

# Industrial/Organizational Psychology

Psychology · Answer Key · 25 Questions

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**1. What is defined as a set of proportions that explains or predicts how groups and individuals behave in varying organizational structures?**

- A) Organizational Culture
- B) Organizational Theory**
- C) Motivation Theory
- D) Systems Theory

**2. Which principle states that each subordinate should be accountable to only one superior?**

- A) Scalar Principle
- B) Functional Principle
- C) Unity of Command**
- D) Span of Control

**3. Who is known for the 'one best way' approach to management, also known as Scientific Management?**

- A) Frederick Taylor**
- B) Max Weber
- C) Henri Fayol
- D) Chester Barnard

**4. What phenomenon describes individuals changing their behavior when they are aware of being observed?**

- A) Pygmalion Effect
- B) Hawthorne Effect**
- C) Golem Effect
- D) Galatea Effect

**5. In Maslow's Hierarchy of Needs, which level represents the need to fulfill one's potential?**

- A) Safety Needs
- B) Esteem Needs
- C) Self-Actualization**
- D) Love & Belonging

**6. Which theory suggests that job satisfaction and dissatisfaction arise from different sets of factors?**

- A) Equity Theory
- B) Expectancy Theory
- C) Two-Factor Theory**
- D) Reinforcement Theory

**7. What term describes the belief that effort will lead to good performance in Vroom's VIE Theory?**

- A) Expectancy**
- B) Instrumentality
- C) Valence
- D) Motivation

**8. Which leadership style involves group members in decision-making while offering guidance?**

- A) Autocratic
- B) Laissez-Faire
- C) Democratic**
- D) Transactional

**9. What is the 'Galatea Effect'?**

- A) Negative expectations leading to poor performance
- B) High expectations from others improving performance
- C) The power of self-expectations on performance**
- D) The tendency to overrate similar people

**10. Which phase of Lewin's Change Model involves developing ways to keep new changes in place?**

- A) Unfreezing
- B) Moving
- C) Refreezing**
- D) Action Research

**11. What is meant by 'Organizational Climate'?**

- A) The company's deep-rooted DNA
- B) The 'mood' or 'atmosphere' of the workplace**
- C) The organization's long-term strategy
- D) The formal reporting structure

**12. Which type of power is derived from an individual's specialized knowledge or skills?**

- A) Coercive Power
- B) Legitimate Power
- C) Expert Power**
- D) Referent Power

**13. What does the 'Halo Effect' refer to in performance appraisal?**

- A) Rating everyone as average
- B) Heavily weighing recent events
- C) Overall impression influencing judgment of specific traits**
- D) The tendency to be too lenient

**14. Which type of commitment is based on an employee feeling obligated to remain with the organization?**

- A) Affective Commitment
- B) Continuance Commitment
- C) Normative Commitment**
- D) Rational Commitment

**15. What is the primary focus of Human Resource Development (HRD)?**

- A) Administrative compliance
- B) Enhancing employee skills and potential**
- C) Managing payroll
- D) Enforcing labor laws

**16. Which training method involves a senior employee providing guidance to a junior employee?**

- A) Mentoring**
- B) Job Rotation
- C) Case Studies
- D) Role-Playing

**17. What is the purpose of a 'Needs Analysis' in training?**

- A) To evaluate training costs
- B) To determine what training is needed**
- C) To select the best trainer
- D) To measure employee satisfaction

**18. What does the 'Glass Cliff' phenomenon describe?**

**A) Women being promoted to precarious leadership roles**

B) The difficulty of reaching top management

C) The gap between pay and performance

D) Employees leaving due to low morale

**19. In team dynamics, what is 'Social Loafing'?**

A) Increased effort in a group

**B) Exerting less effort in group work than alone**

C) A feeling of belonging to a team

D) A conflict between two groups

**20. What is 'Groupthink'?**

A) The tendency for groups to be more creative

**B) The desire for consensus overriding critical thinking**

C) The process of brainstorming

D) The formation of shared mental models

**21. What is the main goal of 'Total Quality Management' (TQM)?**

A) Reducing the number of managers

**B) Continuous improvement of quality and employee involvement**

C) Cutting costs through downsizing

D) Improving individual performance appraisals

**22. Which conflict style is described as a 'win-win' situation?**

A) Forcing

B) Accommodating

C) Avoiding

**D) Collaborating**

**23. What does the 'VUCA' framework stand for?**

**A) Volatility, Uncertainty, Complexity, Ambiguity**

B) Value, Utility, Capacity, Ability

C) Vision, Understanding, Clarity, Agility

D) Validation, Unity, Control, Authority

**24. In Kirkpatrick's model, what does 'Level 3: Behavior' measure?**

A) Reaction to training

B) Knowledge retention

**C) Application of learned skills on the job**

D) Business results

**25. What is a 'Sacred Cow Hunt' in organizational change?**

- A) A strategy to hire more staff
- B) An attempt to eliminate useless practices**
- C) A method to increase meeting length
- D) A plan to reduce salary costs