

BUS424

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1. ____ suggested that management should improve the hygiene factors.

--->> Herzberg

Mc Clelland

Maslow

none on the list

2. ____ contribution to organisation theory was his analysis of the impact of the formal organization upon the individual.

--->> Argyris

Mc Clelland

Groffin

none on the list

3. ____ wrote on the central role or importance of work groups for individual performance.

Vroom

Weber

Mc Clelland

--->> Likert

4. The _____ approach sees organisations as systems.

models

human resources

--->> systems

human relations

5. Organisational ____ plays a prominent role in resolving the conflict arising from

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conflict

resistance

law

--->> change

6. A closed system does not receive inputs from its outside _____

the organization

society

--->> environment

internal

7. _____ among the people in an organization is inevitable and has adverse effect on the organisation.

--->> conflict

abitrary

law

segregation

8. An organisation is a ____ system when only its internal environment is considered.

open

--->> closed

external

internal

9. Territorial _____ arises where one party envies the territory of another party.

blockage

boundary

--->> jealousy

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10. ____ experts recognizing that people are not always motivated by money to improve productivity.

Organisation

--->> Management

Leadership

none on the list

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