

GURU GOBIND SINGH COLLEGE FOR MTMS

AL – 7 Main Jail Road, Hari Nagar, New Delhi – 110064

OPERATION RESEARCH

Chapter-1

Objective type question:-

1. Affective and efficient management focus on two key result they are _____ and _____.
2. OB recognize the need for _____, _____, _____.
3. The process of defining goals establishment. Strategic is known as _____ function of management.
4. Planning in order to useful be must be linked to the _____ for an organization.
5. The process of developing and analyzing the organization, mission, over all goals, general strategic and allocating source as known as _____.
6. _____ is the purpose of the organization.
7. _____ analysis provides the assumption and falls on which a plan will be based.
8. The best strategic is one that fit the organization strength to _____ in the environment.
9. Swat analysis is used as a base line for _____ as well as _____.
10. _____ are also performance goals.
11. _____ is encourage and in corporative to delumine if goals and objectives feasible (possible).
12. Organizing involve _____, _____ and _____ the work complements to achieve organizer goals.
13. _____ are group of people with ideas and resources, working towards common goals.
14. The steps involved in organizing process are _____, _____, _____ and _____.
15. Supervisors can learn about _____ though research.
16. Leading involves four function they are _____, _____, _____ and _____.
17. _____ enable knowledge based and innovative design making.
18. Together employers can do more then the collective effects of each _____ working above.
19. Is selection is passive process (yes/no).

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20. Training refers to improving and employees _____, _____ and _____, so that he/she can do the job.
21. Training starts with an _____ analysis next is _____ next analysis which identifies elements of current or future _____ analysis which involves asking employees and managers, so as to analyze the hiring needs.
22. _____ is the process through which standards for performance are set, communicated and applied.
23. The 4 steps of the control process are _____, _____, _____ and _____.
24. Controls are most effective where they are applied _____ places.
25. Supervisors can implement controls before the process begins also known as _____, during the process also known as _____, or after it ceases, also known as _____.
26. According to Mintzberg managerial roles are divided into 3 categories _____, _____ and _____.
27. According to Katz 3 essential skills required by a manager are _____, _____ and _____.
28. Vocational on the job training programme can be used to develop _____ skills.
29. _____ skills required sensitively towards people and other issues and consequences.
30. Creative thinking generating options and choosing the best option required _____ skills.
31. The four managerial activities recognized by Luthans are _____, _____, _____ and _____.

Chapter-2

1. OB focuses the hour to improve _____, reduce _____ and _____ increase employee _____ and _____.
 2. As per Bernard organization are defined _____.
 3. As per Wood the eight levels of analysis in OB are _____, _____, _____, _____, _____, _____, _____ and _____.
 4. In OB _____ approach is known as preferred rather than _____ approach.
 5. As per early theorists no consideration given towards the _____ elements in the work place.
 6. Frederick Taylor's main emphasis was finding _____ way of doing each job.
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7. Taylor insist of the use of _____ and _____ study as a mean of standardizing work activities.
8. Henri fayol publish a book called _____ 1916 and his tengerory known as _____ theory.
9. Bureauesatic theory was given by _____.
10. Follet believe that organization consist be based on _____ rather than _____.
11. As per Chester Balnard organization consist of people who have _____ relationship.
12. As per Elton Mayo work satisfaction depends on the _____ of the workers.
13. As per Dale Carnegie the way to success was _____ through winning _____.
14. The X Theory and Y theory proposed by _____.
15. As per B. F. Skinner behavior is function of _____.
16. Fred diedler wean contribution has been field of _____.
17. The concept of hygiene factor and motivation given by _____.
18. In present times the emphasis is on understanding _____ factor and how the influence behavior pattern of _____ in _____.
19. _____ is a science which attempts to measure explain and at times changes the behavior of human.
20. _____ study deals in relationship of people to their fellow human beings.
21. Social psychology focus of influence of _____.
22. The one who study culture and environment are called _____.
23. The science which focus on area such as conflict, intra organization, polities and power as known as _____.

Chapter – 3

1. The single best predictor of overall success was a company ability to _____, _____ and _____ talented.
 2. The absenteeism sate of _____ is higher than those of men.
 3. The data can be obtained from an employee's personal life would include characters such as _____, _____, _____ and _____.
 4. Research indicates that married employee have fewer _____, undergo less _____, or more _____ with their jobs.
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5. The relationship b/w tenure and job productivity is _____ where as the relationship b/w tenure and absence is _____.
6. Evidence indicates the tenure and satisfaction are _____.
7. _____ represents a person's capability of leaving something.
8. _____ is the knowledge and skills that an indivisible currently processes.
9. Intelligent question is also known as _____ test.
10. _____ and _____ are two among many physics ability damnation.
11. Individuals over all abilities are made up of two sets of factors _____ and _____.
12. Seven commonly cited dimensions that make up intellectual abilities are _____, _____, _____, _____, _____ and _____.
13. Linguistic intelligent also known as _____.
14. Intrapersonal intelligent also known as _____.
15. _____ is the ability to exert force against _____ object.
16. _____ is the ability to make rapid, repeated flexing moments.
17. The ability maintains equilibrium despite forces pulling off balance is _____.
18. _____ enhanced when there is high ability job fit.
19. Ablates above those required an also reduce the employee's _____ when the employee desire to use his ability is particular slang and is frustrates by _____ of the job.

Chapter-4

Objective type question:-

1. _____ is the process that enhance the KSA of individuals
 2. The characteristics learning are _____, _____, _____
 3. _____ is a form of associative learning process proposed by Pavlov.
 4. _____ theory is based on the idea that learning is a function of change in human behavior.
 5. A reinforce is anything that strengthens _____.
 6. Rewards are most effective if they immediate follow _____.
 7. Individuals are more likely to adopt a modeled behavior. If its request in outcome the _____.
 8. A person getting incentive on archiving on sale target in an example of _____.
 9. Eliminating any reinforcement that is maintaining a behavior is known as _____.
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10. _____ schedule reinforces are spaced at uniform time intervals. It is known as _____.
11. When the reward varies relative to the behavior of the individual, he/she is said to be reinforced on a _____ schedule.
12. When the rewards are spaced at uniform time intervals it is known as _____.
13. While continuous reinforces are appropriate for _____ responses intermediate reinforces on the other hand appropriate for _____ responses.
14. OB modification have been used by a no. of organization to improve _____, _____, _____, _____.
15. Give the various application of behavior modification.
16. _____ tends to be widely used in organization because of its ability to produce fast result in the short run.
17. As per social learning theory training should provide _____ properties and offer _____ for accomplishment.
18. Self management requires an individual to deliberately manipulate _____, _____ and _____ to achieve personal behavioral outcome.

Chapter-4

1. _____ is called value system.
 2. _____ signify that made of conduct is important.
 3. Values build the foundation for understanding _____ & _____ individuals.
 4. The two sets of value an _____ & _____.
 5. True/False.
 - a) Family security is terminal value.
 - b) Culture is terminal value.
 - c) Loyalty is a instrumental value.
 - d) Festival is terminal value.
 - e) Freedom is a terminal values.
 - f) Honest is a instrumental value.
 6. Veterans are the work force from _____ to _____ years.
 7. Freedom and comfortable life are terminal values are _____ workers.
 8. Country which scales high in uncertainty avoidances discourage _____ and _____.
 9. _____ countries are strong in work ethics and commitment to traditional value.
 10. _____ Level of culture is the depend of all .
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11. Globe project indentify_____ culture danger.
12. _____ is the degree to which individual one assertive and confrontational.
13. The manages from specify culture trend to focus only on the behavior that take place _____ where as manages from different culture from on _____ on behavior including employee _____ & _____ line.
14. _____ country manages believe that managers should at mentor.
15. The 3 component are of altitude are _____, _____ & _____.
16. _____ is defined as an individual general altitude towards his/her job.
17. There is a negative relationship b/w _____ and both _____ as well as _____.
18. If the elements creating dissonance are relatively are unimportant the pressure to correct is _____.
19. The most powerful moderator are _____, _____, _____ and _____.
20. The use of regular altitude surveys can alert management to potential _____ & _____ well in time.
21. The factors which used to be incorporative to enhance job satisfaction in organization are _____, _____, _____, _____ & _____.
22. _____ is the deliberate upgrading of responsibility scope and challenge in the work itself.
23. The ways of expressing job dissatisfaction _____, _____, _____ and _____.
24. The relationship b/w altitude and behavior is stronger if the altitude referred to an individual _____.
25. _____ is the mental process involved in going knowledge and comprehensive.

Chapter-5

Objective Type Question

1. The common meaning of personality is the sole which the person display in the _____ at large .
 2. Personality and heredity are related to each other(T/F)
 3. Every culture trains its members to behave in the ways that are _____.
 4. The most important determinants of the personality of a person is _____.
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5. A trauma suffered by a person in the childhood an _____ of his/her own personality.
6. Primary factor of personality given by _____.
7. Give the full form of MBIT?
8. The _____ type of conceptualized.
9. _____ Hains to be gre-garious certain associate.
10. The people with low agree able uses are _____, _____ and _____.
11. Emotion stability is the ability of a person to with stand _____.
12. Individuals who rate high in externality are _____ with their jobs where as internals perform _____ on their jobs.
13. An individuals high in Machiavellianism is _____, _____ and _____.
14. High self monitors are capable of putting on different _____ for different _____.
15. Type a personality people operate under _____ to _____ level of stress.
16. _____ Type of personality people never suffer from sense of time urgency.
17. Matching people to the organizational culture at the time of hilling should result in _____ and _____.
18. Culture establishes _____, _____, and _____.
19. People with palvia are _____, _____, _____ and _____.
20. Employees higher ranks _____ develop high level of job knowledge.

Chapter – 6

Objective Type Question

1. A subjective reactions that one experience in situation in known as _____.
 2. Emotional responses on the result of physiological changes with in _____.
 3. _____ theory argues that physiological behaviors precede the emotion.
 4. Through _____ individuals begin to acquire certain expectations for every given situation.
 5. Hone one interprets _____ will determine the emotion he/she feels.
 6. _____ producing specific emotions as per Weiner's attribution theory.
 7. Relation to adaptive biological processes given by _____ include emotions such as _____, _____, _____, _____, _____, _____ & _____.
 8. As per parrot classification of emotions the secondry emotions of angev are _____, _____, _____, _____, _____ & _____ and the
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- _____ angev are _____, _____, _____, _____, _____, _____
& _____.
9. In Mc dougall theory the basic emotions are _____, _____, _____,
_____, _____, _____, & _____.
10. As per Hochschild classification _____, emotion are learned
11. All cultures universally the same set of _____ and they are _____,
_____, _____, _____, _____ & _____.
12. Human beings are like a clean tablet on which _____ writes is script.
13. _____ is known as Alexithyenia.
14. Is it true that man are more emotions in the young age and learned control
therein emotion as the get older.
15. The concept of emotions stability is the similar of emotions intelligence can be
traced in _____ chapter of
16. what you understand by "Sthitha-Projna"
17. Gita as a whole, advice all to balance blue _____ & _____
18. Emotional intelligence is an aggregate of individuals cognition of own and
_____ - emotions feeling interpretation and action as per _____ - manipulate
the cousequence which in turn result in _____ & _____.
19. _____ is also known as emotional maturity
20. As per Holeman emotional intelligence as a total as _____ &
_____ competences.