

## Multiple Choice Q&A

### Stress in Organizational Behavior

1. Stress in the workplace can be defined as:
  - a) The physical strain from manual labor
  - b) A response to challenging or threatening situations
  - c) The daily routine of work
  - d) The outcome of team collaborationAnswer: b) A response to challenging or threatening situations
  
2. A common type of stress in the workplace is:
  - a) Role ambiguity
  - b) Over-relaxation
  - c) Lack of tasks
  - d) Complete job securityAnswer: a) Role ambiguity
  
3. 'Eustress' refers to:
  - a) Chronic stress
  - b) A non-existent type of stress
  - c) Positive, motivational stress
  - d) The absence of stressAnswer: c) Positive, motivational stress
  
4. An example of a physiological symptom of stress is:
  - a) Increased collaboration
  - b) Enhanced job satisfaction
  - c) High blood pressure
  - d) Better time managementAnswer: c) High blood pressure

5. Organizational strategies to reduce stress include:

- a) Increasing workload to improve efficiency
- b) Promoting a healthy work-life balance
- c) Ignoring stress symptoms
- d) Focusing only on financial incentives

Answer: b) Promoting a healthy work-life balance

6. 'Role conflict' in the workplace contributes to stress by:

- a) Enhancing role clarity
- b) Causing confusion and tension due to incompatible demands
- c) Reducing responsibilities
- d) Increasing job satisfaction

Answer: b) Causing confusion and tension due to incompatible demands

7. Personal strategies to cope with stress include:

- a) Avoiding breaks and working continuously
- b) Practicing time management and relaxation techniques
- c) Taking on additional tasks
- d) Focusing solely on work-related issues

Answer: b) Practicing time management and relaxation techniques

8. 'Burnout' in a work context is:

- a) A strategy to improve performance
- b) A state of physical and emotional exhaustion
- c) A term for a successful project completion
- d) An employee's aspiration

Answer: b) A state of physical and emotional exhaustion

9. Stress management training in the workplace can help employees:

- a) Increase their stress levels
- b) Ignore signs of stress
- c) Develop coping mechanisms

d) Reduce collaboration

Answer: c) Develop coping mechanisms

10. The impact of chronic stress on an organization can include:

- a) Higher employee morale
- b) Increased job satisfaction
- c) Reduced productivity and higher absenteeism
- d) Enhanced creativity

Answer: c) Reduced productivity and higher absenteeism

### **Conflict in Organizational Behavior**

11. Conflict in organizations often arises from:

- a) Clear communication and strong leadership
- b) Shared goals and values
- c) Differences in values, goals, or beliefs
- d) High levels of job satisfaction

Answer: c) Differences in values, goals, or beliefs

12. 'Task conflict' in a team setting can be beneficial by:

- a) Reducing cooperation
- b) Encouraging diverse perspectives and solutions
- c) Causing delays in decision-making
- d) Lowering team morale

Answer: b) Encouraging diverse perspectives and solutions

13. An example of 'relationship conflict' is:

- a) Disagreement over project goals
- b) Tension caused by personal dislike or disagreement
- c) Different opinions on technical procedures
- d) Conflict over resource allocation

Answer: b) Tension caused by personal dislike or disagreement

14. Effective conflict resolution strategies include:

- a) Avoiding the conflict
- b) Implementing a win-lose approach
- c) Seeking a win-win solution
- d) Letting conflicts resolve themselves

Answer: c) Seeking a win-win solution

15. 'Negotiation' in conflict resolution is important because it:

- a) Always results in one side winning
- b) Helps reach a mutually acceptable solution
- c) Is unnecessary in minor conflicts
- d) Should be avoided in professional settings

Answer: b) Helps reach a mutually acceptable solution

16. The 'Thomas-Kilmann Conflict Mode Instrument' is used to:

- a) Ignite conflicts in teams
- b) Assess an individual's conflict-handling style
- c) Measure stress levels
- d) Evaluate job satisfaction

Answer: b) Assess an individual's conflict-handling style

17. 'Compromising' as a conflict resolution strategy involves:

- a) Ignoring the conflict completely
- b) One party winning at the expense of the other
- c) Each party giving up something of value
- d) Avoiding any kind of negotiation

Answer: c) Each party giving up something of value

18. 'Mediation' in resolving organizational conflict is:

- a) A process where a third party helps disputants reach a solution
- b) A decision made by senior management

- c) An unnecessary step in conflict resolution
- d) Always legally binding

Answer: a) A process where a third party helps disputants reach a solution

19. The first step in effective conflict resolution is often:

- a) Determining who is at fault
- b) Ignoring the issue
- c) Identifying the underlying cause of the conflict
- d) Implementing disciplinary measures

Answer: c) Identifying the underlying cause of the conflict

20. 'Collaboration' in conflict resolution is characterized by:

- a) Seeking an outcome that satisfies all parties
- b) Prioritizing the interests of one party
- c) Avoiding engagement in the conflict
- d) Quick decision-making without considering all perspectives

Answer: a) Seeking an outcome that satisfies all parties

21. Intra-individual conflict occurs when:

- a) There is a disagreement between two different teams
- b) A person experiences conflicting thoughts or emotions within themselves
- c) The conflict is between two individuals
- d) The conflict is between the individual and the organization

Answer: b) A person experiences conflicting thoughts or emotions within themselves

22. 'Avoiding' as a conflict handling mode is effective when:

- a) The issue is trivial or more important issues are pressing
- b) The conflict is significant
- c) Immediate action is necessary
- d) The goal is to find a long-term solution

Answer: a) The issue is trivial or more important issues are pressing

23. The 'integrating style' of conflict resolution is best used when:

- a) The conflict is unimportant
- b) Parties have equal power and a win-win solution is needed
- c) Quick resolution is needed
- d) The parties do not wish to cooperate

Answer: b) Parties have equal power and a win-win solution is needed

24. 'Role clarification' can help reduce conflict by:

- a) Increasing ambiguity in responsibilities
- b) Eliminating the need for communication
- c) Defining and understanding each person's role
- d) Focusing on individual goals over team goals

Answer: c) Defining and understanding each person's role

25. In managing conflict, 'empathy' is important because it:

- a) Allows one to ignore the feelings of others
- b) Helps in understanding the perspective of the other party
- c) Is irrelevant in professional settings
- d) Should be avoided to maintain neutrality

Answer: b) Helps in understanding the perspective of the other party

### **Power and Politics in OB**

26. Power in an organizational context can best be described as:

- a) The ability of a person to influence others
- b) The title or position one holds in a company
- c) The financial strength of the organization
- d) The physical strength of an individual

Answer: a) The ability of a person to influence others

27. 'Legitimate power' in an organization is derived from:

- a) A person's position or job title
- b) Personal characteristics or charisma
- c) The ability to provide rewards
- d) The use of threats or punishments

Answer: a) A person's position or job title

28. 'Empowerment' in the workplace refers to:

- a) Delegating all tasks to employees
- b) Giving employees authority and responsibility to make decisions
- c) Reducing the number of employees
- d) Increasing supervision and control

Answer: b) Giving employees authority and responsibility to make decisions

29. 'Referent power' is based on:

- a) The respect and admiration one has for another
- b) Holding a high-ranking position in the organization
- c) Control over financial resources
- d) The ability to impose sanctions

Answer: a) The respect and admiration one has for another

30. 'Coercive power' in an organization involves:

- a) The ability to influence others through personal traits
- b) The use of force or threats to make someone do something
- c) Offering rewards for compliance
- d) Sharing valuable information

Answer: b) The use of force or threats to make someone do something

31. 'Expert power' comes from:

- a) The amount of knowledge or expertise a person has
- b) Being in a high position
- c) The ability to grant promotions
- d) Controlling who enters or leaves the company

Answer: a) The amount of knowledge or expertise a person has

32. 'Informational power' in an organization is:

- a) Limited to the IT department
- b) Based on access to and control over information
- c) Derived from personal connections
- d) The same as legitimate power

Answer: b) Based on access to and control over information

33. In the context of organizational politics, 'networking' is:

- a) Only socializing outside of work
- b) The use of relationships and alliances to achieve goals
- c) Limited to online interactions
- d) Avoiding interaction with colleagues

Answer: b) The use of relationships and alliances to achieve goals

34. 'Political skill' in an organization involves:

- a) Manipulating others for personal gain
- b) The ability to effectively understand others and use this knowledge to influence them
- c) Ignoring the interests of others
- d) Avoiding any form of networking

Answer: b) The ability to effectively understand others and use this knowledge to influence them

35. The use of 'impression management' in organizational politics is:

- a) Displaying genuine personality traits always
- b) The attempt to control the impressions others form of us
- c) Avoiding any personal branding
- d) Forging documents to create a false impression

Answer: b) The attempt to control the impressions others form of us

### **Groups vs. Teams in OB**



36. The primary difference between a 'group' and a 'team' is:

- a) Groups are larger than teams
- b) Teams have specific performance goals, whereas groups may not
- c) Groups have more conflict than teams
- d) Teams are a subset of groups

Answer: b) Teams have specific performance goals, whereas groups may not

37. 'Cross-functional teams' are composed of:

- a) Members from the same department
- b) Members from different departments working together
- c) Only top-level managers
- d) Members who function independently

Answer: b) Members from different departments working together

38. The effectiveness of a team is NOT directly related to:

- a) The size of the team
- b) The diversity of skills among members
- c) The physical location of team members
- d) The ability of members to work collaboratively

Answer: c) The physical location of team members

39. In a team, 'role clarity' refers to:

- a) Understanding the team's overall goal
- b) Each member understanding their specific responsibilities
- c) The leader's role in the team
- d) The Manager's role in the team

Answer: b) Each member understanding their specific responsibilities

40. The concept of 'team cohesion' refers to:

- a) The physical closeness of team members
- b) The level of conflict within a team

- c) The attractiveness of the team to outsiders
- d) The degree to which members are attracted to and motivated to remain part of the team

Answer: d) The degree to which members are attracted to and motivated to remain part of the team

41. A 'self-managed team' is one that:
- a) Requires no supervision or direction from management
  - b) Is managed by an external consultant
  - c) Cannot make its own decisions
  - d) Operates only under strict guidelines

Answer: a) Requires no supervision or direction from management

42. The main purpose of 'virtual teams' is to:
- a) Eliminate the need for meetings
  - b) Allow team members to work across different geographic locations
  - c) Avoid interpersonal conflicts
  - d) Reduce the need for team collaboration

Answer: b) Allow team members to work across different geographic locations

43. 'Social loafing' in a team refers to:
- a) Team members collaborating effectively
  - b) Members exerting less effort when working collectively than when working individually
  - c) Engaging in social activities as a team
  - d) Team members focusing on socializing instead of working

Answer: b) Members exerting less effort when working collectively than when working individually

44. A characteristic of a high-performing team is:
- a) Avoiding conflict at all costs
  - b) Having members with similar skill sets
  - c) A strong focus on individual goals

d) Effective communication and collaboration

Answer: d) Effective communication and collaboration

45. 'Groupthink' in a team can lead to:

a) Enhanced creativity and decision-making

b) Poor decision-making due to a desire for harmony

c) Increased diversity of thought

d) Greater attention to detail

Answer: b) Poor decision-making due to a desire for harmony

### **Dynamics of Informal Groups and Dysfunctions of Groups and Teams**

46. An 'informal group' in an organization is typically:

a) Formed by the management to achieve organizational goals

b) Formed naturally among employees based on common interests

c) Always counterproductive to organizational goals

d) A formal part of the organizational structure

Answer: b) Formed naturally among employees based on common interests

47. A potential dysfunction of a group or team is:

a) Having clear goals

b) High levels of trust among members

c) Lack of accountability

d) Effective communication

Answer: c) Lack of accountability

48. The 'Abilene paradox' in a team setting occurs when:

a) Team members all agree on a course of action that none of them believe in

b) There is a strong leader guiding all decisions

c) Everyone in the team disagrees with each other

d) The team is highly cohesive and efficient

Answer: a) Team members all agree on a course of action that none of them believe in

49. 'Conflict avoidance' in teams can lead to:

- a) Faster decision-making
- b) Stronger team bonding
- c) Missed opportunities for constructive conflict
- d) Higher creativity

Answer: c) Missed opportunities for constructive conflict

50. The benefits of informal groups in organizations include:

- a) Creating unnecessary distractions
- b) Increasing bureaucratic processes
- c) Providing social support and helping in problem-solving
- d) Limiting communication within the organization

Answer: c) Providing social support and helping in problem-solving

51. A sign of team dysfunction is:

- a) Diverse perspectives
- b) Fear of conflict
- c) Regular feedback sessions
- d) A focus on team objectives

Answer: b) Fear of conflict

52. In teams, 'dysfunctional conflict' is characterized by:

- a) Personal, rather than task-related, disagreements
- b) Healthy debates about ideas and strategies
- c) Focused discussions on organizational goals
- d) Constructive criticism aimed at improving performance

Answer: a) Personal, rather than task-related, disagreements

53. One way to address team dysfunction is through:

- a) Ignoring the issues
- b) Punishing the team members
- c) Establishing clear roles and responsibilities
- d) Limiting communication to only necessary information

Answer: c) Establishing clear roles and responsibilities

54. 'Role ambiguity' in a team can lead to:

- a) Decreased stress among team members
- b) Clear decision-making processes
- c) Confusion and potential conflict
- d) Increased efficiency among team members

Answer: c) Confusion and potential conflict

55. In addressing dysfunctions of a team, it is important to:

- a) Focus solely on individual performance
- b) Encourage open communication and trust-building
- c) Decrease the frequency of team meetings
- d) Assign blame to specific team members

Answer: b) Encourage open communication and trust-building

### **Teams in the Modern Workplace**

56. 'Multidisciplinary teams' in the modern workplace are characterized by:

- a) Members from the same discipline or department
- b) Members with varied expertise and backgrounds
- c) Having no specific task or goal
- d) Operating without any leadership

Answer: b) Members with varied expertise and backgrounds

57. The rise of 'telecommuting' has impacted teams by:

- a) Reducing the need for teamwork
- b) Making face-to-face meetings more frequent

- c) Facilitating the formation of virtual teams
- d) Eliminating the need for team collaboration

Answer: c) Facilitating the formation of virtual teams

58. In a modern workplace, 'agile teams' are designed to be:

- a) Highly structured and rigid
- b) Slow in responding to changes
- c) Flexible and responsive to change
- d) Independent of organizational goals

Answer: c) Flexible and responsive to change

59. The use of technology in teams has:

- a) Decreased the pace of work
- b) Limited the scope of communication
- c) Enhanced collaboration and information sharing
- d) Reduced the need for team meetings

Answer: c) Enhanced collaboration and information sharing

60. 'Global teams' face the unique challenge of:

- a) Having too many face-to-face meetings
- b) Dealing with time zone differences and cultural diversity
- c) Being too similar in terms of member backgrounds
- d) Reduced access to technology

Answer: b) Dealing with time zone differences and cultural diversity

61. A 'project team' is typically:

- a) A permanent, ongoing team
- b) Formed for a specific, time-bound task or project
- c) Unrelated to organizational objectives
- d) Comprised of members from a single department

Answer: b) Formed for a specific, time-bound task or project

62. In modern organizations, 'team building activities' are used to:

- a) Increase competition between team members
- b) Isolate team members from each other
- c) Improve team performance and relationships
- d) Focus solely on individual development

Answer: c) Improve team performance and relationships

63. The concept of 'team charter' in a modern workplace is:

- a) A document that outlines the team's objectives, roles, and responsibilities
- b) An agreement to eliminate all forms of team communication
- c) A legal contract binding team members to the company
- d) A plan for team social events

Answer: a) A document that outlines the team's objectives, roles, and responsibilities

64. 'Distributed teams' in a modern work environment are:

- a) Teams that distribute tasks evenly among all members
- b) Teams that are spread across different locations
- c) Teams with distributed leadership
- d) Teams that work in the same physical office space

Answer: b) Teams that are spread across different locations

65. Effective communication in modern teams is often facilitated by:

- a) Relying solely on email communication
- b) Using a variety of collaboration tools and platforms
- c) Limiting meetings to once a month
- d) Avoiding the use of technology

Answer: b) Using a variety of collaboration tools and platforms

66. The trend of 'remote working' has impacted team dynamics by:

- a) Reducing the need for teamwork
- b) Necessitating new approaches to collaboration and communication

- c) Making it easier to build personal connections
- d) Decreasing the diversity in teams

Answer: b) Necessitating new approaches to collaboration and communication

67. In the context of modern work environments, 'cross-cultural teams':

- a) Are less common due to globalization
- b) Face challenges related to differences in cultural norms and communication styles
- c) Are discouraged in international companies
- d) Always lead to conflicts and misunderstandings

Answer: b) Face challenges related to differences in cultural norms and communication styles

68. 'Team norms' in the modern workplace are:

- a) Unwritten rules that are often disregarded
- b) Legally binding regulations
- c) Shared guidelines or standards that influence team behavior
- d) Solely focused on work-related activities

Answer: c) Shared guidelines or standards that influence team behavior

69. The 'flattening of hierarchies' in modern teams often leads to:

- a) Increased bureaucracy
- b) Diminished team autonomy
- c) More collaborative and flexible team structures
- d) Confusion and lack of direction

Answer: c) More collaborative and flexible team structures

70. In modern teams, 'diversity and inclusion' initiatives are important because they:

- a) Limit the range of perspectives and ideas
- b) Foster a more homogeneous team environment
- c) Enhance creativity and problem-solving through varied perspectives
- d) Focus solely on compliance with legal standards

Answer: c) Enhance creativity and problem-solving through varied perspectives



71. The use of 'analytics and data' in managing teams helps in:

- a) Reducing the need for team meetings
- b) Completely eliminating human judgment in decision-making
- c) Making informed decisions based on performance metrics and trends
- d) Focusing solely on quantitative aspects of team performance

Answer: c) Making informed decisions based on performance metrics and trends

72. 'Holacracy' in the context of modern teams is a system that:

- a) Relies on traditional top-down management
- b) Distributes authority and decision-making through self-organizing teams
- c) Eliminates all forms of management
- d) Is only applicable in small startups

Answer: b) Distributes authority and decision-making through self-organizing teams

73. The role of 'team leaders' in modern workplaces has evolved to:

- a) Centralize all decision-making
- b) Serve more as facilitators or coaches rather than traditional managers
- c) Take on all team responsibilities
- d) Minimize direct interaction with team members

Answer: b) Serve more as facilitators or coaches rather than traditional managers

74. 'Innovation teams' in modern organizations are designed to:

- a) Focus on routine and repetitive tasks
- b) Encourage creative thinking and develop new ideas or products
- c) Avoid taking risks
- d) Work independently without collaboration

Answer: b) Encourage creative thinking and develop new ideas or products

75. The impact of 'AI and automation' on teams in the modern workplace includes:

- a) Replacing all human team members

- b) Enhancing efficiency and allowing teams to focus on more strategic tasks
- c) Decreasing the need for skill development
- d) Completely eliminating the need for team collaboration

Answer: b) Enhancing efficiency and allowing teams to focus on more strategic tasks

### **Job Design and Goal Setting for High Performance**

76. Effective job design aims to:

- a) Reduce employee autonomy and decision-making
- b) Create roles that are rigid and inflexible
- c) Align tasks with employee skills and interests
- d) Centralize all decision-making

Answer: c) Align tasks with employee skills and interests

77. 'SMART' goals in the context of high performance are:

- a) Specific, Measurable, Attainable, Relevant, and Time-bound
- b) Simple, Monotonous, Average, Rigid, and Tedious
- c) Short, Measurable, Achievable, Reactive, and Temporary
- d) Specific, Minimal, Abstract, Random, and Theoretical

Answer: a) Specific, Measurable, Attainable, Relevant, and Time-bound

78. Job enrichment involves:

- a) Decreasing the range of tasks for an employee
- b) Adding more administrative tasks to a role
- c) Enhancing a job by adding more meaningful tasks
- d) Paying the employee more for the same tasks

Answer: c) Enhancing a job by adding more meaningful tasks

79. In goal-setting theory, challenging goals lead to higher performance because they:

- a) Reduce the need for supervision
- b) Are easier to achieve

- c) Increase motivation and effort
- d) Focus on quantity over quality

Answer: c) Increase motivation and effort

80. The primary purpose of job rotation is to:

- a) Reduce employee satisfaction
- b) Increase specialization in one specific task
- c) Provide variety and cross-training in different roles
- d) Save costs on training

Answer: c) Provide variety and cross-training in different roles

### **Quality of Work Life**

81. Quality of Work Life (QWL) primarily focuses on:

- a) Increasing the workload to improve efficiency
- b) The well-being and satisfaction of employees in the workplace
- c) Reducing the salaries to cut costs
- d) Enforcing strict management control

Answer: b) The well-being and satisfaction of employees in the workplace

82. A key element of QWL is:

- a) Limited career growth opportunities
- b) Poor work-life balance
- c) Safe and healthy working conditions
- d) High job insecurity

Answer: c) Safe and healthy working conditions

83. Employee participation in decision-making is an aspect of QWL that leads to:

- a) Decreased employee morale
- b) Lowered sense of ownership and motivation
- c) Increased employee engagement and satisfaction
- d) Higher employee turnover

Answer: c) Increased employee engagement and satisfaction

84. Work-life balance initiatives contribute to QWL by:
- a) Encouraging long working hours
  - b) Reducing flexibility in work schedules
  - c) Enhancing employee well-being and productivity
  - d) Focusing solely on work performance

Answer: c) Enhancing employee well-being and productivity

85. A characteristic of poor QWL is:
- a) High levels of job satisfaction
  - b) Strong employee engagement
  - c) Excessive job stress and burnout
  - d) Opportunities for personal and professional growth

Answer: c) Excessive job stress and burnout

### **Socio-Technical Design and High-Performance Work Practices**

86. Socio-technical design in organizations emphasizes:
- a) The technical aspects of work while ignoring the social aspects
  - b) The integration of social and technical aspects of work
  - c) Sole focus on social interactions at the expense of technical efficiency
  - d) Elimination of all social aspects from the workplace

Answer: b) The integration of social and technical aspects of work

87. High-Performance Work Practices (HPWPs) are:
- a) Outdated management practices
  - b) Techniques that enhance employee skills and increase motivation
  - c) Practices that focus only on employee weaknesses
  - d) Standardized work procedures applied universally

Answer: b) Techniques that enhance employee skills and increase motivation

88. An example of HPWPs is:

- a) Micromanagement
- b) Limited training and development opportunities
- c) Comprehensive employee training programs
- d) Discouraging teamwork and collaboration

Answer: c) Comprehensive employee training programs

89. The primary goal of socio-technical systems is to:

- a) Increase employee competition
- b) Optimize the use of technology at the cost of human factors
- c) Improve work processes by considering both social and technical factors
- d) Increase employee competition

Answer: c) Improve work processes by considering both social and technical factors

90. Employee involvement in decision-making is a key feature of:

- a) High-Performance Work Practices
- b) Traditional management practices
- c) Low-quality work life environments
- d) Technocentric work environments

Answer: a) High-Performance Work Practices

### **Behavioral Performance Management**

91. The principle of 'reinforcement' in behavioral performance management suggests that:

- a) Behavior followed by positive consequences is likely to be repeated
- b) Negative behavior should always be ignored
- c) Punishment is the most effective tool for learning
- d) Employees inherently dislike work

Answer: a) Behavior followed by positive consequences is likely to be repeated

92. In the context of behavioral performance management, 'punishment':

- a) Is the most effective way to promote learning
- b) Always leads to better performance
- c) Should be used as the first option
- d) Can suppress undesired behavior but may have negative side effects

Answer: d) Can suppress undesired behavior but may have negative side effects

93. The process of 'behavioral modification' in the workplace involves:

- a) Changing behavior through the use of positive and negative reinforcement
- b) Forcing employees to change their personalities
- c) Only using punishment to change behavior
- d) Ignoring behavioral issues in employees

Answer: a) Changing behavior through the use of positive and negative reinforcement

94. 'Positive reinforcement' in the workplace might include:

- a) Ignoring good performance
- b) Punishing mistakes immediately
- c) Providing bonuses for meeting targets
- d) Withholding praise

Answer: c) Providing bonuses for meeting targets

95. An effective use of 'negative reinforcement' in the workplace is to:

- a) Remove an unpleasant consequence when a desired behavior occurs
- b) Always use punishment when employees make mistakes
- c) Focus only on negative outcomes
- d) Constantly remind employees of potential penalties

Answer: a) Remove an unpleasant consequence when a desired behavior occurs

### **Leadership Theories**

96. 'Transformational leadership' is characterized by leaders who:

- a) Focus solely on maintaining the status quo

- b) Motivate followers to achieve extraordinary outcomes
- c) Avoid taking risks and innovating
- d) Rely on strict rules and regulations

Answer: b) Motivate followers to achieve extraordinary outcomes

97. According to 'transactional leadership' theory, leadership is based on:

- a) An exchange process where performance is rewarded
- b) Changing the vision and mission of the organization
- c) Avoiding any form of reward or punishment
- d) Purely charismatic attributes of the leader

Answer: a) An exchange process where performance is rewarded

98. 'Servant leadership' emphasizes:

- a) The leader's control and power over followers
- b) Serving the needs of others before one's own
- c) Leaders making all key decisions
- d) The pursuit of personal fame and fortune

Answer: b) Serving the needs of others before one's own

99. 'Situational leadership' suggests that:

- a) The same leadership style should be used in all situations
- b) Leaders should adapt their style to the maturity of their followers
- c) Leadership is irrelevant in modern organizations
- d) Leaders should focus solely on task accomplishment

Answer: b) Leaders should adapt their style to the maturity of their followers

100. 'Contingency theory' of leadership proposes that:

- a) There is one best way to lead in all situations
- b) The effectiveness of leadership depends on the situation at hand
- c) Leaders should ignore the context in which they operate
- d) Charisma is the most important trait for leaders

Answer: b) The effectiveness of leadership depends on the situation at hand

## **Styles, Activities, and Skills of Great Leaders**

101. A characteristic of effective leaders is their ability to:

- a) Insist on their own ideas
- b) Communicate vision and inspire followers
- c) Avoid taking responsibility
- d) Focus on short-term goals only

Answer: b) Communicate vision and inspire followers

102. 'Emotional intelligence' in leadership involves:

- a) Ignoring one's own and others' emotions
- b) Understanding and managing emotions effectively
- c) Relying only on logical decision-making
- d) Suppressing emotional expression

Answer: b) Understanding and managing emotions effectively

103. In the context of leadership, 'active listening' is important for:

- a) Reducing the time spent on communication
- b) Gathering diverse viewpoints and building trust
- c) Minimizing feedback from team members
- d) Making quick decisions

Answer: b) Gathering diverse viewpoints and building trust

104. A key skill of great leaders is the ability to:

- a) Avoid change and maintain stability
- b) Micromanage team members
- c) Adapt to different situations and challenges
- d) Focus solely on financial outcomes

Answer: c) Adapt to different situations and challenges

105. 'Visionary leadership' is essential for:



- a) Preserving the status quo
- b) Inspiring a shared vision of the future
- c) Discouraging innovation
- d) Reducing team motivation

Answer: b) Inspiring a shared vision of the future

106. Great leaders often demonstrate 'strategic thinking,' which involves:

- a) Focusing on short-term operational details
- b) Planning and foreseeing the long-term direction and success
- c) Avoiding any form of planning or foresight
- d) Reacting to situations as they occur without planning

Answer: b) Planning and foreseeing the long-term direction and success

107. The ability to 'delegate effectively' is crucial for leaders because it:

- a) Allows them to avoid responsibilities
- b) Helps in developing team members and optimizing resources
- c) Means they have less work to do
- d) Shows a lack of competence in their own abilities

Answer: b) Helps in developing team members and optimizing resources

108. One of the activities of great leaders is to:

- a) Create and sustain a positive organizational culture
- b) Focus solely on personal achievements
- c) Discourage team collaboration
- d) Centralize decision-making

Answer: a) Create and sustain a positive organizational culture

109. Effective leadership skills include the ability to:

- a) Only follow established procedures
- b) Resolve conflicts and handle difficult situations
- c) Ignore team dynamics
- d) Suppress alternative viewpoints

Answer: b) Resolve conflicts and handle difficult situations

110. Great leaders are often skilled in:

- a) Reducing team autonomy
- b) Encouraging diversity of thought and innovation
- c) Promoting uniformity and compliance
- d) Isolating themselves from the team

Answer: b) Encouraging diversity of thought and innovation

111. An important leadership skill is 'time management,' which involves:

- a) Spending time on minor details
- b) Prioritizing tasks and managing time efficiently
- c) Delegating all tasks to avoid personal workload
- d) Ignoring deadlines and schedules

Answer: b) Prioritizing tasks and managing time efficiently

112. 'Resilience' in leadership is shown by:

- a) Never facing challenges or failures
- b) The ability to bounce back from setbacks
- c) Avoiding any form of risk
- d) Maintaining a constant approach regardless of circumstances

Answer: b) The ability to bounce back from setbacks

113. Great leaders often possess the skill of:

- a) Indecisiveness
- b) Inflexibility
- c) Effective decision-making
- d) Disregarding feedback

Answer: c) Effective decision-making

114. A crucial leadership activity is:

- a) Overlooking employee development

- b) Fostering a sense of accountability and ownership among team members
- c) Centralizing all key decisions
- d) Discouraging autonomy and innovation

Answer: b) Fostering a sense of accountability and ownership among team members

115. Leadership that adapts to the evolving needs of the team and organization demonstrates:

- a) Rigidity
- b) Agility and flexibility
- c) A lack of clear direction
- d) Over-reliance on past success

Answer: b) Agility and flexibility

116. In the context of leadership, 'coaching and mentoring' skills are important for:

- a) Reducing the growth opportunities for team members
- b) Developing the skills and potential of team members
- c) Keeping knowledge and expertise to oneself
- d) Maintaining the existing skill set of the team

Answer: b) Developing the skills and potential of team members

117. Great leaders typically display 'ethical leadership,' which involves:

- a) Overlooking ethical considerations for profit
- b) Making decisions based on personal gain
- c) Demonstrating integrity and fairness
- d) Ignoring the impact of actions on stakeholders

Answer: c) Demonstrating integrity and fairness

118. 'Collaborative leadership' style is characterized by:

- a) Avoiding input from team members
- b) Working in isolation
- c) Valuing and seeking input from others
- d) Sole decision-making authority

Answer: c) Valuing and seeking input from others

119. A key characteristic of transformational leaders is their ability to:

- a) Maintain the status quo
- b) Inspire and motivate followers towards a shared vision
- c) Focus solely on transactional tasks
- d) Avoid taking risks

Answer: b) Inspire and motivate followers towards a shared vision

120. Effective leaders often practice 'self-awareness,' which means they:

- a) Focus only on the strengths of their leadership style
- b) Are unaware of their impact on others
- c) Understand their strengths and weaknesses
- d) Disregard personal development

Answer: c) Understand their strengths and weaknesses

121. 'Inspirational motivation' as a leadership skill involves:

- a) Demotivating the team through criticism
- b) Using fear as a motivator
- c) Encouraging and inspiring team members to achieve their best
- d) Setting unattainable goals

Answer: c) Encouraging and inspiring team members to achieve their best

122. A leader who practices 'empathetic leadership' is likely to:

- a) Ignore the emotions and perspectives of others
- b) Understand and share the feelings of their team members
- c) Focus only on task completion
- d) Lack of emotional connection with the team

Answer: b) Understand and share the feelings of their team members

123. One of the activities of great leaders is fostering:

- a) An environment of fear and competition

- b) A culture of continuous learning and development
- c) Stagnation and resistance to change
- d) Dependence on the leader for all decisions

Answer: b) A culture of continuous learning and development

124. 'Authentic leadership' involves:

- a) Presenting a false persona to followers
- b) Being genuine, transparent, and ethical
- c) Hiding true intentions for strategic advantage
- d) Manipulating followers for personal gain

Answer: b) Being genuine, transparent, and ethical

125. 'Adaptive leadership' is crucial in today's environment because it involves:

- a) Sticking to traditional methods regardless of circumstances
- b) The ability to navigate complexity and rapidly changing situations
- c) Avoiding any form of change or adaptation
- d) Relying on past strategies without considering current challenges

Answer: b) The ability to navigate complexity and rapidly changing situations