

## **PROVISIONAL ANSWER KEY**

Question 102/2025/OL

Paper Code:

Category 570/2402

Code:

Exam: Assistant Professor in Hotel Management (Cat.  
No.570/2024) Paper - II

Date of Test 10-09-2025

Department Kerala Collegiate Education

Question1:-Which of following is an example of Indo-Saracenic Architecture?

A:-Taj Rambagh Palace

B:-Konark Temple

C:-Taj Mahal Palace Mumbai

D:-Tawang monastery

Correct Answer:- Option-C

Question2:-As per MOT, GOI's 2018 guidelines, what is the minimum percentage of air-conditioned rooms required in 3 star hotel?

A:-25%

B:-50%

C:-75%

D:-100%

Correct Answer:- Option-B

Question3:-State the correct full form of LEED

A:-Leadership in Energy and Environmental Design

B:-Leadership in Entrepreneurship and Environmental Design

C:-Leadership in Eco-friendly and Environmental Design

D:-Leaders of Eco-tourists and Entrepreneurs Designation

Correct Answer:- Option-A

Question4:-What is the term used to refer parking zone for Specially Abled Guests?

A:-Handicap Parking

B:-Special Parking

C:-Accessible Parking

D:-Accessories Parking

Correct Answer:- Option-C

Question5:-In the USA, guidelines for hospitality industry pertaining to Physically Challenged Guests are stated in which Act?

A:-Americans with Disabilities Act

B:-All with Specially Abled Act

C:-Protection for the Disable Act

D:-DEI Act

Correct Answer:- Option-A

Question6:-This hotel is famous for offering unparalleled view of the Taj Mahal

A:-Taj Umaid Bhawan

B:-ITC Rajputana

C:-Oberoi Amarvilas

D:-Oberoi Grand

Correct Answer:- Option-C

Question7:-Which of the following is not a factor for making an efficient SLP?

A:-Sequence of operations

B:-Budget

C:-Space Allocation

D:-Mindset of customers

Correct Answer:- Option-D

Question8:-As per MOT, GOI's 2018 guidelines, what is the minimum area required for bedroom excluding the washroom in a 5 star hotel?

A:-350 sq. ft.

B:-150 sq. ft.

C:-200 sq. ft.

D:-175 sq. ft.

Correct Answer:- Option-C

Question9:-What is the quota of Accessible rooms in 5 star hotels?

A:-5%

B:-2%

C:-2.5%

D:-3%

Correct Answer:- Option-B

Question10:-This report is made to determine whether the enterprise can be practically successful or not.

A:-Thorough Report

B:-Predicament Report

C:-Feasibility Report

D:-Forecast Report

Correct Answer:- Option-C

Question11:-In the context of service marketing, what does the acronym CRM stand for :

A:-Customer Relationship Management

B:-Customer Resource Management

C:-Customer Retention Management

D:-Customer Revenue Management

Correct Answer:- Option-A

Question12:-Service Quality is often measured based on the SERVQUAL Model. What are the 5 dimensions of Service Quality in this model?

A:-Product, Price, Promotion, Place, People

B:-Awareness, consideration, Trial, Loyalty, Advocacy

C:-Tangibles, Reliability, Responsiveness, Assurance, Empathy

D:-Quality, Efficiency, Innovation, Collaboration, Agility

Correct Answer:- Option-C

Question13:-What is the term for the process of managing customer expectations and perceptions to create a positive service experience?

A:-Service Marketing Mix

B:-Service Quality Management

C:-Service Encounter Management

D:-Customer Relation Management

Correct Answer:- Option-B

Question14:-A Boutique hotel is seeking to differentiate itself from competitors by offering a unique service experience. However, the hotel's target market is highly heterogeneous, with diverse preferences and expectations. Which of the following strategies would be most effective in balancing the need for customization with the need for efficiency and consistency?

A:-Implementing a modular service design that allows for flexibility and customization

B:-Offering a standardized service package with limited options for customization

C:-Investing in advanced technology to personalize service delivery

D:-Focussing on delivering exceptional service quality across all touch points

Correct Answer:- Option-A

Question15:-Name the process by which consumers experience discomfort or guilt after making a purchase?

A:-Post-purchase behaviour

B:-Buyer's remorse

C:-Cognitive dissonance

D:-All of the above

Correct Answer:- Option-C

Question16:-According to the Howard-Sheth Model, what are the three main components that influence consumer behaviour?

- A:-Stimulus, organism and response
- B:-Cognitive, affective and conative
- C:-Inputs, processing and outputs
- D:-Motivation, perception and learning

Correct Answer:- Option-A

Question17:-What is the term for the phenomenon where consumers tend to attribute human-like qualities or intentions to brands or products?

- A:-Brand personification
- B:-Product Anthropology
- C:-Consumer Brand identification
- D:-Anthropomorphism

Correct Answer:- Option-D

Question18:-What is the first stage of the buying process?

- A:-Information search
- B:-Evaluation of alternatives
- C:-Problem recognition
- D:-Purchase Decision

Correct Answer:- Option-C

Question19:-What is the term for a consumer's personality traits, values and lifestyles that influence their buying behaviour?

- A:-Demographics
- B:-Psychographics
- C:-Behavioural characteristics
- D:-Personality traits

Correct Answer:- Option-B

Question20:-Term used for the phenomenon where consumers are more likely to adopt a product or behaviour if they observe others in their social network adopting it?

- A:-Social contagion
- B:-Social Learning
- C:-Social influence
- D:-Herd behaviour

Correct Answer:- Option-A

Question21:-Which among the following does go under the expanded marketing mix of services under price?

A:-Terms

B:-Discount

C:-Differentiation

D:-Lines

Correct Answer:- Option-D

Question22:-Promotion Blend, Sales People, Publicity goes under

A:-Product

B:-Place

C:-Promotion

D:-Price

Correct Answer:- Option-C

Question23:-Reliance industries extending it's brand from textiles to petro chemicals to mobiles to retailing is and example for

A:-Line extension

B:-Brand extension

C:-Multi Branding

D:-New Branding

Correct Answer:- Option-B

Question24:-Sequence the marketing communication process

- a. Receiver
- b. Encoding
- c. Message
- d. Decoding

A:-b, c, d, a

B:-c, d, a, b

C:-d, c, b, a

D:-b, d, c, a

Correct Answer:- Option-A

Question25:-Which among the following is not the disadvantages of Franchisor?

A:-Reduced Profits

B:-Legal issues

C:-Recruitment

D:-Rapid expansion

Correct Answer:- Option-D

Question26:-Which among the following does not fall under demographics variable activities?

A:-Work

B:-Vacation

C:-Community

D:-Income

Correct Answer:- Option-D

Question27:-Education, products, future and culture are the life style dimension's in

A:-activities

B:-interests

C:-opinions

D:-demographics

Correct Answer:- Option-C

Question28:-Age, gender, race and religion goes under

A:-Geographic variable

B:-Psychological variables

C:-Behavioural variables

D:-Demographic variables

Correct Answer:- Option-D

Question29:-Rapid rising, Rising and easy adopters are the \_\_\_\_\_ stage of Product Life Cycle.

A:-Introduction

B:-Growth

C:-Maturity

D:-Decline

Correct Answer:- Option-B

Question30:-Which among the following is not a type of Evolution in Marketing mix?

A:-Essential

B:-Peripheral

C:-Comforts

D:-Logo

Correct Answer:- Option-D

Question31:-Advertising, personal selling, public relations are the blended mix of \_\_\_\_\_ tools.

A:-Production

B:-Operations

C:-Promotion

D:-Sales

Correct Answer:- Option-C

Question32:-Media decisions for advertisements are based on

- a. Reach
- b. Impact
- c. Frequency
- d. Alternatives

A:-a, b, c

B:-b, c, d

C:-b, d, a

D:-d, a, c

Correct Answer:- Option-A

Question33:-Style tone and words are important for

A:-book

B:-code

C:-message

D:-advertisement

Correct Answer:- Option-C

Question34:-While designing a new product which among the following is not considered?

A:-gap analysis

B:-inventors

C:-competition

D:-product size

Correct Answer:- Option-D

Question35:-Check list method and idea rating methods are done in

A:-Idea generation

B:-Idea scanning

C:-Business analysis

D:-Concept development

Correct Answer:- Option-B

Question36:-The prices of breakfast buffets encourage guests to order the buffet than purchase juice, coffee and eggs separately is the concept of

A:-Complimentary pricing

B:-Bundle pricing

C:-Loss leader pricing

D:-No loss pricing

Correct Answer:- Option-B

Question37:-In marketing mix direct, indirect and retail goes into the category of

A:-Product

B:-Place

C:-Price

D:-Promotion

Correct Answer:- Option-B

Question38:-Which among the following is not used to monitor customer satisfaction?

A:-Focus group

B:-Customer satisfaction

C:-Online survey

D:-Short time sales

Correct Answer:- Option-A

Question39:-The activity to provide a service as expected by the customer is

A:-Assurance

B:-Tangible

C:-Empathy

D:-Reliability

Correct Answer:- Option-D

Question40:-Technical quality and functional quality of management service quality refers to

A:-Image

B:-Brand

C:-Company

D:-Product

Correct Answer:- Option-A

Question41:-Which of the following is a key factor in selecting material handling equipment?

A:-Wall color of facility

B:-Nature and volume of material

C:-Office size

D:-Type of the Food Outlet

Correct Answer:- Option-B

Question42:-In ABC inventory analysis, the 'A' items are generally :

A:-Low-value, high-frequency

B:-High-value, low-frequency

C:-Medium-value, medium-frequency

D:-Non-moving items

Correct Answer:- Option-B

Question43:-In materials management, the Economic Order Quantity (EOQ) model helps in \_\_\_\_\_

A:-Identifying suppliers with the shortest lead time

B:-Determining optimal production schedules

C:-Minimizing total ordering and holding costs

D:-Reducing product defect rates

Correct Answer:- Option-C

Question44:-Which of the following terms refers to a strategy where an organization maintains minimal inventory and relies on frequent deliveries from suppliers?

A:-Materials Requirement Planning (MRP)

B:-Kanban System

C:-Buffer Stock Strategy

D:-Just-In-Time (JIT)

Correct Answer:- Option-D

Question45:-Which of the following best describes the relationship between method study and time study?

A:-Method study comes after time study

B:-Time study is performed independently of method study

C:-Method study is conducted first to define standard methods, followed by time study

D:-Both are conducted simultaneously without sequence

Correct Answer:- Option-C

Question46:-The **last mile** in distribution refers to which part of the supply chain?

A:-The initial stages of product manufacturing

B:-The final delivery from distribution center to customer

C:-The transport of goods from raw material suppliers

D:-The movement of goods between production facilities

Correct Answer:- Option-B

Question47:-Which of the following quality control tools is best suited for identifying the most significant causes of defects?

A:-Pareto chart

B:-Scatter diagram

C:-Control chart

D:-Histogram

Correct Answer:- Option-A

Question48:-In a Six Sigma project, what does the acronym-**DMAIC** stand for?

A:-Define, Measure, Act, Implement, Control

B:-Define, Measure, Analyze, Improve, Control

C:-Design, Monitor, Analyze, Implement, Check

D:-Determine, Monitor, Audit, Improve, Control

Correct Answer:- Option-B

Question49:-Which of the following best describes the objective of Total Productive Maintenance (TPM)?

A:-Minimizing maintenance cost at the expense of reliability

B:-Delegating maintenance entirely to specialized technicians

C:-Maximizing equipment effectiveness by involving all employees

D:-Focusing solely on breakdown repairs

Correct Answer:- Option-C

Question50:-In the context of industrial waste management, the "5Rs" framework prioritizes actions in which order?

A:-Recycle, Reuse, Reduce, Recover, Refuse

B:-Reduce, Reuse, Recycle, Recover, Residuals

C:-Refuse, Reuse, Recycle, Residuals, Return

D:-Reuse, Recover, Recycle, Reduce, Reject

Correct Answer:- Option-B

Question51:-Which of the following best differentiates the Basic Research from the Applied Research?

A:-Basic research seeks immediate practical application, while applied research develops theories

B:-Basic research aims to expand knowledge without immediate application, whereas applied research solves practical problems

C:-Both basic and applied research always requires hypothesis testing

D:-Basic research relies only on quantitative methods, while applied research relies on qualitative methods

Correct Answer:- Option-B

Question52:-Which statement best describes the Epistemological foundation of research?

A:-It deals with the ethical considerations of research design

B:-It examines the ways of acquiring valid knowledge and justification of claims

C:-It determines the tools used for statistical analysis

D:-It focuses only on the ontological assumptions of reality

Correct Answer:- Option-B

Question53:-Which type of Measurement Scale is used when respondents are asked to rank their level of agreement on a 5-point Likert scale (Strongly Agree to Strongly Disagree)?

A:-Interval scale

B:-Ordinal scale

C:-Nominal scale

D:-Ratio scale

Correct Answer:- Option-A

Question54:-Which of the following statistical tests is most suitable for Comparing the means of more than two independent groups?

A:-Chi-square test

B:-t-test

C:-Correlation test

D:-ANOVA

Correct Answer:- Option-D

Question55:-Which of the following statements about Data Coding in analysis is correct?

A:-It is only necessary in quantitative research

B:-It converts raw data into symbols or numbers for easier analysis

C:-It eliminates the need for data cleaning

D:-It can only be done using automated software

Correct Answer:- Option-B

Question56:-Which of the following is the most critical principle of research report writing?

A:-The report should use complex technical jargon to show expertise

B:-The report must present facts systematically, clearly and objectively

C:-The report should reflect the researcher's personal opinions strongly

D:-The report should only summarize findings without interpretation

Correct Answer:- Option-B

Question57:-The Executive Summary in a research report should primarily :

A:-Provide a concise overview of objectives, methods, key findings and recommendations

B:-Contains a detailed description of statistical tests used

C:-Present the full literature review in shortened form

D:-Only include acknowledgements and references

Correct Answer:- Option-A

Question58:-The primary reason for including References and Citations in a research report is to :

A:-Increase the length of the report

B:-Avoid plagiarism and give credit to original sources

C:-Show that the researcher has read widely, regardless of relevance

D:-Replace the need for a literature review

Correct Answer:- Option-B

Question59:-Which of the following graphical techniques is most appropriate to display the relationship between two continuous variables?

A:-Histogram

B:-Scatter plot

C:-Bar chart

D:-Pie chart

Correct Answer:- Option-B

Question60:-In the Research process, which stage primarily ensures that findings can be generalized beyond the studied sample?

A:-Hypothesis formulation

B:-Sampling design

C:-Literature review

D:-Data analysis

Correct Answer:- Option-B

Question61:-When did the First Great Exhibition take place in Crystal Palace, London?

A:-1801

B:-1851

C:-1951

D:-1901

Correct Answer:- Option-B

Question62:-\_\_\_\_\_ is the world's first booking engine to the meetings and events industry.

A:-Eventtia

B:-Ezus

C:-Spazious

D:-iVvy

Correct Answer:- Option-D

Question63:-Match the following :

- |   |   |
|---|---|
| i. Adaptive Gamification encourage            | 1. Being integrated into event gamification to participation and creativity           |
| ii. Interactive Storytelling narrative-driven | 2. Combines gamification elements with experiences to create immersive event journeys |
| iii. User-Generated content and               | 3. Involves dynamically adjusting game elements                                       |

behaviour challenges based on individual preferences,  
and performance  
iv. AR and VR technologies 4. Transforming event experiences by offering  
immersive and interactive environment

A:-i-1, ii-2, iii-3, iv-4

B:-i-2, ii-1, iii-4, iv-3

C:-i-3, ii-2, iii-1, iv-4

D:-i-4, ii-2, iii-1, iv-3

Correct Answer:- Option-C

Question64:-\_\_\_\_\_ are basically public shows organised with the aim of sharing innovation, promoting progress and fostering cooperation.

A:-Exposition

B:-Trade Shows

C:-Exhibition

D:-Trade Fairs

Correct Answer:- Option-A

Question65:-Maha Kumbh Mela 2024 event, approximately 66 crore pilgrims converged on the sacred rivers is called \_\_\_\_\_.

A:-Major events

B:-Mega events

C:-Regional events

D:-Minor events

Correct Answer:- Option-B

Question66:-In 2019, India's contribution to the Global MICE industry was \_\_\_\_\_

A:-0.96%

B:-0.58%

C:-0.77%

D:-0.32%

Correct Answer:- Option-A

Question67:-For the year 2017-2018, \_\_\_\_\_ received the "Best MICE Tour Operator" award at the National Tourism Awards.

A:-Creative Travel

B:-Alpcord Network Travel

C:-Clubside Tours and Travels

D:-Caper Travel Company

Correct Answer:- Option-B

Question68:-Match the following :

- |      | Conclave                                | Theme  |
|------|---|--|
| i.   | 14th Convention India Conclave 2023     | 1. "Physical and digital Meetings - A Harmonious Blend"              |
| ii.  | 13th Convention India Conclave 2020     | 2. "Sustainable MICE : Empowering Events towards 5 trillion Economy" |
| iii. | 12th Convention India the Conclave 2019 | 3. "Scaling New Heights - Building for Future"                       |
| iv.  | 11th Conventions India Conclave 2018    | 4. "Mapping the Sustainable MICE - Future of India"                  |

A:-i-4, ii-3, iii-2, iv-1

B:-i-1, ii-2, iii-3, iv-4

C:-i-3, ii-2, iii-1, iv-4

D:-i-2, ii-1, iii-4, iv-3

Correct Answer:- Option-D

Question69:-In 1978, PATA Travel Mart was first launched in \_\_\_\_\_

A:-Bangkok

B:-Singapore

C:-India

D:-Manila

Correct Answer:- Option-D

Question70:-Hyderabad International Convention Centre (HICC) is managed by \_\_\_\_\_.

A:-Accor Hotel

B:-Taj Hotel

C:-Oberoi Hotel

D:-Marriott Hotel

Correct Answer:- Option-A

Question71:-\_\_\_\_\_ was the first African-American female millionaire.

A:-Alice Walton

B:-Madam C.J. Walker

C:-Francoise Bettencourt Meyers

D:-Gina Rinehart

Correct Answer:- Option-B

Question72:-\_\_\_\_\_ scheme is to provide training and skills to women to facilitate them to obtain employment or self-employment on a sustainable basis.

A:-Swawlamban

B:-Swa-Shakti

C:-Rashtriya Mahila Kosh

D:-Stree Shakti

Correct Answer:- Option-A

Question73:-Tourism Finance Corporation of India was established in the year \_\_\_\_\_.

A:-1986

B:-1987

C:-1988

D:-1989

Correct Answer:- Option-D

Question74:-Which industrial sector tends to naturally promote small-scale businesses and Entrepreneurship and generally has lower barriers to market entry?

A:-Service

B:-Agriculture

C:-Manufacturing

D:-Chemicals

Correct Answer:- Option-A

Question75:-\_\_\_\_\_ is an Indian entrepreneur and the founder of OYO hotels.

A:-Ritish Agarwal

B:-Divya Gokulnath

C:-Nitin Kamath

D:-Ankit Bhati

Correct Answer:- Option-A

Question76:-What does the term "startup" typically refer to in the business context?

A:-A well-established company

B:-A newly established and fast-growing business

C:-A non-profit organization

D:-A government agency

Correct Answer:- Option-B

Question77:-Mukesh Ambani and Ratan Tata are examples of

A:-Imitative Entrepreneur

B:-Innovative Entrepreneur

C:-Fabian Entrepreneur

D:-Drone Entrepreneur

Correct Answer:- Option-B

Question78:-The type of entrepreneur that does not raise any amount of capital and also do not bear any risk is known as :

A:-Inherited Entrepreneur

B:-Forced Entrepreneur

C:-Intrapreneur

D:-Fabian Entrepreneur

Correct Answer:- Option-C

Question79:-The full form of 'NSTEDB' is

A:-National Science and Technology Entrepreneurship Development Board

B:-National Society for Technology Development Board

C:-National Science and Technology Entrepreneurship Developing

D:-National Society for Telecommunication Development Board

Correct Answer:- Option-A

Question80:-What are the four parts of a SWOT analysis?

A:-Sales, Work ethic, Organisation, Training

B:-Strengths, Weaknesses, Obstacles, Threats

C:-Strengths, Weaknesses, Opportunities, Threats

D:-Strengths, Weaknesses, Options, Threats

Correct Answer:- Option-C

Question81:-Organisational change is best defined as :

A:-The permanent elimination of employee resistance

B:-A structured approach to shifting individuals, teams and organizations from a current state to a desired future state

C:-A sudden and unplanned transformation in company structure

D:-The introduction of new technology without employee training

Correct Answer:- Option-B

Question82:-Intergroup conflict is most likely to arise when :

A:-Goals between groups are interdependent

B:-Rewards based on individual performance

C:-Goals between groups perceived incompatible

D:-Frequent intergroup communication

Correct Answer:- Option-C

Question83:-Which of the following best defines "organisational culture"?

A:-Written rules and regulations

B:-Shared values, beliefs and practices

C:-Formal hierarchy

D:-Personality traits of managers

Correct Answer:- Option-B

Question84:-Which of the following is NOT considered a model of organisational

change?

A:-Lewin's model

B:-Kotter's 8-step model

C:-McKinsey 7-S model

D:-Maslow's hierarchy of needs

Correct Answer:- Option-D

Question85:-Intrapersonal processes primarily deal with :

A:-Team dynamics

B:-Conflict between departments

C:-Internal cognitive, emotional states

D:-Union-management negotiation

Correct Answer:- Option-C

Question86:-Which consulting skill is most critical when facilitating organisational change?

A:-Analytical listening

B:-Passive observation

C:-Authoritarian decision-making

D:-Ignoring feedback

Correct Answer:- Option-A

Question87:-Match the organisational change intervention with its primary focus :

i. Technostructural interventions

a. Aligning vision and mission

ii. Human process interventions

b. Team building and process

consultation

iii. Human resource management interventions

c. Job enrichment and career planning

iv. Strategic interventions

d. Restructuring and workflow redesign

A:-i-d, ii-b, iii-c, iv-a

B:-i-b, ii-d, iii-c, iv-a

C:-i-c, ii-d, iii-b, iv-a

D:-i-a, ii-b, iii-d, iv-c

Correct Answer:- Option-A

Question88:-Which illustrates "self-serving bias"?

A:-Success → external, failure → self

B:-Always blaming the organisation

C:-Giving credit to others

D:-Success → self, failure → external

Correct Answer:- Option-D

Question89:-In Kotter's 8-step change model, creating a "sense of urgency" is essential because :

A:-It eliminates the need for stakeholder communication

B:-It force leaders to skip the diagnosis stage

C:-It builds momentum and motivates employees to embrace change

D:-It reduces organisational complexity automatically

Correct Answer:- Option-C

Question90:-Match the process with its outcome :

i. Decision-making

a. Conflict resolution

ii. Communication

b. Choice of alternatives

iii. Negotiation

c. Coordination

iv. Leadership

d. Motivation

Correct match?

A:-i-b, ii-c, iii-a, iv-d

B:-i-c, ii-b, iii-d, iv-a

C:-i-d, ii-a, iii-b, iv-c

D:-i-a, ii-d, iii-c, iv-b

Correct Answer:- Option-A

Question91:-Which is NOT true about organisational culture?

A:-Influences behaviour and decisions

B:-Always visible and measurable

C:-Shared and learned through socialisation

D:-Can be a competitive advantage

Correct Answer:- Option-B

Question92:-Which consulting approach involves building client capacity to solve problems themselves, rather than solving them on behalf of the client?

A:-Expert model

B:-Doctor-patient model

C:-Process consultation model

D:-Directive consulting model

Correct Answer:- Option-C

Question93:-Consider the statements :

A. Organisational change is always top-down.

B. Resistance to change can provide valuable diagnostic information.

C. Kotter's model emphasises creating quick wins.

Which of the above are correct?

A:-A and B

B:-B and C

C:-A and C

D:-Only B

Correct Answer:- Option-B

Question94:-An organisation implements structural change without altering its culture or leadership style. According to the McKinsey 7-S framework, this is likely to fail due to misalignment of :

A:-Strategy and structure

B:-Systems and staff

C:-Shared values and style

D:-Skills and stakeholders

Correct Answer:- Option-C

Question95:-Which situation shows "cognitive dissonance"?

A:-Employee discomfort as actions conflict with values

B:-Group resolves conflict through compromise

C:-Manager balances work load

D:-Employees conform to norms

Correct Answer:- Option-A

Question96:-Biggest challenge in "cross-cultural communication"?

A:-Language proficiency

B:-Time zones

C:-Interpretation of meanings via cultural frameworks

D:-Technology use

Correct Answer:- Option-C

Question97:-During a change intervention, a consultant applies force-field analysis. Which of the following is the most accurate description of its purpose?

A:-To calculate financial costs of change

B:-To map out driving and restraining forces affecting change

C:-To measure employee satisfaction levels after change

D:-To compare market competition intensity

Correct Answer:- Option-B

Question98:-Which approach aligns with "systems theory"?

A:-Independent silos

B:-Individual-level focus

C:-Interconnected and environment-influenced

D:-Ignore external influences

Correct Answer:- Option-C

Question99:-Which reflects "Intergroup bias"?

A:-Self-reflection

B:-Two-person negotiation

C:-Manager feedback

D:-Team undervalues other dept's suggestions

Correct Answer:- Option-D

Question100:-A multinational firm hires an OD consultant who facilitates reflective conversations among employees, enabling them to reframe problems and co-create future directions. This consulting approach is most consistent with :

A:-Dialogic OD

B:-Diagnostic OD

C:-Structural contingency theory

D:-Scientific management

Correct Answer:- Option-A