

50. According to the contingency theory, the most effective leadership style depends on:

- a) The leader's personality
- b) The leader's experience
- c) The situation and the characteristics of the followers
- d) The organization's culture

Answer: c) The situation and the characteristics of the followers

51. Which level of organizational behavior focuses on the interactions between different groups within an organization?

- a) Micro
- b) Meso
- c) Macro
- d) Mega

Answer: b) Meso

52. According to Vroom's Expectancy Theory, motivation is influenced by which three factors?

- a) Expectancy, instrumentality, valence
- b) Needs, desires, rewards
- c) Achievement, affiliation, power
- d) Autonomy, competence, relatedness

Answer: a) Expectancy, instrumentality, valence

53. What does the "A" stand for in the SMART goal-setting framework?

- a) Attainable
- b) Ambitious
- c) Actionable
- d) Accountable

Answer: a) Attainable

54. Which communication channel involves the exchange of information through gestures, facial expressions, and body language?

- a) Nonverbal communication
- b) Verbal communication
- c) Formal communication
- d) Informal communication

Answer: a) Nonverbal communication

55. Which stage of group development is characterized by establishing rules and norms for behavior?

- a) Forming
- b) Storming
- c) Norming
- d) Performing

Answer: c) Norming

56. What is the term for a communication barrier caused by individuals' preconceived notions and generalizations about others?

- a) Stereotyping
- b) Perception bias
- c) Semantics
- d) Cross-cultural communication

Answer: a) Stereotyping

57. Which leadership style involves providing support and encouragement to empower employees?

- a) Democratic leadership
- b) Autocratic leadership
- c) Transformational leadership
- d) Laissez-faire leadership

Answer: c) Transformational leadership

58. In the context of communication, what does the acronym "S" in the S.T.A.R. model represent?

- a) Specific
- b) Simple
- c) Sensitive
- d) Short

Answer: a) Specific

59. Which motivation theory proposes that individuals are motivated by a sense of fairness and justice?

- a) Expectancy Theory
- b) Equity Theory
- c) Two-Factor Theory
- d) Goal-Setting Theory

Answer: b) Equity Theory

60. What is the term for the tendency of individuals to work harder and perform better when they are being observed?

- a) Social loafing
- b) Groupthink
- c) Synergy
- d) The Hawthorne effect

Answer: d) The Hawthorne effect

61. Which conflict management style involves yielding to the other party's desires and wishes?

- a) Accommodating
- b) Collaborating
- c) Avoiding
- d) Competing

Answer: a) Accommodating

62. What is the term for a deep emotional bond and sense of commitment among team members?

- a) Cohesion
- b) Commitment
- c) Synergy
- d) Harmony

Answer: a) Cohesion

63. Which type of power is based on an individual's ability to reward or punish others?

- a) Legitimate power
- b) Referent power
- c) Coercive power
- d) Expert power

Answer: c) Coercive power

64. According to Herzberg's Two-Factor Theory, which factors are considered "hygiene factors" that can lead to job dissatisfaction if inadequate?

- a) Achievement and recognition
- b) Responsibility and growth
- c) Salary and job security
- d) Advancement and job challenge

Answer: c) Salary and job security

65. The process of using praise or rewards to increase the frequency of desired behaviors is known as:

- a) Punishment
- b) Extinction
- c) Reinforcement
- d) Shaping

Answer: c) Reinforcement

66. Which type of organizational structure allows employees to report to multiple supervisors?

- a) Matrix structure
- b) Functional structure
- c) Divisional structure
- d) Hierarchical structure

Answer: a) Matrix structure

67. The Hawthorne Studies, conducted by Elton Mayo, contributed to the understanding of:

- a) Leadership styles
- b) Employee motivation
- c) Job analysis
- d) Organizational culture

Answer: b) Employee motivation

68. Which communication channel involves the use of technology to exchange information and messages?

- a) Downward communication
- b) Upward communication
- c) Lateral communication
- d) Electronic communication

Answer: d) Electronic communication

69. What is the term for the tendency of individuals to favor information that confirms their preexisting beliefs?

- a) Stereotyping
- b) Halo effect
- c) Confirmation bias
- d) Attribution bias

Answer: c) Confirmation bias

70. Which decision-making model involves making decisions based on past experience and intuition?

- a) Satisficing model
- b) Intuitive model
- c) Bounded rationality model
- d) Rational decision-making model

Answer: b) Intuitive model

71. Which stage of the change process involves consolidating and stabilizing the changes made within the organization?

- a) Unfreezing
- b) Changing
- c) Refreezing
- d) Adapting

Answer: c) Refreezing

72. What is the term for a shared set of beliefs, values, and assumptions that shape an organization's behavior?

- a) Organizational structure
- b) Organizational development
- c) Organizational culture
- d) Organizational strategy

Answer: c) Organizational culture

73. Which leadership theory suggests that effective leaders adapt their behavior to suit the situation and the needs of their followers?

- a) Situational leadership theory
- b) Contingency theory
- c) Trait theory
- d) Transactional leadership theory

Answer: a) Situational leadership theory

74. Which type of power is based on an individual's knowledge, skills, and expertise?

- a) Legitimate power
- b) Referent power
- c) Coercive power
- d) Expert power

Answer: d) Expert power

75. What is the term for a set of systematic, planned activities designed to improve an organization's effectiveness?

- a) Organizational behavior
- b) Organizational development
- c) Organizational culture
- d) Organizational strategy

Answer: b) Organizational development

76. Which level of organizational behavior focuses on the organization as a whole and its relationship with the external environment?

- a) Micro
- b) Meso
- c) Macro
- d) Mega

Answer: c) Macro

77. According to equity theory, individuals are motivated when they perceive that their:

- a) Efforts are equal to their rewards
- b) Efforts are greater than their rewards
- c) Efforts are lower than their rewards
- d) Efforts are equal to others' rewards

Answer: a) Efforts are equal to their rewards

78. What does the "R" stand for in the SMART goal-setting framework?

- a) Relevant
- b) Rewarding
- c) Resilient
- d) Resourceful

Answer: a) Relevant

79. Which communication channel involves the use of written or printed materials to convey information?

- a) Nonverbal communication
- b) Verbal communication
- c) Formal communication
- d) Informal communication

Answer: c) Formal communication

80. Which stage of group development is characterized by high levels of task orientation and productivity?

- a) Forming
- b) Storming
- c) Norming
- d) Performing

Answer: d) Performing

81. What is the term for a communication barrier caused by the differences in language and cultural backgrounds of individuals?

- a) Stereotyping
- b) Perception bias
- c) Semantics
- d) Cross-cultural communication

Answer: d) Cross-cultural communication

82. Which leadership style involves seeking input from team members and making decisions collectively?

- a) Democratic leadership
- b) Autocratic leadership
- c) Transformational leadership
- d) Laissez-faire leadership

Answer: a) Democratic leadership

83. In the context of

communication, what does the acronym "T" in the S.T.A.R. model represent?

- a) Time
- b) Technology
- c) Truthfulness
- d) Tone

Answer: d) Tone

84. Which motivation theory proposes that individuals are motivated by internal factors such as personal growth and achievement?

- a) Expectancy Theory
- b) Maslow's Hierarchy of Needs
- c) Two-Factor Theory
- d) Self-Determination Theory

Answer: d) Self-Determination Theory

85. What is the term for the tendency of individuals to conform to group decisions to avoid conflict?

- a) Social loafing
- b) Groupthink
- c) Synergy
- d) Collaboration bias

Answer: b) Groupthink

86. Which conflict management style involves forcing one's own viewpoint on the other party?

- a) Accommodating
- b) Collaborating
- c) Avoiding
- d) Competing

Answer: d) Competing

87. What is the term for the process of adjusting one's behavior to align with group norms and expectations?

- a) Conformity
- b) Commitment
- c) Cohesion
- d) Collaboration

Answer: a) Conformity

88. Which type of power is based on an individual's attractiveness and charisma?

- a) Legitimate power
- b) Referent power
- c) Coercive power
- d) Expert power

Answer: b) Referent power

89. According to Herzberg's Two-Factor Theory, which factors are considered "motivators" that lead to job satisfaction?

- a) Salary and job security
- b) Working conditions and benefits
- c) Achievement and recognition
- d) Job stability and advancement

Answer: c) Achievement and recognition

90. The process of providing feedback and reinforcement to improve employee performance is known as:

- a) Coaching
- b) Disciplining
- c) Micromanaging
- d) Delegating

Answer: a) Coaching

91. Which type of organizational structure groups employees based on their areas of expertise or functions?

- a) Matrix structure
- b) Functional structure
- c) Divisional structure
- d) Hierarchical structure

Answer: b) Functional structure

92. The concept of the "self-fulfilling prophecy" suggests that:

- a) People tend to conform to group norms
- b) Expectations influence behavior and outcomes

- c) Diversity leads to enhanced creativity
- d) Leaders should adopt a transformational style

Answer: b) Expectations influence behavior and outcomes

93. Which stage of the change process involves preparing employees for the upcoming changes?

- a) Unfreezing
- b) Changing
- c) Refreezing
- d) Adapting

Answer: a) Unfreezing

94. What is the term for a formal system of tasks, roles, and reporting relationships within an organization?

- a) Organizational culture
- b) Organizational structure
- c) Organizational development
- d) Organizational strategy

Answer: b) Organizational structure

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Answer: a) Expectancy, instrumentality, valence

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Answer: a) Attainable

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Answer: a) Nonverbal communication

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- d) Performing

Answer: c) Norming