

**Subject: Organisational Behaviour**

Practice Questions

Topics covered: Organisational culture, stress management, conflict, Organisational change

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**Choose the correct option.**

**Q 1** This is a change initiated by an organisation because of anticipated events.

- I. Proactive change
- II. Individual- level Change
- III. Social Change
- IV. Reactive change

**Q2** It is a phase of stabilization, assimilation and institutionalization of the changes which are successfully implemented.

- I. Resistance
- II. Refreezing
- III. Unfreezing
- IV. Internalization

**Q3** This is a technique where managers force people to change by explicit or implicit threats

- I. Manipulation
- II. Education
- III. Bargaining
- IV. Coercion

**Q4** Dress code is an example of following level of culture

- I. Assumption
- II. Shared value
- III. Resistance
- IV. Artifacts

**Q5** These are deeply held beliefs which are not objectively observable but play an important role in deciding organizational culture.

- I. Shared values
- II. Artifacts
- III. Assumptions
- IV. None of above

**Q6** These forces operate to resist any change.

- I. Field Forces
- II. Economic forces
- III. Restraining forces
- IV. Driving forces

**Q7** If the driving force for change is stronger than the restraining force then what will happen ?

- I. Change will be accepted by the people
- II. Change will be resisted by the people
- III. There is no response by the people
- IV. All above options are incorrect

**Q8** It is a serious disagreement and argument between two or more parties about something important,

- I. Reaction
- II. Frustration
- III. Conflict
- IV. Stimulation

**Q9** Beginning stage of conflict is termed as

- I. Perceived Conflict
- II. Felt Conflict
- III. Latent Conflict
- IV. Manifest Conflict

**Q10** Which of the following is a good technique to overcome stress for an individual?

- I. Self-control
- II. Social support
- III. Time management
- IV. All of above

**Q11** State whether following statement is true or false

Change will occur only when the driving force are stronger than the restraining forces

- I. True
- II. False

**Q12** It is the step in the process of change where person leaves his old behaviour.

- I. Refreezing
- II. Unfreezing
- III. Negotiation
- IV. Coercion

**Q 13** This is a change initiated by an organisation because of pressure of external forces

- I. Proactive change
- II. Individual- level Change
- III. Social Change
- IV. Reactive change

**Q 14** It is a set of important understanding that members of a community share in common.

- I. Personality
- II. Culture
- III. Attitude
- IV. Perception

**Q15** It refers to the creation of conflict within organisation to promote changes so that it encourages involvement and innovation.

- I. Conflict avoidance
- II. Conflict prevention
- III. Conflict resolution
- IV. Conflict Stimulation

**Q16** When a manager establishes common goal and reduce the interdependence among members to manage conflict, it is an example of technique

- I. Conflict stimulation
- II. Conflict prevention
- III. Conflict preservation
- IV. Conflict encouragement

## Answers

1. Proactive change
2. Refreezing
3. Coercion
4. Artifacts
5. Assumptions
6. Restraining Forces
7. Change will be accepted
8. Conflict
9. Latent conflict
10. All of above
11. True
12. Unfreezing
13. Reactive change
14. Culture
15. Conflict Stimulation
16. Conflict prevention