

MGT502

MOST IMPORTANT 130+ MCQS FOR FINAL TERM PREPARATION

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1) The belief that "discrimination is wrong" is a value statement. Such an opinion is the _____ component of an attitude.

- **cognitive**
- affective
- reactive
- behavioral

2) Leon Festinger would propose that the desire to reduce dissonance would be determined by all of the following EXCEPT _____.

- the importance of the elements creating the dissonance.
- the degree of influence the individual believes he or she has over the elements.
- the rewards that may be involved in dissonance.
- **the extent to which attitudes are widely held by society.**

3) If attitudes and behavior are inconsistent, individuals will most likely _____.

- change their behavior
- change their attitudes
- **change either their attitudes or behavior**
- Do nothing

4) _____ describes a positive feeling about your job resulting from an evaluation of its Characteristics.

- Enlargement
- **Satisfaction**
- Engagement
- Involvement

5) Job _____ measures the degree to which a person identifies psychologically with his or Her job and considers his or her perceived performance level important to self-worth.

- Commitment
- Satisfaction
- **Involvement**
- Organization

6) _____ commitment refers to an employee's obligation to remain with an organization for moral or ethical reasons.

- Affective
- Continuance
- Theoretical

- Normative

7) _____ refers to an individual's involvement with, satisfaction with, and enthusiasm for the work she does.

- Employee engagement
- Normative commitment
- Cognitive support
- Job enrichment

8) People with positive _____ believe in their inner worth and basic competence.

- Locus of control
- Self-monitoring behavior
- Core self-evaluations
- Levels of enrichment

9) Quietly continuing to do your work, even though you're dissatisfied, is an example of _____ response to dissatisfaction.

- Exit
- Voice
- Loyalty
- Neglect

10) Steve is unhappy with his job. He takes every possible vacation and sick day and Sometimes shows up for work late. He is expressing his dissatisfaction with a _____ Response.

- Exit
- Voice
- Loyalty
- Neglect

11) Which of the following is NOT a characteristic of physical ability?

- Stamina
- Strength
- Looks
- Dexterity

12) The relationship between _____ and job performance is likely to be an issue of growing Importance during the next decade.

- Gender
- Marital status
- Age
- Tenure

13) According to your text, which is the most likely explanation for the higher absentee rate For women?

- Women tend to have more illnesses that keep them from work than do men.
- **Traditionally, women have had the responsibility of caring for home and family.**
- Women tend to be less satisfied with their jobs than men and are consequently absent More often.
- Women generally have jobs for which a temporary replacement can be hired so absences Are more permissible.

14) _____ is the learning concept of reinforcing closer and closer approximations to the desired new behavior.

- Modeling
- **Shaping**
- Classical conditioning
- Social learning

15) An example of _____ is when an employee receives a one-week suspension from work And is fined \$200 for stealing company property.

- Penalization
- **Punishment**
- Extinction
- Negative reinforcement

16) For a salesperson who is paid commission, reinforcement occurs on a _____ schedule.

- **Variable-ratio**
- Variable-interval
- Fixed-interval
- Fixed-ratio

17) The application of reinforcement concepts to individuals in the work setting is referred to As _____.

- Classical conditioning
- Self-management
- Reengineering
- **Behavior modification**

18) The four management functions include all of the following EXCEPT _____.

- Controlling
- Planning
- **Staffing**
- Organizing

19) _____ studies behavior as it relates to concerns such as absenteeism, turnover, Productivity, and performance.

- Psychology
- Kinetics
- **Organizational behavior**
- Ergonomics

20) According to the text, the best approach for obtaining knowledge about human behavior is ____.

- Using common sense
- An observational approach
- A theoretical approach
- **A systematic approach**

21) What behavioral science discipline has made the MOST significant contributions to Understanding individual behavior?

- Sociology
- Social psychology
- **Psychology**
- Anthropology

22) ____ has helped us understand differences in fundamental values, attitudes, and Behavior between people in different countries.

- **Anthropology**
- Psychology
- Social psychology
- Political science

23) ____ means that organizations are becoming more heterogeneous in terms of gender, Race, and ethnicity.

- Globalization
- **Workforce diversity**
- Affirmative action
- Organizational culture

24) The ____ assumption assumes that people who are different will want to assimilate.

- **Melting-pot**
- Workplace diversity
- Amoeba
- Homogenization

25) Which of the following groups will NOT increase as a percentage of the workforce?

- Hispanic men and women
- Black women
- **White males**
- Asian men and women

26) A(n) ____ is a situation in which an employee must define right and wrong conduct.

- Problem
- **Ethical dilemma**
- Argument
- Principle

27) Why strong culture is considered as substitute of Formalization?

- A. All of the given**
- B. Strong culture allows core values to be widely shared
- C. Strong culture needs less development of formal rules and Regulations
- D. Strong culture increases behavioral consistency

28) ALL of the following are dysfunctional aspects of culture EXCEPT:

- A. Barriers to Technology
- B. Barriers to Acquisition and Mergers
- C. Barriers to Change
- D. Barriers to Diversity**

29) When a group of workers report to their supervisor, this kind of Authority is known as _____

- A. Staff Authority
- B. Functional Authority
- C. Line Authority**
- D. one of given

30. In city hotel, housekeeping staff is not only responsible for cleaning Rooms, vacuuming and making beds, but also replacing burned out bulbs And restocking of mini bars. Which of the following work redesign Option described above?

- A. Job Sharing
- B. Job Rotation
- C. Job Enlargement**
- 3) Job Enrichment

31. In Performance Appraisal, we DO NOT evaluate:

- A. Traits**
- B. Behaviors
- C. Individual task outcomes
- D. Individual goals

32. Increasing the number of tasks, and variety of tasks with no change in Authority level of employee are characteristics of which work redesign Option?

- A. Job Enrichment

B. None of given

C. Job Rotation

D. Job Enlargement

33. What is meant by the term “appraisal”?

A. A system to determine employees’ wages and salaries

B. A system to describe employees’ job description

C. A system to evaluate employees performance over a given time Period

D. A system to improve employees’ performance

34. An employee in administrative department spent first two days in Customer dealing and enquiries, next two days in handling reception Area, and entered data for last day of the week. Which of the following Work redesign option describes the above situation?

A. Job Rotation

B. Job Enrichment

C. Job Sharing

D. Job Enlargement

35. Which of the following is considered as an outcome to job analysis?

A. Job enrichment

B. Job rotation

C. Job enlargement

E. Job specification

36. The matrix structure combines which two forms of departmentalization?

A. Functional and product

B. Process and functional

C. Product and process

D. Customer and product

37. Which one of the following is consistent with a simple structure?

A. High centralization

B. Standardization

C. Bureaucracy

D. High employee discretion

38. Which work redesign option is characterized as vertical expansion of Tasks, skill variety, Autonomy and feed back?

A. None of given

B. Job Enlargement

C. Job Enrichment

D. Job Rotation

39. Total quality management and socio-technical theory are main Instruments for _____ in organizations.

A. Revolutionary change

B. Incremental change

E. Evolutionary change

F. Radical change

40. Which of the following is an accurate definition of recruitment?

A. Technique for reducing the labor supply within an organization

B. Process by which companies fill the need to find new employees

C. Document that explain duties and responsibilities of employees

D. All of the given

41. The culture in any organization where the core values are widely shared and intensively held is known as:

A. Dominant culture

B. Subculture

C. Strong Culture

D. None of the Given

42. Which of the following is an attribute of employee's performance?

A. Motivation

B. Opportunity

C. All of the given

D. Ability

43. Performance evaluations are used to _____.

A. Promote organizational products

B. Define departmental structure

C. Improve group cohesiveness

D. Validate task completion by employees

44. Which of the following does not represent the option for work redesign?

A. Job Sharing

B. Job Enlargement

C. Job Rotation

D. Job Enrichment

44. A bureaucracy is characterized by all of the following EXCEPT:

- A. Formalized rules and regulations
- B. Decentralized decision making**
- C. Highly routine operating tasks
- D. Specialization tasks

45. Which one of the following form is used to transmit culture to Employees through repetitive sequence of activities, expressing and Reinforcing the key organizational values?

- A. Stories
- B. Language
- C. Material Symbols
- D. Ritual**

46. Which of the following is most likely to result from a strong Organizational culture?

- A. Low employee satisfaction
- B. High absenteeism
- C. High employee turnover
- D. Low employee turnover**

47. How an individual can distinguish the indicator of a strong Organizational culture?

- A. High levels of dissention
- B. Widely shared values**
- C. Weak managers
- D. Narrowly defined roles**

48. Mr. Shoaib is newly appointed as "Manager HR". He has been given Additional responsibility to act as catalyst and manage change activities In organization. Apart from "Manager HR", he is acting as:

- A. Strategic partner
- B. Change agent**
- C. OD practitioner
- D. Supervisor

49. Which of the following is a structure characterized by extensive Departmentalization, high formalization, a limited information network, and centralization?

- A. All of the given
- B. Simple model
- C. Mechanistic model**
- D. Organic model

50. The management of Z&H Corporation is redesigning its processes to create value and get rid from operations that are obsolete now. What is Z&H doing?

- A. Merger
- B. Rightsizing
- C. Downsizing
- D. Reengineering**

51. ALL the following forces act as stimulants to external change EXCEPT:

Select the correct option

- A. World politics
- B. Working climate**
- E. Social trends
- F. Technology

52. Stabilizing a change intervention by balancing the driving and Restraining forces refers to:

- A. None of the given
- B. Unfreezing
- C. Refreezing**
- D. Movement

53. The ultimate source of an organization's culture is :

- A. Middle management of the organization
- B. The country in which organization operates
- C. The organization's founders**
- D. The belief systems of it employee

54. Which of the following structure violates the unity of command Concept?

- A. Mechanistic structure
- B. Bureaucratic structure
- C. Matrix structure**
- D. Simple structure

55. All of the following are disadvantages of outsider change agent EXCEPT:

- A. Offers more objective perspective**
- B. Insufficient employee support
- C. Inadequate understanding of organizational culture
- D. Insufficient information regarding operating procedures

56. Mr. Shoaib has been moved from the position of "Manager Administration" to "Manager Finance". Both positions are in similar Salary range and same level in organizational hierarchy. It is an example Of which of the following type of career paths:

- A. Dual career path
- B. Traditional career path
- C. Network career path
- D. Lateral skill path**

57. Changes are made to overcome the pressures inserted by both individual Resistance and group conformity, is known as:

- A. Unfreezing**
- B. Movement
- C. Process reengineering
- D. Refreezing

58. The values which are accepted throughout the organization are called _____.

- A. Threshold values
- B. Terminal values
- C. Instrumental values
- D. Core values**

59. Which of the following is considered as an outcome to job analysis?

- A. Job evaluation**
- B. Job rotation
- C. Job enlargement
- D. Job enrichment

60. Performance evaluations are used as a mechanism for all of the Following EXCEPT _____.

- A. Defining job specifications
- B. Compensating employee performance
- C. Identifying training and development needs
- D. Initiating corporate social responsibility**

61. Effective Career Development has ALL of the following phases EXCEPT:

- A. The Direction phase**
- B. The Assessment phase
- E. The Development phase
- F. The Exploration phase

62. When an organization introduces step by step small routine changes then It is called:

- A. Radical change
- B. Anticipatory change
- C. Reactive change

E. Incremental change

63. In which of the following work scheduling option two individuals work part-time to complete the work of one person in a single full-time job?

A. Job Sharing

- B. Telecommuting
- C. None of the given
- D. Flextime

64. A document that describes the duties and responsibilities of a job, Reporting relationship, tools and techniques adopted is known as:

- A. Job Analysis
- B. Job Summary

C. Job Description

- D. Job Specification

65. In which of the following career stage; an individual gets his first job, Gets accepted by his peers, learns in this job, and also gains the first Tangible evidence of success or failure?

- A. Growth stage
- B. Maintenance stage
- C. Establishment stage**
- D. Exploration stage

66. The degree to which the tasks are subdivided into separate job is the major characteristic of which element of organizational structure?

- A. Centralization
- B. Work Specialization**
- C. Decentralization
- D. Formalization

67. reduction in the rank, status, or position of an employee is known as:

- A. Attrition
- B. Demotion**
- C. Firing
- D. Layoff

68. A document that mentions the required knowledge, skills and abilities to perform a job is known as:

A. Job Specification

- B. Job Summary
- C. Job Description
- D. Job Analysis

69. Which of the following attribute determines stable environment?

- A. High rate of change
- B. All of the given
- C. Rapid change
- D. Predictable change**

70. Which of the following structure suits to those organizations who adopt Innovation strategy?

- A. Organic Structure**
- B. Mechanistic and Organic Mix
- C. None of given
- D. Mechanistic Structure

71. A new committee within your university has been established that brings together specialists from all different departments to develop a new interdisciplinary program. The structure probably best meets the definition of which of the following?

- A. Virtual structure
- B. Matrix structure**
- C. Boundary less structure
- D. Expert structure

72. Which of the following has proven to be a particularly good predictor For jobs that require cognitive complexity?

- A. Intelligence tests
- B. Integrity evaluations
- E. Work sampling
- F. Aptitude tests**

73. The sunshine company is reducing its size by selling off and closing Down its units and product lines to increase profitability. What is Company doing?

- A. Rightsizing
- B. Reengineering
- C. Downsizing**
- E. Acquisition

74. Which of the following type of structure would best suit the organization That strives for cost minimization?

- A. Mechanistic**
- B. Organic
- C. Bureaucracy
- E. Matrix

75. Which of the following situation determine dynamic environment?

- A. Less need to decentralize
- B. High rate of change**
- C. Predictable change
- D. Steady conditions

76. Which of the following is the strength of the matrix structure?

- A. Simply demonstrates tasks
- B. Establish unity of command
- C. Adherence to chain of command
- D. Facilitates coordination**

77. Which of the following is the key component underlying bureaucracy?

- A. Dual lines of authority
- B. Wide span of control
- C. Flexibility
- D. Standardization**

78. The number of subordinates that a manager can effectively and Efficiently direct is known as:

- A. Authority
- B. Work specialization
- C. Span of control**
- D. Chain of command

79. _____ is a career path type, in which technical specialists and professionals are hired and allowed to contribute their expertise to The company without having any managerial ambitions.

- A. Network career path**
- B. Lateral skill path
- C. Traditional career path
- D. Dual career path

80. In city hotel, housekeeping staff is not only responsible for cleaning Rooms, vacuuming and making beds, but also replacing burned out bulbs And restocking of mini bars. Which of the following work redesign Option described above?

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- E. Job Enrichment**
- F. Job Enlargement

82. After failure in the market, the top management of SOFTRINIX decided To change the size, structure and functioning of the organization to achieve its Objectives. It is an example of:

- A. Planned change
- B. Evolutionary change
- C. **Radical change**
- D. Strategic change

83. Which of the following is NOT a step in Kurt Lewin's three-step model for change?

- A. Freezing
- B. Unfreezing
- C. **Process evaluation**
- D. Movement

84. If an organization's culture is _____, the management needs to be Less concerned about the development of formal rules and regulations to Guide employee behavior.

- A. Weaker
- B. Supportive
- C. Cooperative
- E. **Stronger**

85. A process that collects and illustrates aspects of job and identifies the skills required to perform the job is:

- A. Job Evaluation
- B. **Job Analysis**
- C. Job Description
- D. Job Design

86. Which of the following is NOT considered as a driving force of internal Change?

- A. **Societal pressures**
- B. Organizational crisis
- C. Working environment
- D. Declining effectiveness

87. Who developed a three-step model for change that included unfreezing, Movement, and refreezing?

- A. David McClelland
- B. **Kurt Lewin**
- C. John Kotter
- D. Douglas Surbe

88. ABC Company always adopts latest technology and cutting edge Equipment's to stay ahead in competition in the market. It is an example Of which of the following type of change:

- A. Revolutionary change
- B. **Anticipatory change**
- C. Reactive change
- D. Radical change

89. Which of the following is NOT a work redesign option?

- A. Job enrichment
- B. Job rotation
- C. **Job formalization**
- D. Job enlargement

90. Culture is most likely to be a liability when:

- A. Countercultures are integrated into the dominant cultures
- B. **The organization's environment is dynamic**
- C. The organization's management is ineffectual
- D. It increases the consistency of behavior

91. The change which is unforeseen and a result of an unanticipated event or A response to some outside influence, refers to:

- A. Planned change
- B. **Unplanned change**
- C. Strategic change
- D. Evolutionary change

92. Which one of the following problems is most likely to occur in a matrix Structure?

- A. Decreased response to environmental change
- B. Loss of economies of scale
- C. **Employees receiving conflicting directives**
- D. Decreased employee motivation

93. AMA Corporation is going to obtain the ownership and possession of another company to enhance its business volume. This process is termed as:

- A. Downsizing
- B. Reengineering
- C. **Acquisition**
- D. Rightsizing

94. Which of the following is a method for collecting information for job analysis?

- A. Participant's log
- B. All of the given**
- C. Interview
- D. Observation

95. Which of the following is NOT a function of Organizational Culture?

- A. Organizational commitment**
- B. Collective commitment
- C. Organizational Identity
- D. Sense-making device

96. Which of the following statement defines individual-organizational fit?

- A. Attitudes and behaviors of employee or applicant are Compatible to organization**
- B. None of the given
- C. Employee has high work proficiency with strong educational Background
- D. stage when new employee adjusts to job workgroup and Organization

97. HRM refers to which of the following activities?

- A. Appraising performance
- B. All of the given**
- C. Conducting job analysis
- D. Orienting new employees

98. The major objective of planned change in the organizations is _____.

- A. Changing attitudes of individuals and groups in organization
- B. Changing behaviors of individuals and groups in organization
- C. All of the given**
- D. Changing values of individuals and groups in organization

99. Which of the following term is part of the definition of a strong culture?

- A. Narrowly shared value
- B. Weakly held values
- C. Deeply held values**
- D. Low behavioral controls

100. Strong organizational culture put considerable pressure on employees For conformity and limits the range of values. In such a way strong Culture is a liability as:

A. Barrier to diversity

B. Barrier to acquisition and merger

C. Barrier to change

D. None of the given

101. Which of the following is not a work scheduling option?

A. Job Rotation

B. Job Sharing

C. Flextime

D. Telecommuting

102. What role HRM can play for organization's betterment?

A. Experiencing high turnover

B. Recruiting best pool of candidates

C. All of the given

D. Hiring the wrong person for the job

103. A summary of a person's personal development needs and an action plan to achieve them is called;

A. Performance appraisal system

B. Specialized development plan

C. Personal development plans

D. Occupation development plan

104. HRM impacts employees in which of the following manner?

A. All of the given

B. Ensuring fair treatment with them

C. Advertising the product through print media

D. Enhancing the market share of organization

105. Which of the following is NOT a step in the negotiation?

A. Evaluate personality traits

B. Define the goal

C. Record the fact

D. Identify the problem

106. Activities that influence the distribution of advantages and Disadvantages within an organization are known as:

- A. Influential power moves
- B. Political behaviors**
- C. Interactive initiatives
- D. Human resources

107. A threatened strike action by a labor union to force the management to Accept their demands is an example of which of the following power?

- A. Legitimate power
- B. Reward power
- C. Coercive power**
- D. Referent power

108. If you support the idea that conflict should be eliminated, you are Supporting which of the following views of conflict?

- A. The interactionist view
- B. The positivistic view
- C. The human relations view
- D. The traditional view**

109. People like to buy things which their celebrities use; this is the example Of _____

- A. Legitimate power
- B. Referent power**
- C. Coercive power
- D. Expert power

110. All are necessary to create or increase dependency Except:

- A. Non substitutability of resources
- B. Control over important resources
- C. Alternates available**
- D. Scarcity of resources

111. What does consensus refer to in attribution theory?

- A. Different people respond the same way in the same situation
- B. There is general agreement about a perception**
- C. All people behave precisely the same way in certain situations
- D. Different people perceive a situation in the same way

112. Which of the following tactics involves an individual in the decision-making process?

- A. Exchange
- B. Pressure
- C. Ingratiation
- D. Inspirational appeals

113. The unbroken line of authority that extends from the top of the organization to the lowest level and clarifies who reports to whom is termed as:

- A. Web of authority
- B. Chain of command
- C. Unity of command
- D. Span of control

114. An impartial third party, skilled in conflict handling and attempts to facilitate creative problem solving through communication and analysis is known as:

- A. Consultant
- B. Arbitrator
- C. Conciliator
- D. Mediator

115. Omega Electronics Company decides to establish southern, Midwestern, Western, and eastern zones of operation. Based on this expansion, the Organization is doing which of the following type of Departmentalization?

- A. Matrix
- B. Customer
- C. Geography
- D. Regional

116. Which of the following is one of the most popular ways to group activities?

- A. Product
- B. Geography
- C. Function
- D. Process

117. Which of the following can be defined as a loss in performance due to Low leader expectations?

- A. Halo effect
- B. Marshal effect
- C. Golem effect
- D. Galatea effect

118. Adil wants to get credit from the bank but bank can not approve credit to Him because of past slow pay record. The bank manager and Adil meet and agree on a win-win solution that meets the need of both parties by involving a guarantee that will ensure payment if not made with in Prescribed period. This is an example of

- A. Accommodating intention
- B. Distributive negotiation
- C. Integrative negotiation**
- D. Compromising intention

119. Path goal theory of leadership is developed by:

- A. None of above
- B. Vroom and Yetton
- C. Henry Fayola
- D. Robert House**

120. Mr. Zaib is leading a Software development team. He always consults with his team members and uses their suggestions before taking any Decision. This example depicts that Mr. Zaib is a:

- A. Supportive leader
- B. Achievement-Oriented leader
- C. Directive leader
- D. Participative leader**

121. The consequence of Referent and Expert power is _____

- A. Compliance
- B. Commitment**
- C. None of above
- D. Resistance

122. The belief that "violence is wrong" is an evaluative statement. Such an Opinion constitutes which of the following component of an attitude.

- A. Cognitive**
- B. Behavioral
- C. Reflective
- D. Affective

123. Which of the following is the most likely outcome of avoiding a conflict?

- A. Resentment will be build
- B. I win – You lose
- C. I win – You win
- D. Issue will be resurfaced in another show**

124. Which of the following is NOT true for charismatic leaders?

- A. They are willing to take high personal risk
- B. They have a vision and the ability to articulate the vision
- C. They have behavior that is unconventional
- D. They show consistency with their followers' behaviors**

125. All of the following are people factors that's contributes to the Development of the conflict EXCEPT:

- A. Needs and wants
- B. Management Culture**
- C. Self-Concept
- D. Past experience

126. Hafeez is 50 years old, extremely wealthy and works because he enjoys it. Which of the following do you think would motivate Hafeez the most?

- A. Greater discretion over his job
- B. More vacation time
- C. A greater sense of inner peace**
- D. A high amount of remuneration

127. Which of the following is NOT a conflict resolution technique?

- A. Generating additional resources**
- B. Appointing a devil's advocate
- C. Avoiding the conflict
- D. Exercising authoritative command

128. Which of the following sources of power is identical to the authority?

- A. Expert power
- B. Referent power
- C. Information power
- D. Legitimate power**

129. The mental and physical capability to perform various tasks is called:

- A. Ability**
- B. Perception
- C. Motivation
- D. Attitude

130. A neutral third party who facilitates a negotiated solution by using reasoning , persuasion and suggestion for alternatives is_____

- A. Mediator

- B. BATNA
- C. Arbitrator
- D. Conciliator**

131. Reactive and protective behaviors designed to avoid action, blame, or Change are termed as:

- A. Defensive behaviors**
- B. Political behaviors
- C. Impression management
- D. Protectionism

132. The tussle between manager finance and manager production due to not Giving approval of some unnecessary expenditures is an example of Which of the following conflict?

- A. Line staff conflict
- B. Diagonal conflict
- C. Vertical conflict**
- D. Horizontal conflict

133. In leader-follower dyad the individuals who belong to out-group have:

- A. None of the given
- B. Moderate quality relation
- C. Low quality relation**
- D. High quality relation

134. The influence due to some special skills and/or knowledge is referred as:

- B. Informative power
- C. Charismatic Power
- D. Expert Power**

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