

BUS831

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1. The adjustment of individual behaviour to agree with the norms of the group he or she belongs to is called_____

Utilisation

Adoption

Acceptance

--->> Conformity

2. A set of behaviour patterns expected of somebody occupying a social position is called_____

--->> Role

Mentoring

Management

Supervisory

3. _____coined the term

--->> Irving Janis

Chester Bernard

Fredrick Taylor

Max Weber

4. _____ refers to the ability of an individual to influence a group of people towards accomplishing a set of goals or vision.

Communication

Supervision

--->> Leadership

Controlling

5. Specialisation and division of labour maximises_____

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Distribution

Organisation

--->> Production

6. The _____ theory uses quantitative scientific methods to identify causation and to determine optimal solution.

Hygiene

--->> Systems

Organisational

Needs

7. The extent to which members of a group are attracted to each other and are motivated to remain in the group is called_____

Familiarisation

--->> Cohesiveness

Motivation

Interaction

8. The tendency to base our judgment on readily available information is called_____

Currency Bias

--->> Availability bias

Information Bias

Recency Bias

9. _____ theory explains why some workers are motivated while others are not.

Equity

Self determination

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Needs

10. _____three-Step Model unfreezing the status quo, movement to desired state, and refreezing the change to be permanent.

--->> Lewin's

Gantt's

Flippo's

Scott's

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