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Management & Organizational Development

7:00pm to 9:00pm

Semester – III (HR)

June 12, 2010

SECTION A (ONE MARKS)

(1) Which of the Kilmann's track provides all management personnel with new ways of coping with complex problems and hidden assumptions:

- (a) Management- skills track
- (b) Culture Track
- (c) Team-building track
- (d) None

Answer : A

(2) According to Robert Quinn and Gretchen Spreitzer different views of Empowerment are:

- (a) Mechanistic
- (b) Organic
- (c) Both
- (d) None

Answer : C

(3) OD programmes requires-

- (a) Support from top management
- (b) Proper use of OD interventions
- (c) Both
- (d) None

Answer : C

(4) Evaluation of survey feedback provide:

- (a) It is cost effective
- (b) It generates great amount of information efficiently and quickly
- (c) Decision and problem solving methods can be improved
- (d) All

Answer : D

(5) We view politics as:

- (a) Subset of power
- (b) Informal power
- (c) Illegitimate in nature
- (d) All

Answer : B

(6) Management is the result of association of which disciplines-

- (a) Engineering
- (b) Operational research
- (c) Sociology and Psychology
- (d) All of the above

Answer : D

(7) According to Fayol main two enemies of an Organization are

- (a) Divide and rule

- (b) Centralization
(c) Abuse of written communication
(d) a and c

Answer : D

- (8) Organization development in an organizational context is
(a) Planned change
(b) Random change
(c) Both
(d) None

Answer : A

- (9) Administration is concerned with
(a) Execution of decisions
(b) Formulation of plans
(c) Both
(d) None

Answer : B

- (10) Which all are true for that success of organization
(a) Empowerment
(b) Culture promotes collaboration
(c) Continuous learning
(d) All

Answer : D

- (11) Foreman's, supervisors, sales officer comes under which level of management:

- (a) Lower level.
(b) Top level
(c) Middle level.
(d) all.

Answer : A

- (12) Most of the organizations which believe in traditional pattern of working prefer _____ changes

- (a) reactive
(b) proactive
(c) social
(d) legal

Answer : A

- (13) _____ is concerned with the determination of policies and.

- (a) Management.
(b) Administration.
(c) both.
(d) none.

Answer : B

- (14) Right person for the right job and everything in its proper place relates to which principle of management: .

- (a) Order.

- (B) Remuneration.
(c) Centralization.
(d) Equity

Answer : A

(15) _____ process men those process through which organization members develop a viable, coherent and shared picture of the nature of products.

- (a) Visioning
(B) Empowerment.
(c) Learning
(d) all.

Answer : A

(16) _____ is concerned with implementation of polices.

- (a) Management.
(B) Administration.
(c) Both.
(d) None.

Answer : A

(17) Efficiency refers to

- (a) Internal processes
(b) External processes
(c) Both
(d) None

Answer : C

(18) Technology related changes include:

- (a) Changing problem solving and decision making procedures
(b) Automated data processing
(c) Change in methods of production
(d) All

Answer : D

(19) _____ is a process of putting two or more elements together to achieve a sum total greater than the sum total of individual elements separately.

- (a) Loafing
(b) Synergy
(c) Team Building
(d) None

Answer : B

(20) First line managers as well as many middle managers are heavily involved in _____ aspects of operation.

- (a) human
(b) scientific
(c) conceptual
(d) technical

Answer : D

(O) SECTION B

(21) what are the characteristics of open systems:

- (a) Homeostasis
(b) Differentiation
(c) Equifinality
(d) All

Answer : D

- (22) In developing ideal strategic corporate model phase of grid training:
(a) Focus is on inter group behavior and relations
(b) Focus is to develop skills necessary for organizational excellence
(c) Both
(d) None

Answer : B

- (23) In cousin-lab all participants are from:
(a) Same organization
(b) Different organization
(c) Any organization
(d) None

Answer : A

- (24) Management includes which of the following functions-
(a) Planning
(b) Organizing and Staffing
(c) Directing
(d) All of the above

Answer : D

- (25) Who has drawn difference between OD and management development
(a) Peter F. Drucker
(b) Olive Sheldon
(c) Spriegel and Lansburg
(d) Miner

Answer : D

- (26) Which of the Kilmann's track infuses the new culture and updated management skills into each work unit
(a) Culture track
(b) Management-skills track
(c) Team-building track
(d) None

Answer : C

- (27) According to minor which all are attributes of effective managers
(a) A positive attitude towards authority
(b) Competitiveness and assertiveness
(c) A sense of responsibility
(d) All of the above

Answer : D

- (28) The reasons of resistance to change may be identified at-----levels:
(a) 1 (b) 2 (c) 3 (d) 4 Q21. What is necessary for the internalization of new behavior:

- (a) Reinforcement
(b) Feelings
(c) New belief
(d) All

Answer : B

- (29) The administrative man tries to be rational by _____ rather than _____ .
(a) satisfying maximizing
(b) maximizing optimizing
(c) optimizing satisfying
(d) optimizing maximizing

Answer : B

- (30) A. Entrepreneur M. organizing strategic and review session B. Disturbance handler N. crisis management C. Negotiator O. participation in union contract negotiation D. Leader P. staffing , training

- (a) .a-m,b-n,c-o,d-p
(b) .a-p,b-o.c-m,d-n
(c) .both
(d) .none

Answer : A

- (31) Who identified two faces of power:

- (a) Warner Burke
(b) Kurt Levin
(c) Carl Rogers
(d) David McClelland

Answer : D

() SECTION C

- (32) Values, assumptions, and belief provide-----for people as they attempt to understand the world around us

- (a) Structure
(b) Stability
(c) Both
(d) None

Answer : C

- (33) Which all are true for Empowerment

- (a) It means involving large number of people in building the vision of tomorrow, developing the strategy for getting there, and making it happen
(b) It means involving people in problems and decisions and letting them be responsible for results.

- (c) Both
(d) None

Answer : C

- (34) say true and false A. the key thing about parallel structures is that they create a bounded space and time for thinking, talking, deciding and acting differently B. Tom Peters asserts in Liberation Management that cross functional autonomous, empowered teams are best organizations C. Mechanistic is top down delegation of decision making with clear boundaries and strict accountability that increases managerial control D. organic is bottom

controlling

- (a) all true
- (b) all false
- (c) a,b, true c,d false
- (d) a.d true,c,b false

Answer : A

(35) Which of the following are the features of MBO:

- (a) It is an approach and philosophy
- (b) Its basic emphasis is on objectives
- (c) Participation of concerned managers
- (d) All

Answer : D

(36) What are the three things involved in converting power into influence

- influence strategy
- (a) Resisting other people's inappropriate influence attempts and selecting proper
 - (b) Empowering others
 - (c) Both
 - (d) None

Answer : C

(37) Strategic constituencies approach has been derived from:

- (a) Open system model
- (b) Closed system model
- (c) System-resource approach
- (d) None

Answer : C

(38) Causal variables in organizational effectiveness are those factors that influence:

- (a) Course of development within an organization
- (b) Course of development outside the organization
- (c) Both
- (d) None

Answer : A