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IBPS SO HUMAN RESOURCE QUIZ – 4

Directions: Study the following questions carefully and answers the questions given below:

1. Which of the following is an example of Self-Actualization as per the Needs theory?

- A. An aspiring painter taking classes
- B. An MBA graduate working at a salary less than his peers
- C. A musician making music
- D. A villager moving from the village to city
- E. None of the above

2. Which of the following is NOT a part of Abraham Maslow's Need Hierarchy theory?

- A. Safety and security needs
- B. Psychological needs
- C. Self Actualization needs
- D. Self esteem needs
- E. Belonging and love

3. The main idea of McClelland's Need based theory is-?

- A. Needs are learned and acquired by the people from their environment.
- B. Needs are intrinsic to an individual and not acquired.
- C. Some needs are active while most are latent and need external stimuli.
- D. Needs can be transformed from one to another based on the individual's life stage.
- E. None of the above

4. David McClelland's model of motivation is based on three types of needs. Which of the following is a part of it?

- A. Need for affliction
- B. Need for affiliation
- C. Need for love and affection
- D. Need for motivation
- E. None of the above

5. The Two factor theory of motivation was given by-?

- A. D. McClelland B. V Vroom C. P. Drucker
D. F. Herzberg E. D McGregor

6. Which of the following is NOT true about the Vroom's Valence Expectancy theory?

- A. People are motivated to put efforts in work when they believe that it will lead them to desired outcomes.
B. It studies the relationship between effort, performance and rewards.
C. It looks at internal needs and effort needed to fulfill them.
D. Behavior results from conscious choices among alternatives whose purpose it is to maximize pleasure and to minimize pain.
E. None of the above

7. Which of the following is NOT true about 'Theory X'?

- A. It advocates the authoritarian style of management.
B. It assumes people do not like working and tend to avoid it.
C. Workers become committed to their work if needs are satisfied.
D. This is the carrot and stick approach.
E. The workers need to be instructed regularly.

8. The Equity theory of motivation was put forward by-?

- A. John S Adams B. William Ouchi C. Kurt Lewin
D. Edward Tolman E. F. Herzberg

9. The ERG Theory of motivation was given by Clayton P. Alderfer in 1969. What does 'E' stand for here?

- A. Empathy B. Existence C. Equality
D. Education E. Employees

10. Which of the following is an example of a non-financial incentive?

A. Status

B. Praise

C. Recognition

D. Growth opportunity

E. Housing



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Correct answers:

1	2	3	4	5	6	7	8	9	10
C	B	A	B	D	C	C	A	B	E

Explanations:

1.

Self-actualization is a term first coined by Kurt Goldstein that most often refers to Abraham Maslow's use of the term while outlining his hierarchy of needs. Maslow defined self-actualization by claiming that "what a man can be, he must be". This need we may call self-actualization.

In other words, for our purposes, self-actualization can be thought of as the full realization of one's creative, intellectual, or social potential.

As per this, Option A is incorrect as the painter's true potential has not been achieved yet.

Option B is incorrect as this would lead to frustration.

Option D is incorrect as it is not realization of one's potential.

Only option C is correct. A musician's true potential is realized when he does what he can do best- make music.

Thus, option C is the answer.

2.

The five levels are -

Physiological needs

Safety and security needs

Belonging and love

Self esteem needs

Self Actualization needs

Hence, option A is correct.

3.

McClelland developed a well known need based theory of motivation that opposes Maslow's Need Hierarchy Theory. This theory relates a little with learning theory, as McClelland feels that needs are learned and acquired by the people from their environment and people, who acquire a particular need behave differently than those who don't have them.

As per this, only option A fits in with the others being absurd.

Hence, option A is correct.

4.

The three needs are:

I. Need for achievement (n-Ach): a drive to excel, advance and grow

II. Need for power (n-Pow): a drive to influence others and situations

III. Need for affiliation (n-Aff): a drive for friendly and close interpersonal relationships

Hence, option B is correct.

5.

Frederick Herzberg, a well known behavioural scientist proposed the two factor theory of motivation. The two factors are Hygiene/ maintenance factors and motivators.

Hence, option D is correct.

6.

Whereas Maslow and Herzberg look at the relationship between internal needs and the resulting effort expended to fulfil them, Vroom's expectancy theory separates effort (which arises from motivation), performance, and outcomes. Vroom's expectancy theory assumes that behavior results from conscious choices among alternatives whose purpose it is to maximize pleasure and to minimize pain. Vroom realized that an employee's performance is based on individual factors such as personality, skills, knowledge, experience and abilities. He stated that

effort, performance and motivation are linked in a person's motivation. He uses the variables Expectancy, Instrumentality and Valence to account for this.

As per the explanation, option C is incorrect as it corresponds to Maslow's theory.

Hence, option C is correct.

7.

Douglas McGregor put forward two aspects of human behaviour at work place in the form of two theories, i.e. 'Theory X' and 'Theory Y'.

McGregor's Theory X is a traditional theory which believes in an authoritarian style of management. It is a negative type of theory as it assumes that average type of people don't like doing their work and tend to avoid it, if possible. So, it's a duty of management to direct, motivate, control and modify their actions according to organizational demand. For this management can offer rewards, to the workers with higher productivity or punish those with performance below average. This approach is known as 'carrot and stick' approach to motivation. According to this theory workers need to be watched and instructed constantly.

Option C is clearly incorrect and is the answer.

8.

The equity theory of motivation was put forward by the famous psychologist John Stacey Adams in the year 1963. The theory assumes that employee's motivation is affected by their desire to be equally rewarded (output) for the efforts that they put into their work (input). They want their output to be equal to their input. The core of Adam's equity theory is a fair balance between employees input and his output. If the balance between input and output is not balanced positively the employee feels de-motivated and expresses his de-motivation through reduced efforts, being dissatisfied and frustrated. On the other hand in case of positive equity the employee feels satisfied and tries to give his best to the organization.

$$\text{Equity} = \frac{\text{Self output}}{\text{Self input}} = \frac{\text{Other output}}{\text{Other input}}$$

Hence, option A is correct.

9.

As per the ERG theory –



Existence is the correct answer.

Hence, option B is correct.

10.

The term incentive refers to a positive motivational influence which encourages someone to work in a desired direction.

Incentives can be broadly classified into two groups -

a) Financial Incentives: - It can be given to the employees in the form of wages & salaries, medical reimbursement, bonus, housing facilities, insurance, retirement benefits etc.

b) Non-Financial Incentives: - The non-financial incentives include status, growth opportunity, praise or recognition, worker's participation in management, competition, security of service etc.

Hence, option E is correct.



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