial transactions within the company
- b) The interactions between employees and their attitudes
- c) The analysis of market trends



d) The transactions between different departments

Answer: b) The interactions between employees and their attitudes

54. Attitudes in the workplace are important because they:

- a) Remain constant over time
- b) Reflect how an employee feels about their job
- c) Are unrelated to performance
- d) Only relate to personal life

Answer: b) Reflect how an employee feels about their job

55. Job satisfaction is:

- a) The total amount of financial compensation one receives
- b) A general attitude towards one's job
- c) Dependent solely on job role
- d) The same as organizational commitment

Answer: b) A general attitude towards one's job

56. Organizational commitment is the:

- a) Financial commitment an organization has towards its employees
- b) Degree to which an employee identifies with the organization and its goals
- c) Commitment to stay in the same job role
- d) Duration an employee has been with the organization

Answer: b) Degree to which an employee identifies with the organization and its goals

57. The nature of attitudes in OB involves:

- a) Only positive feelings towards work
- b) Cognitive, affective, and behavioral components
- c) The financial benefits associated with the job
- d) An individual's social status

Answer: b) Cognitive, affective, and behavioral components

58. The 'affective component' of attitude refers to:

- a) The emotional or feeling segment of an attitude
- b) A person's knowledge about an object
- c) The action a person takes based on an attitude
- d) The financial impact of work attitudes

Answer: a) The emotional or feeling segment of an attitude

### **Motivational Needs and Processes**

59. Maslow's hierarchy of needs in the workplace suggests that:

- a) Only the highest level of needs motivates employees
- b) Employees are motivated by needs at multiple levels
- c) Financial needs are the most important
- d) Social needs are irrelevant in the workplace

Answer: b) Employees are motivated by needs at multiple levels

60. Herzberg's Two-Factor Theory states that:

- a) Hygiene factors can create job satisfaction
- b) Motivators are the only factors that create job satisfaction
- c) Salary is the most important motivator
- d) Working conditions have no effect on job satisfaction

Answer: b) Motivators are the only factors that create job satisfaction

61. According to McClelland's Theory of Needs, the need for achievement involves:

- a) The desire for harmonious relationships
- b) The drive to excel and succeed
- c) The need for control and power
- d) The need for consistent income

Answer: b) The drive to excel and succeed

62. Self-determination theory in motivation emphasizes:

- a) External rewards as the primary motivator
- b) Intrinsic motivation and the need for autonomy and competence
- c) The role of management in motivating employees
- d) That motivation is static and unchanging

Answer: b) Intrinsic motivation and the need for autonomy and competence

63. The Expectancy Theory of motivation suggests that motivation is influenced by:

- a) One's belief that effort will lead to performance and performance will lead to desired outcomes
- b) The amount of money an employee is paid
- c) The number of hours worked

d) The level of competition in the workplace

Answer: a) One's belief that effort will lead to performance and

64. Goal-setting theory in motivation argues that:

a) Setting arbitrary goals increases performance

b) Clear and challenging goals enhance employee motivation

c) Goals are irrelevant to motivation

d) Only short-term goals are effective in motivating employees

Answer: b) Clear and challenging goals enhance employee motivation

65. In terms of work motivation, 'equity theory' is based on:

a) The principle of financial equity only

b) The idea that employees are motivated when they perceive fairness in the workplace

c) Equal pay for all employees regardless of position

d) The legal aspects of employment contracts

Answer: b) The idea that employees are motivated when they perceive fairness in the workplace

66. 'Intrinsic motivation' refers to:

a) Motivation driven by external rewards

b) Motivation that comes from within an individual, driven by personal satisfaction

c) Motivation based solely on financial incentives

d) Motivation derived from a sense of duty

Answer: b) Motivation that comes from within an individual, driven by personal satisfaction

67. 'Extrinsic motivation' is best described as:

- a) Motivation driven by internal factors
- b) Motivation that comes from external rewards, such as money or recognition
- c) The lack of motivation
- d) Motivation based on personal values

Answer: b) Motivation that comes from external rewards, such as money or recognition

68. The concept of 'job enrichment' in motivation involves:

- a) Increasing the salary of employees
- b) Making a job more challenging and interesting to increase employee satisfaction
- c) Enriching the CEO's job role
- d) Adding more employees to a team

Answer: b) Making a job more challenging and interesting to increase employee satisfaction

69. 'Motivation across cultures' in OB recognizes that:

- a) All cultures are motivated by the same factors
- b) Different cultures may have different motivational drivers and values
- c) Cultural factors are irrelevant in motivation
- d) Motivation is purely an individual factor, unaffected by culture

Answer: b) Different cultures may have different motivational drivers and values

## **Positive Organizational Behavior**

70. 'Positive organizational behavior' is characterized by:

- a) Focusing only on the positive aspects and ignoring problems
- b) The application of positively oriented human resource strengths and psychological capacities
- c) Positive financial outcomes only
- d) Exclusively hiring positive people

Answer: b) The application of positively oriented human resource strengths and psychological capacities

71. 'Optimism' in the context of positive organizational behavior refers to:

- a) A general disposition toward expecting positive outcomes
- b) Being unrealistic about challenges
- c) Ignoring potential risks in decision-making
- d) Focusing only on positive feedback

Answer: a) A general disposition toward expecting positive outcomes

72. 'Emotional intelligence' in the workplace involves:

- a) The ability to ignore emotions in professional settings
- b) The skill of recognizing, understanding, and managing our own emotions and those of others
- c) Having a high IQ
- d) Being unaffected by workplace stress

Answer: b) The skill of recognizing, understanding, and managing our own emotions and those of others

73. 'Self-efficacy' in an organizational context is:

- a) The belief in one's capability to execute behaviors necessary to produce specific performance attainments
- b) Relying on others for performance
- c) Having self-doubts about one's abilities
- d) The efficacy of the organization as a whole

Answer: a) The belief in one's capability to execute behaviors necessary to produce specific performance attainments

74. In positive organizational behavior, 'resilience' refers to:

- a) The ability to bounce back from setbacks and challenges
- b) The physical strength of an employee
- c) Resistance to change
- d) A consistently positive mood

Answer: a) The ability to bounce back from setbacks and challenges

75. The concept of 'flow' in the workplace is:

- a) The smooth operation of organizational processes
- b) A state in which a person becomes fully immersed and engaged in an activity
- c) The movement of employees between different departments
- d) The financial flow within the organization

Answer: b) A state in which a person becomes fully immersed and engaged in an activity

76. 'Mindfulness' in a positive organizational behavior context is:

- a) Paying careful attention to the financial status of the company

- b) The practice of being fully present and engaged in the moment
- c) Remembering to complete all assigned tasks
- d) Focusing solely on positive outcomes

Answer: b) The practice of being fully present and engaged in the moment

77. 'Authentic leadership' in positive organizational behavior is:

- a) A leadership style focused on genuine relationships and ethical decision making
- b) The most authoritative form of leadership
- c) Leadership based on popularity
- d) A temporary leadership position

Answer: a) A leadership style focused on genuine relationships and ethical decision making

78. 'Work engagement' in positive organizational behavior refers to:

- a) The process of hiring new employees
- b) A state of high energy, involvement, and efficacy at work
- c) Being engaged in work-related social activities
- d) The legal contract between an employee and an organization

Answer: b) A state of high energy, involvement, and efficacy at work

79. 'Gratitude' in the workplace can lead to:

- a) Increased complaints and dissatisfaction
- b) Higher levels of job satisfaction and positive work relationships
- c) A focus on negative aspects of the job
- d) Unnecessary spending by the organization



Answer: b) Higher levels of job satisfaction and positive work relationships

80. 'Psychological capital' in OB consists of:

- a) The financial resources available for mental health programs
- b) An individual's positive psychological state, evidenced by high levels of hope, efficacy, resilience, and optimism
- c) The intellectual capabilities of the workforce
- d) The reputation of the organization in psychological research

Answer: b) An individual's positive psychological state, evidenced by high levels of hope, efficacy, resilience, and optimism

### **Motivational Theories**

81. According to 'Maslow's Hierarchy of Needs,' the highest level of needs is:

- a) Safety needs
- b) Physiological needs
- c) Esteem needs
- d) Self-actualization needs

Answer: d) Self-actualization needs

82. 'Herzberg's Two-Factor Theory' differentiates between:

- a) Hygiene factors and motivators
- b) Short-term and long-term goals
- c) Internal and external motivation
- d) Individual and group motivation

Answer: a) Hygiene factors and motivators

83. The 'Equity Theory' of motivation was proposed by:

- a) Abraham Maslow
- b) Frederick Herzberg
- c) David McClelland
- d) J. Stacy Adams

Answer: d) J. Stacy Adams

84. Vroom's 'Expectancy Theory' emphasizes:

- a) The importance of rewards in motivating employees
- b) The relationship between effort, performance, and outcome
- c) The need for social and psychological needs at work
- d) The role of hygiene factors in job satisfaction

Answer: b) The relationship between effort, performance, and outcome

85. McClelland's Theory of Needs focuses on three key needs, which are:

- a) Achievement, power, and affiliation
- b) Safety, social, and esteem
- c) Physiological, safety, and self-actualization
- d) Hygiene, motivators, and self-actualization

Answer: a) Achievement, power, and affiliation

86. 'Self-Determination Theory' is primarily concerned with:

- a) External rewards and incentives
- b) Autonomy, competence, and relatedness
- c) Financial and job security
- d) Leadership styles and their impact

Answer: b) Autonomy, competence, and relatedness

87. The 'Goal Setting Theory' was proposed by:

- a) Edwin Locke
- b) Henry Mintzberg
- c) Peter Drucker
- d) Douglas McGregor

Answer: a) Edwin Locke

88. 'Two-Factor Theory' suggests that job satisfaction and dissatisfaction are influenced by:

- a) Different factors: motivators affect satisfaction, and hygiene factors affect dissatisfaction
- b) The same factors: both satisfaction and dissatisfaction are affected by motivators
- c) Financial rewards only
- d) The level of employee engagement

Answer: a) Different factors: motivators affect satisfaction, and hygiene factors affect dissatisfaction

89. In 'Expectancy Theory,' valence refers to:

- a) The value an individual places on the rewards of an outcome

- b) The amount of effort a person is willing to exert
- c) The belief that effort leads to performance
- d) The likelihood that performance will lead to a desired outcome

Answer: a) The value an individual places on the rewards of an outcome

90. 'Achievement Motivation Theory' emphasizes the need for:

- a) Social acceptance and belonging
- b) Safety and security in the workplace
- c) Success, achievement, and overcoming challenges
- d) Balanced work and personal life

Answer: c) Success, achievement, and overcoming challenges

91. According to 'Self-Efficacy Theory', high self-efficacy leads to:

- a) Reduced effort in tasks
- b) Higher motivation and persistence in challenging tasks
- c) Ignoring feedback
- d) Preferring easy tasks over challenging ones

Answer: b) Higher motivation and persistence in challenging tasks

92. 'Adams' Equity Theory' suggests that employees are motivated when:

- a) They perceive their treatment to be fair compared to others
- b) They receive high financial compensation
- c) They are given complete autonomy
- d) Their work environment is comfortable

Answer: a) They perceive their treatment to be fair compared to others

93. In 'McClelland's Theory', a high need for affiliation implies:

- a) A strong desire for power and influence
- b) A preference for solitary work
- c) A strong desire for interpersonal relationships
- d) A focus on financial gain

Answer: c) A strong desire for interpersonal relationships

94. The 'ERG Theory' of motivation, proposed by Alderfer, collapses Maslow's five needs into:

- a) Two categories: Existence and Growth
- b) Three categories: Existence, Relatedness, and Growth
- c) Four categories: Safety, Social, Esteem, and Self-Actualization
- d) One category: Overall well-being

Answer: b) Three categories: Existence, Relatedness, and Growth

95. 'Job Enrichment' as a motivational strategy involves:

- a) Increasing salary and benefits
- b) Adding more responsibilities to make the job more fulfilling
- c) Reducing work hours
- d) Providing more vacation time

Answer: b) Adding more responsibilities to make the job more fulfilling

## **Motivation Across Cultures**

96. When considering 'Motivation Across Cultures', it is important to recognize that:

- a) All cultures are motivated in the same way
- b) Different cultures may have different responses to the same motivational strategies
- c) Cultural factors are irrelevant in employee motivation
- d) Only financial incentives are universally effective across cultures

Answer: b) Different cultures may have different responses to the same motivational strategies

97. 'Cross-cultural motivation' involves understanding that:

- a) Motivational techniques should be the same irrespective of cultural background
- b) Employees from different cultures may have different values and motivators
- c) Cultural differences are not significant in modern globalized businesses
- d) Motivation is solely based on personal, not cultural, factors

Answer: b) Employees from different cultures may have different values and motivators

98. In a global context, 'individualistic cultures' tend to value:

- a) Collective success over individual achievements
- b) Personal achievement and independence
- c) Strict adherence to group norms
- d) Uniformity and conformity

Answer: b) Personal achievement and independence

99. In 'collectivist cultures', motivational strategies might focus more on:

- a) Individual rewards and recognition
- b) Team achievements and group harmony
- c) High-risk, high-reward scenarios
- d) Competitive work environments

Answer: b) Team achievements and group harmony

100. Understanding motivation in different cultures is important for:

- a) Implementing a standardized global corporate policy
- b) Tailoring motivational approaches to suit diverse workforces
- c) Focusing only on the dominant culture in the workplace
- d) Reducing the influence of cultural diversity in the workplace

Answer: b) Tailoring motivational approaches to suit diverse workforces

### **Communication in Organizations**

101. Effective communication in organizations is essential because it:

- a) Ensures strict hierarchy
- b) Facilitates coordination and decision-making
- c) Only focuses on external communication
- d) Is solely the responsibility of management

Answer: b) Facilitates coordination and decision-making

102. A major barrier to effective communication in organizations is:

- a) Frequent communication

- b) Clear messaging
- c) Information overload
- d) Regular team meetings

Answer: c) Information overload

103. Non-verbal communication in the workplace includes:

- a) Emails and memos
- b) Body language and facial expressions
- c) Financial reports
- d) Written policies and procedures

Answer: b) Body language and facial expressions

104. 'Interactive communication' in an organizational context is characterized by:

- a) One-way information flow
- b) Communication between machines
- c) Exchange of ideas and feedback among participants
- d) Solely top-down communication

Answer: c) Exchange of ideas and feedback among participants

105. One strategy to improve the flow of communication in organizations is:

- a) Reducing the frequency of communication
- b) Encouraging open and transparent communication
- c) Limiting communication to written forms
- d) Focusing only on negative feedback



Answer: b) Encouraging open and transparent communication

106. In the context of organizational communication, 'noise' refers to:

- a) Literal sound in the environment
- b) Anything that distorts or disrupts a message
- c) The volume of communication
- d) Music played in the workplace

Answer: b) Anything that distorts or disrupts a message

107. 'Feedback' in communication is important because it:

- a) Increases the length of conversations
- b) Allows the sender to understand the effectiveness of the message
- c) Is only necessary in negative situations
- d) Should be avoided to maintain harmony

Answer: b) Allows the sender to understand the effectiveness of the message

108. 'Active listening' in organizational communication involves:

- a) Listening without responding
- b) Multitasking while listening
- c) Fully concentrating, understanding, and responding to what is being said
- d) Only listening to higher management

Answer: c) Fully concentrating, understanding, and responding to what is being said

109. A 'communication channel' in an organization refers to:

- a) The medium used to convey a message
- b) A physical pathway for communication
- c) Only digital forms of communication
- d) A specific TV or radio channel used for announcements

Answer: a) The medium used to convey a message

110. 'Cultural barriers' in communication can be addressed by:

- a) Ignoring cultural differences
- b) Encouraging a single language for communication
- c) Developing an understanding of and sensitivity to cultural differences
- d) Focusing solely on verbal communication

Answer: c) Developing an understanding of and sensitivity to cultural differences

### **Decision Making in Organizations**

111. 'Participative decision-making' in organizations involves:

- a) Decisions made exclusively by top management
- b) Involving employees at various levels in the decision-making process
- c) Outsourcing decisions to external consultants
- d) Random decision-making

Answer: b) Involving employees at various levels in the decision-making process

112. A benefit of participative decision-making is:

- a) Slower decision-making processes

- b) Increased employee commitment to decisions
- c) Higher costs associated with decision-making
- d) Reduced need for communication

Answer: b) Increased employee commitment to decisions

113. 'Group decision-making' is effective when:

- a) There is a need for diverse perspectives
- b) Decisions need to be made very quickly
- c) Only simple decisions are involved
- d) The group is in conflict

Answer: a) There is a need for diverse perspectives

114. A challenge of group decision-making can be:

- a) Increased creativity
- b) Groupthink, where the desire for harmony overrides realistic appraisal of alternatives
- c) Faster decision-making
- d) Less responsibility for the outcome

Answer: b) Groupthink, where the desire for harmony overrides realistic appraisal of alternatives

115. 'Brainstorming' in group decision-making is used to:

- a) Critique past decisions
- b) Generate a wide range of ideas and solutions
- c) Make final decisions

d) Assign tasks to team members

Answer: b) Generate a wide range of ideas and solutions

116. The 'nominal group technique' in decision making is a process where:

- a) Decisions are made by naming a leader to decide
- b) Group members generate ideas individually and then share them with the group
- c) The group votes on decisions with no discussion
- d) Decisions are made based on the opinion of the most senior member

Answer: b) Group members generate ideas individually and then share them with the group

117. In decision making, 'consensus' refers to:

- a) A decision that is made by the CEO
- b) A decision that all team members can support, even if it is not their first choice
- c) Making decisions based on majority voting
- d) Avoiding decision making

Answer: b) A decision that all team members can support, even if it is not their first choice

118. 'Creativity' in decision making is important because it:

- a) Ensures quick decisions
- b) Helps in finding novel solutions to complex problems
- c) Is only important in artistic fields
- d) Reduces the need for teamwork

Answer: b) Helps in finding novel solutions to complex problems

119. The 'Delphi technique' in group decision making is characterized by:

- a) Open debate and discussion among group members
- b) Collecting the judgments of experts through questionnaires and summarizing their opinions
- c) Immediate decision making without gathering information
- d) Relying solely on data and ignoring expert opinions

Answer: b) Collecting the judgments of experts through questionnaires and summarizing their opinions

120. An advantage of 'group decision making' is:

- a) Lower risk of conflict
- b) Faster decision-making process
- c) More acceptance and commitment from the team
- d) Decreased need for communication

Answer: c) More acceptance and commitment from the team

121. The 'six thinking hats' technique in decision making:

- a) Encourages wearing different colored hats for fun
- b) Is a role-playing approach where participants adopt different perspectives
- c) Focuses only on negative aspects of decisions
- d) Is used exclusively by top management

Answer: b) Is a role-playing approach where participants adopt different perspectives

122. In decision making, 'anchoring bias' refers to:

- a) The tendency to rely heavily on the first piece of information offered
- b) A focus on financial data only
- c) Making decisions based on one's position in the company
- d) Being anchored to traditional methods and resisting change

Answer: a) The tendency to rely heavily on the first piece of information offered

123. 'Satisficing' in decision making is:

- a) Always making the perfect decision
- b) Choosing the first satisfactory option rather than the optimal one
- c) Making decisions that satisfy everyone
- d) Focusing on satisfying personal needs

Answer: b) Choosing the first satisfactory option rather than the optimal one

124. The 'stepladder technique' in group decision making:

- a) Involves physically climbing a ladder for inspiration
- b) Starts with a core group, adding members one at a time to contribute ideas
- c) Is a process where decisions are made in a hierarchical manner
- d) Requires a step-by-step checklist to make decisions

Answer: b) Starts with a core group, adding members one at a time to contribute ideas

125. The role of 'emotional intelligence' in decision making involves:

- a) Ignoring emotions completely to focus on facts
- b) Understanding and managing emotions to enhance decision making
- c) Making decisions based solely on emotional responses

d) Viewing emotions as irrelevant in the workplace

Answer: b) Understanding and managing emotions to enhance decision making