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1-The Hawthorne studies are of utmost significance as they form an honest and concerted attempt to understand:

- (A) The human factor
- (B) Employee attitudes
- (C) The workers social situations
- (D) All of the above**

2-The _____ leadership style is an expression of the leader's trust in the abilities of his subordinates.

- (A) Participative**
- (B) Delegative
- (C) Authoritarian
- (D) All of the above

3-Work attitudes can be reflected in an organization through

- (A) Job satisfaction
- (B) Organizational commitment
- (C) Both 'A' and 'B'**
- (D) None of the above

4-The two dimensions of leadership which emerged from the Leader Behavior Description Questionnaire were 'consideration' and '_____'.

- (A) Energizing
- (B) Initiating structure**
- (C) Deliberate
- (D) Commanding

5-The model(s) of Organizational Behaviour is (are):

- (A) Autocratic
- (B) Custodial
- (C) Supportive
- (D) All of the above**

6-At the norming stage, the team is involved in defining

- (A) Goals**
- (B) Roles
- (C) Relations
- (D) All of the above

7-Identify the steps involved in achieving improvement in communication within the organization.

- (A) Sending messages, Use of multiple channels, Promoting inter-group communication
- (B) Simple messages, Use of multiple channels, promoting inter-group interaction
- (C) Simple messages, Use of multiple channels, promoting inter-group communication**
- (D) Simple messages, Use of multiple methods, promoting inter-group communication

8-The philosophy that guides an organization's policies towards its employees and customers is an important part of

- (A) Management strategy
- (B) Organization behavior
- (C) Organizational culture**
- (D) Organization development

9-Feature(s) of Maslow's need hierarchy theory is (are):

- (A) Theory of human motives
- (B) Classifies basic human needs in a hierarchy
- (C) Theory of human motivation
- (D) All of the above**

10-What is play to some people maybe to others.

- (A) Responsibility
- (B) Duty
- (C) Work**
- (D) None of the above