

SEM – 6 INDUSTRIAL PSYCHOLOGY

Unit 1 : Theories of Motivation

Sr. No.	Questions	Options
1	----- is generally defined as an internal state that induces a person to engage in particular behaviors.	a) Job Satisfaction b) Motivation c) Performance appraisal d) Life Satisfaction
2.	-----_refers to the choice of specific behaviors from a large number of possible behaviors.	a) Intensity b) Direction c) Motivation d) Persistence
3.	-----refers to the amount of effort a person expends at doing a task.	a) Intensity b) Direction c) Motivation d) Persistence
4.	_-----refers to the continuing engagement in a behavior over time.	a) Intensity b) Direction c) Motivation d) Persistence
5.	_-----_classifies all human needs into a small number of categories, and it presumes that people's behavior is directed toward fulfilling their needs.	a) Self-efficacy theory b) Two Factor Theory c) Reinforcement theory d) Need hierarchy theory
6.	_-----_views behavior as the result of rewards or reinforcements.	a) Self-efficacy theory b) Two Factor Theory c) Reinforcement theory d) Need hierarchy theory
7.	_-----various aspects of work address one of two categories of need.	a) Self-efficacy theory

		<ul style="list-style-type: none"> b) Two Factor Theory c) Reinforcement theory d) Need hierarchy theory
8	-----is concerned with how people's beliefs about their own capabilities can affect their behavior.	<ul style="list-style-type: none"> a) Self-efficacy theory b) Two Factor Theory c) Reinforcement theory d) Need hierarchy theory
9	_-----_are quite different from the other theories in that they are concerned with people's values rather than needs, beliefs, or reinforcements	<ul style="list-style-type: none"> a) Action theory b) Cognitive control theory c) Goal-setting theory d) Justice theories
10	_-----_explains how people's goals and intentions can result in behavior.	<ul style="list-style-type: none"> a) Action theory b) Cognitive control theory c) Goal-setting theory d) Justice theories
11	_-----_ is also concerned with goals but focuses attention on feedback toward goal attainment.	<ul style="list-style-type: none"> a) Action theory b) Cognitive control theory c) Goal-setting theory d) Justice theories
12	-----was developed in Germany to explain volitional (self-motivated and voluntary) behavior at work.	<ul style="list-style-type: none"> a) Action theory b) Cognitive control theory c) Goal-setting theory d) Justice theories
13	Which need includes the physical necessities for survival, such as air, food, and water.	<ul style="list-style-type: none"> a) Love needs b) Physiological needs c) Esteem needs d) Need for security and shelter

14	Which need consists of safety needs, those things that protect us from danger?	<ul style="list-style-type: none"> a) Love needs b) Physiological needs c) Esteem needs d) Need for security and shelter
15	Which need include the need for affection, and affiliation with Others?	<ul style="list-style-type: none"> a) Love needs b) Physiological needs c) Esteem needs d) Need for security and shelter
16	Which need involve self-respect and the respect of Others?	<ul style="list-style-type: none"> a) Love needs b) Physiological needs c) Esteem needs d) Need for security and shelter
17	Which need refers to fulfilling personal life goals and reaching one's potential?	<ul style="list-style-type: none"> a) Physiological needs b) Esteem needs c) Self-actualization d) Need for security and shelter
18	Rewards can be effective in enhancing _____.	<ul style="list-style-type: none"> a) Motivation b) Job performance c) Job Satisfaction d) Performance appraisal
19	----- = Expectancy × (Valences × Instrumentalities)	<ul style="list-style-type: none"> a) Job b) Force c) Appraisal d) Probability

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20	_-----_is the subjective probability that a person has about his or her ability to perform a behavior.	<ul style="list-style-type: none"> a) Inequity b) Instrumentality c) Expectancy d) Valence
21	-----_is the value of an outcome or reward to a person. It is the extent to which a person wants or desires something.	<ul style="list-style-type: none"> a) Inequity b) Instrumentality c) Expectancy d) Valence
22	-----_is the subjective probability that a given behavior will result in a particular reward.	<ul style="list-style-type: none"> a) Inequity b) Instrumentality c) Expectancy d) Valence
23	A term in which people's beliefs about their own capabilities lead them to perform better, as in a self-fulfilling prophecy	<ul style="list-style-type: none"> a) Outcomes b) Valence c) Inequity d) Galatea effect
24	What is specifically compared are ratios of outcomes to inputs?	<ul style="list-style-type: none"> a) Outcomes b) Valence c) Inequity d) Galatea effect
25	----- are the rewards or everything of personal value that an employee gets from working for an organization,	<ul style="list-style-type: none"> a) Outcomes b) Valence c) Inequity d) Galatea effect

Unit 2 : Feelings About Work: Job Attitudes and Emotions

Sr. No	Questions	Options
1	_____ is an attitudinal variable that reflects how people feel about their jobs overall, as well as various aspects of the jobs.	a) Collectivism b) Masculinity c) Job satisfaction d) Individualism
2	_____ is the extent to which people see themselves as autonomous and focus on their own interests and needs rather than those of others.	a) Collectivism b) Masculinity c) Job satisfaction d) Individualism
3	_____ is the opposite, where people see themselves as interconnected to others with a focus on the groups to which they belong	a) Collectivism b) Masculinity c) Job satisfaction d) Individualism
4	_____ reflects the extent to which organizations focus on achievement and job performance as opposed to the health and well-being of employees.	a) Collectivism b) Masculinity c) Job satisfaction d) Individualism
5	_____ is the tolerance people have for power and status differences among levels of an organization and society.	a) Minnesota Satisfaction Questionnaire (MSQ) b) Uncertainty avoidance c) Job Descriptive Index (JDI) d) Power distance
6	_____ reflects the level of comfort in situations that are unpredictable.	a) Minnesota Satisfaction Questionnaire (MSQ) b) Uncertainty avoidance c) Job Descriptive Index (JDI) d) Power distance
7	This scale assesses five facets: Work Pay Promotion opportunities Supervision Coworkers	a) Minnesota Satisfaction Questionnaire (MSQ) b) Uncertainty avoidance c) Job Descriptive Index (JDI) d) Power distance
8	This scale comes in two forms, a 100-item long version and a 20-item short version.	a) Minnesota Satisfaction Questionnaire (MSQ) b) Uncertainty avoidance

		c) Job Descriptive Index (JDI) d) Power distance
9	----- _ refers to the nature of the job tasks themselves and how people feel about the work they do.	a) Global satisfaction b) Extrinsic satisfaction c) Job in General Scale (JIG) d) Intrinsic satisfaction
10	----- concerns other aspects of the work situation, such as fringe benefits and pay	a) Global satisfaction b) Extrinsic satisfaction c) Job in General Scale (JIG) d) Intrinsic satisfaction
11	Which of these contains 18 items that are adjectives or short phrases about the job in general.	a) Global satisfaction b) Extrinsic satisfaction c) Job in General Scale (JIG) d) Intrinsic satisfaction
12	Sum of facets is an approximation of overall job satisfaction, but it may not exactly match the _____ of individuals.	a) Global satisfaction b) Extrinsic satisfaction c) Job in General Scale (JIG) d) Intrinsic satisfaction
13	----- recognizes that different people prefer different features of a job.	a) Procedural justice b) Person-job fit c) Distributive justice d) Job characteristics theory
14	It is assumed by _____ that high scope leads to job satisfaction and low scope leads to boredom and dissatisfaction	a) Procedural justice b) Person-job fit c) Distributive justice d) Job characteristics theory
15	_----- is the extent to which people perceive the allotment of rewards at work to be fair	a) Procedural justice b) Person-job fit c) Distributive justice d) Job characteristics theory
16	----- is the extent to which people perceive the process by which rewards at	a) Procedural justice b) Person-job fit c) Distributive justice

	work are allocated to be fair.	d) Job characteristics theory
17	----- are employees who continually complaining about the job	a) Negative affectivity (NA) b) Gender differences c) Chronic Kickers d) Locus of control
18	_-----_ is the tendency for an individual to experience negative emotions, such as anxiety or depression, across a wide variety of situations.	a) Negative affectivity (NA) b) Gender differences c) Chronic Kickers d) Locus of control
19	----- refers to whether or not people believe they are in control of reinforcements in life.	a) Negative affectivity (NA) b) Gender differences c) Chronic Kickers d) Locus of control
20	Greenhaus, Parasuraman, and Wormley (1990) found no significant _____ in their study, even though the distribution of jobs was not the same in their sample for both genders	a) Negative affectivity (NA) b) Gender differences c) Chronic Kickers d) Locus of control
21	A global feeling that involves three things: 1. An acceptance of the organization's goals 2. A willingness to work hard for the organization 3. The desire to stay with the organization	a) Growth Need Strength (GNS) b) Turnover c) Organizational Commitment d) Affective commitment
22	_-----_ refers to a person's desire for the satisfaction of higher-order needs, such as autonomy and achievement.	a) Growth Need Strength (GNS) b) Turnover c) Organizational Commitment d) Affective commitment

23	-----occurs when the employee wishes to remain with the organization because of an emotional attachment	<ul style="list-style-type: none"> a) Growth Need Strength (GNS) b) Turnover c) Organizational Commitment d) Affective commitment
24	Most ----- studies are predictive, assessing job satisfaction in a sample of employees on one occasion and then waiting some period of months or years to see who quits.	<ul style="list-style-type: none"> a) Growth Need Strength (GNS) b) Turnover c) Organizational Commitment d) Affective commitment
25	-----has also been found to correlate with negative emotions at work, such as anxiety and depression	<ul style="list-style-type: none"> a) Growth Need Strength (GNS) b) Turnover c) Dissatisfaction d) Affective commitment

Unit 3: Leadership and Power in Organizations

Sr. No.	Questions	Options
1	A ----- is the one in charge or the boss of other people.	a) Referent power b) Power c) Leader d) Expert power
2	----- is the extent to which one person can influence another to do something.	a) Referent power b) Power c) Leader d) Expert power
3	_----- is based on the knowledge and expertise that the supervisor has.	a) Referent power b) Power c) Leader d) Expert power
4	-----_ is the extent to which the subordinate likes and identifies with the supervisor.	a) Referent power b) Power c) Leader d) Expert power
5	_-----is the power inherent in a supervisor's job title.	a) Reward power b) Legitimate power c) Referent power d) Coercive power
6	----- is the ability of the supervisor to reward subordinates with bonuses, desirable job assignments, promotions, or raises.	a) Reward power b) Legitimate power c) Referent power d) Coercive power
7	----- is the ability of the supervisor to punish subordinates with disciplinary actions, fines, firing, or salary reductions.	a) Reward power b) Legitimate power c) Referent power d) Coercive power
8	_-----_ is the process by which people gain and protect their power within the organization.	a) Forming coalitions b) political action c) Co-opting d) Controlling decision processes

9	----- involves controlling and influencing important decisions in the organization, such as the allocation of resources.	a) Forming coalitions b) political action c) Co-opting d) Controlling decision processes
10	-----_ means entering into agreements with others to support your position in return for your support of the others' position.	a) Forming coalitions b) political action c) Co-opting d) Controlling decision processes
11	----- involves trying to diffuse another faction's opposition by allowing its members to participate in the decision.	a) Forming coalitions b) political action c) Co-opting d) Controlling decision processes
12	-----_ is the extent to which a person is able to influence others to engage in behavior that is beneficial to that person or to the organization	a) Glass ceiling b) The behavior approach c) The trait approach d) Political skill
13	-----_ phenomenon that symbolizes women's difficulty in getting beyond the lower levels of management	a) Glass ceiling b) The behavior approach c) The trait approach d) Political skill
14	-----_is concerned with determining the personal characteristics of good leaders.	a) Glass ceiling b) The behavior approach c) The trait approach d) Political skill
15	-----_ is concerned with finding out which leader behaviors are effective.	a) Glass ceiling b) The behavior approach c) The trait approach d) Political skill
16	-----_ assumes that good leadership is a function of the interplay of the person, his or her behavior, and the situation.	a) Vroom-Yetton b) Participative c) Autocratic d) The contingency approach

17	----- is a prescriptive model that indicates the supervisory approach that is expected to be most effective in a particular situation when making decisions.	<ul style="list-style-type: none"> a) Vroom-Yetton b) Participative c) Autocratic d) The contingency approach
18	A style in which subordinates are given little input is called _____.	<ul style="list-style-type: none"> a) Vroom-Yetton b) Participative c) Autocratic d) The contingency approach
19	A style of asking advice and having discussions about issues is called _____.	<ul style="list-style-type: none"> a) Vroom-Yetton b) Participative c) Autocratic d) The contingency approach
20	A _-----_ is one who leads by inspiring others to adopt high goals and strive to achieve them.	<ul style="list-style-type: none"> a) Leader-member exchange (LMX) theory b) Fiedler's contingency theory c) Transformational leader d) Path-goal theory
21	The _----- focuses on the subordinate-supervisor dyad rather than on the supervisor and work group.	<ul style="list-style-type: none"> a) Leader-member exchange (LMX) theory b) Fiedler's contingency theory c) Transformational leader d) Path-goal theory
22	The most widely used scale to assess leadership dimensions is the _____	<ul style="list-style-type: none"> a) Path-goal theory b) Fiedler's contingency theory c) Transformational leader d) Leader-member exchange (LMX) theory

23	----- states that leadership is a function of both the person and the situation.	<ul style="list-style-type: none"> a) Leader-member exchange (LMX) theory b) Fiedler's contingency theory c) Transformational leader d) Leader-member exchange (LMX) theory
24	The motivational structure is assessed with a self-report instrument called the _____	<ul style="list-style-type: none"> a) Path-goal theory b) Leader-member exchange (LMX) theory c) Least Preferred Coworker (LPC) scale d) Fiedler's contingency theory
25	----- posits that subordinate job performance and job satisfaction result from the interplay of situational characteristics, subordinate characteristics, and supervisor style.	<ul style="list-style-type: none"> a) Path-goal theory b) Leader-member exchange (LMX) theory c) Least Preferred Coworker (LPC) scale d) Fiedler's contingency theory

Unit 4: Organizational Development and Theory

Sr. no.	Questions	Options
1	_----- is a family of techniques designed to help organizations change for the better.	a) Change Agent b) Organizational development (OD) c) Survey feedback d) Management by objectives (MBO)
2	The ----- is the catalyst for change within the organization.	a) Change Agent b) Organizational development (OD) c) Survey feedback d) Management by objectives (MBO)
3	_----- is an organizational change technique that is based on goal setting	a) Change Agent b) Organizational development (OD) c) Survey feedback d) Management by objectives (MBO)
4	----- is an OD technique that involves conducting a survey of employee attitudes and opinions and then feeding back the results to the entire organization.	a) Change Agent b) Organizational development (OD) c) Survey feedback d) Management by objectives (MBO)
5	----- refers to many techniques that are designed to enhance the functioning of work teams.	a) Prescriptive Theory b) Team building c) Descriptive Theory d) T-group
6	The ----- or training group is an intervention designed to enhance the communication and interpersonal skills of individual employees through the use of specific group exercises.	a) Prescriptive Theory b) Team building c) Descriptive Theory d) T-group
7	A good----- will provide an accurate picture of how organizations are structured and how they operate	a) Prescriptive Theory b) Team building c) Descriptive Theory d) T-group

8	Proper application of a good----- will lead to an effective and efficient organization.	a) Prescriptive Theory b) Team building c) Descriptive Theory d) T-group
9	----- provides characteristics and principles that were presumed to be important for an effective organization.	a) Descriptive Theory b) Prescriptive Theory c) Theory X d) Bureaucracy theory
10	----- refers to the organization's specialized job positions, each of which is responsible for different tasks.	a) Division of labour b) Line position c) Span of control d) delegation of authority
11	Each person must allow -----to those below to accomplish a particular job.	a) Division of labour b) Line position c) Span of control d) Delegation of authority
12	----- refers to the number of subordinates who report to each supervisor	a) Division of labour b) Line position c) Span of control d) Delegation of authority
13	A ----- is involved directly with the organization's major purpose.	a) Division of labour b) Line position c) Span of control d) Delegation of authority
14	A ----- supports the activities of a line position.	a) Line position b) soft approach c) Staff position d) hard approach
15	----- is a human relations theory concerned with the interaction between supervisors and subordinates.	a) Descriptive Theory b) Prescriptive Theory c) Theory X/Theory Y d) Bureaucracy theory

16	----- is to use coercion and threats and to supervise closely, an approach that results in employee resistance, such as counterproductive work behavior and restriction of output.	a) Line position b) soft approach c) Staff position d) hard approach
17	The ----- is to be permissive and avoid conflict with subordinates, which leads to an ineffective organization.	a) Line position b) soft approach c) Staff position d) hard approach
18	According to -----, managers are responsible for organizing rather than directing the various human and nonhuman elements of the organization	a) Theory Y b) Theory X/ Theory Y c) Theory X d) Theory Z
19	----- include the idea that managers are responsible for organizing the human and nonhuman (equipment, money, supplies, and tools) elements of the organization and that they should direct and motivate subordinates.	a) Theory Y b) Theory X/ Theory Y c) Theory X d) Theory Z
20	----- assumes that long-term employment is the basis of effective organizations	a) Theory Y b) Theory X/ Theory Y c) Theory X d) Theory Z
21	Which theory states that although organizations are different from biological organisms, they do share many Characteristics.	a) open system theory b) Sociotechnical systems theory c) Joint optimization d) Turnover
22	----- views an organization in terms of the interrelations between people and technology in the context of the organizational environment	a) open system theory b) Sociotechnical systems theory c) Joint optimization d) Turnover
23	----- is the idea that the social and technological systems should be designed to fit one another as well as possible	a) open system theory b) Sociotechnical systems theory c) Joint optimization d) Turnover

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24	Guzzo et al. (1985) found positive effects of sociotechnical systems interventions on productivity and _____.	<ul style="list-style-type: none">a) open system theoryb) Sociotechnical systems theoryc) Joint optimizationd) Turnover
25	Sociotechnical systems theory applications have tended to be consistent with _----- ideas.	<ul style="list-style-type: none">a) Theory Yb) Theory X/ Theory Yc) Theroy Xd) Theory Z