

### Question 1

The traditional view toward conflict seeks to retain the functional conflict in a group.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495700>

### Question 2

According to the job characteristics model, which of the following results in the maximum internal rewards for an individual?

- A) when they are given tangible rewards
- B) when they initiate a program that enables them to work with a variety of like-minded colleagues
- C) when their training is realized and their expectations are met
- D) when they learn that they personally have performed well on a task that they care about
- E) when they are singled out for praise for successfully completing an arduous task

Answer: <https://biology-forums.com/index.php?topic=494953>

### Question 3

Process variables include all of the following except \_\_\_\_\_.

- A) member commitment to a common purpose
- B) specific goals
- C) team efficacy
- D) minimized social loafing
- E) climate of trust

Answer: <https://biology-forums.com/index.php?topic=495218>

### Question 4

Your referent comparison for equity theory is termed \_\_\_\_\_.

- A) self-inside
- B) self-outside
- C) other-outside
- D) other-inside
- E) inside-outside

Answer: <https://biology-forums.com/index.php?topic=494932>

### Question 5

Equity theory historically focused on \_\_\_\_\_ justice.

- A) interpersonal
- B) interactional
- C) procedural
- D) organizational
- E) distributive

Answer: <https://biology-forums.com/index.php?topic=494889>

### Question 6

Research has identified six universal emotions: anger, fear, sadness, happiness, disgust, and surprise.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494567>

### Question 7

Individuals with a high need to achieve prefer all of the following except \_\_\_\_\_.

- A) overcoming obstacles
- B) personal empowerment
- C) job situations with personal responsibility
- D) feedback
- E) a high degree of risk

Answer: <https://biology-forums.com/index.php?topic=494846>

### Question 8

Leadership requires \_\_\_\_\_.

- A) some congruence between the goals of the leader and those being led
- B) a dependency of those being led on the leader
- C) a dependency of the leader on those being led
- D) strong two-way communication between the leader and those being led
- E) followers to share behavioral traits with their leaders

Answer: <https://biology-forums.com/index.php?topic=495528>

### Question 9

The \_\_\_\_\_ view of conflict argues that conflict is necessary for a group to perform effectively.

- A) reactive
- B) traditional
- C) human relations
- D) interactionist
- E) functional

Answer: <https://biology-forums.com/index.php?topic=495640>

### Question 10

Which of the following is not a negative impact of reducing the size of the workforce?

- A) increased absenteeism
- B) lower creativity
- C) reduced wage costs
- D) reduced employee commitment
- E) voluntary turnover

Answer: <https://biology-forums.com/index.php?topic=495793>

### Question 11

Which of the following is true concerning the relationship between age and job satisfaction?

- A) Satisfaction decreases among nonprofessionals after middle age.
- B) Satisfaction decreases among professionals as they age.
- C) Some studies have found a U-shaped relationship between age and satisfaction.
- D) Most studies have found a negative association between age and satisfaction.
- E) Satisfaction increases among nonprofessionals during middle age.

Answer: <https://biology-forums.com/index.php?topic=494270>

### Question 12

Describe LMX theory and identify its main beliefs.

Answer: <https://biology-forums.com/index.php?topic=495512>

### Question 13

Which of the following is not included in the Big Five model?

- A) conscientiousness
- B) intuitiveness
- C) emotional stability
- D) agreeableness
- E) extroversion

Answer: <https://biology-forums.com/index.php?topic=494619>

### Question 14

How do proponents of reinforcement theory view behavior?

- A) as a reflection of the inner state of the individual
- B) as environmentally caused
- C) as a function of one's power need
- D) as the result of a cognitive process
- E) as a product of heredity

Answer: <https://biology-forums.com/index.php?topic=494872>

### Question 15

Team members that help other team members should be rewarded for their efforts. Which of the following is not something that team members can do to help other team members?

- A) master new skills
- B) share information
- C) create competition
- D) train new colleagues
- E) help resolve team conflicts

Answer: <https://biology-forums.com/index.php?topic=495234>

### Question 16

Because of passage of the Americans with Disabilities Act, job applicants \_\_\_\_\_.

- A) can not be drug tested for medicinal marijuana use
- B) can not be subjected to a physical exam after a job offer
- C) can be subjected to a physical exam before a job offer
- D) can not be subjected to a physical exam before a job offer
- E) are never required to submit to a physical exam for a job

Answer: <https://biology-forums.com/index.php?topic=496009>

### Question 17

Define "change agent" and describe where change is most likely to come from. Compare who is most likely to be an agent of change to who is most likely to resist change. Explain your answer.

Answer: <https://biology-forums.com/index.php?topic=496208>

### Question 18

Which of the following is not one of Hofstede's five dimensions of national culture?

- A) individualism versus collectivism
- B) power distance
- C) long-term versus short-term orientation
- D) flexibility versus rigidity
- E) uncertainty avoidance

Answer: <https://biology-forums.com/index.php?topic=494666>

### Question 19

\_\_\_\_\_ is addressed by asking the question "On what basis are jobs grouped together?"

- A) Formalization
- B) Matrix restructuring
- C) Work specialization
- D) Centralization and decentralization
- E) Departmentalization

Answer: <https://biology-forums.com/index.php?topic=495829>

### Question 20

Exercises that help individuals become team players include workshops in \_\_\_\_\_.

- A) event planning
- B) negotiation
- C) goal setting
- D) recruiting
- E) individualism

Answer: <https://biology-forums.com/index.php?topic=495232>

### Question 21

\_\_\_\_\_ percent of women report having experienced sexual harassment in the workplace.

- A) Twelve
- B) Thirty-six
- C) Fifty-eight
- D) Twenty-four
- E) Seventy-two

Answer: <https://biology-forums.com/index.php?topic=495565>

### Question 22

When can culture be a liability?

Answer: <https://biology-forums.com/index.php?topic=495984>

### Question 23

Myers-Briggs Type Indicator is a 100-question personality test that types four characteristics into sixteen personality types.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494675>

### Question 24

Which of the following is not one of the four primary management functions?

- A) leading
- B) controlling
- C) planning
- D) staffing
- E) organizing

Answer: <https://biology-forums.com/index.php?topic=494147>

### Question 25

What is the most relevant application of perception concepts to OB?

- A) the perceptions people form about each other
- B) the perceptions people form about external reality
- C) the perceptions people form about their culture
- D) the perceptions people form about their employer
- E) the perceptions people form about society

Answer: <https://biology-forums.com/index.php?topic=494709>

### Question 26

Joe comes to you with a request for funds for a project. He reminds you that company policy supports his position. He is using the tactic of \_\_\_\_\_.

- A) rational persuasion
- B) legitimacy
- C) pressure
- D) coalitions
- E) consultation

Answer: <https://biology-forums.com/index.php?topic=495555>

### Question 27

An organizational culture most likely to shape high ethical standards is one that \_\_\_\_\_.

- A) focuses on means as well as outcomes
- B) is high in risk tolerance
- C) is low-to-moderate in aggressiveness
- D) all of the above
- E) none of the above

Answer: <https://biology-forums.com/index.php?topic=495907>

### Question 28

Organizational cultures often reflect national cultures.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495954>

### Question 29

After which stage of a group's development is there a relatively clear hierarchy of leadership within the group?

- A) development
- B) evolution
- C) storming
- D) norming
- E) forming

Answer: <https://biology-forums.com/index.php?topic=495068>

### Question 30

Celia does not think that the new logo design for the company, which is mostly blue, is very effective. She has mentioned her disagreement on the design to a few others in the design team. In a meeting, Tom, one of her coworkers that is quite admired by the team, makes the comment that Celia doesn't like the design, and that she probably wants it to be pink, since she always wears pink. The group laughs at Tom's joke, and Celia doesn't add any more input into the logo discussion. Which type of power has Tom used over Celia?

- A) reward
- B) coercive
- C) control
- D) expert
- E) dependency

Answer: <https://biology-forums.com/index.php?topic=495535>

### Question 31

Which of the following statements is true pertaining to the role of personality traits in negotiations?

- A) Individuals with an internal locus of control will be better negotiators.
- B) High risk takers will be better negotiators.
- C) Recent research has shown that extroverts are less effective negotiators than introverts.
- D) Individuals who are concerned with appearing competent make excellent negotiators.
- E) Personality of the negotiators will determine, to a large extent, who prevails.

Answer: <https://biology-forums.com/index.php?topic=495726>

### Question 32

Which of a manager's primary functions requires the manager to define an organization's goals, establish an overall strategy for achieving these goals and develop a comprehensive hierarchy of plans to integrate and coordinate activities?

- A) leading
- B) controlling
- C) planning
- D) coordinating
- E) staffing

Answer: <https://biology-forums.com/index.php?topic=494148>

### Question 33

Which of the following is a major problem in the use of ability tests for selection and promotion of personnel?

- A) Women enjoy an unfair advantage on these tests.
- B) The tests fail to take into account the personality of the individual.
- C) The tests may have an adverse impact on different racial and ethnic groups.
- D) Some individuals with high intelligence are poor test takers.
- E) The tests favor ethnic and racial groups.

Answer: <https://biology-forums.com/index.php?topic=494277>

### Question 34

Which of the following is not necessarily a form of workplace sexual harassment?

- A) asking for a date
- B) leering and unwanted looks
- C) telling off-color jokes
- D) posting pinups in a cubicle
- E) unwanted physical touching

Answer: <https://biology-forums.com/index.php?topic=495563>

### Question 35

Explain how a worker's emotional state can affect customer service and customers.

Answer: <https://biology-forums.com/index.php?topic=494606>

### Question 36

Differentiate motivators from hygiene factors.

Answer: <https://biology-forums.com/index.php?topic=494935>

### Question 37

Jamie is looking for a new job. She was top sales representative for the region, but the promotion to district manager went to a different sales representative that is one of the regional manager's golfing buddies. Jamie's lack of motivation stems from a breakdown in the \_\_\_\_\_ relationship.

- A) effort-performance

- B) agent-actor
- C) reward-personal goal
- D) effort-satisfaction
- E) performance-reward

Answer: <https://biology-forums.com/index.php?topic=494900>

### Question 38

If there is an inconsistency between an individual's attitude on a specific issue and his or her behavior, there are only two courses of action available-alter the attitude or alter the behavior.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494434>

### Question 39

The structure that creates dual lines of authority is the \_\_\_\_\_.

- A) simple structure
- B) bureaucracy
- C) virtual organization
- D) organizational structure
- E) matrix structure

Answer: <https://biology-forums.com/index.php?topic=495780>

### Question 40

What purposes do performance evaluations serve in organizations?

Answer: <https://biology-forums.com/index.php?topic=496101>

### Question 41

Guillermo's wife was recently diagnosed with breast cancer. Guillermo had to take a considerable amount of time off work to care for their children, and he was late in completing his portion of a large project. Guillermo never feared that his job was in jeopardy because of his absences or his delay in completion of work.

This is an example of which major job attitude?

- A) employee engagement
- B) psychological empowerment
- C) perceived organizational support
- D) organizational commitment
- E) job involvement

Answer: <https://biology-forums.com/index.php?topic=494393>

### Question 42

An organizational commitment to remain with a company because of moral or ethical obligations is affective commitment.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494446>

### Question 43

Which of the following is true of people with a Type A personality?

- A) They play for fun and relaxation.
- B) They are unpredictable.
- C) They are generally content with their place in the world.
- D) They work fast .
- E) They don't tend to feel a lot of stress.

Answer: <https://biology-forums.com/index.php?topic=494637>

### Question 44

A company oriented around cost minimization is best served by which type of structure?

- A) combination
- B) mechanistic
- C) organic
- D) targeted
- E) virtual

Answer: <https://biology-forums.com/index.php?topic=495803>

### Question 45

Which of the following has been the most studied potential source of innovation?

- A) human resource factors
- B) cultural variables
- C) structural variables
- D) brainstorming
- E) champions

Answer: <https://biology-forums.com/index.php?topic=496147>

### Question 46

According to LMX theory, out-group members get more of the leader's time, but in a negative manner.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495502>

### Question 47

The most prominent structural characteristic of the matrix structure is that \_\_\_\_\_.

- A) it strictly follows the chain of command
- B) all departments are highly formalized
- C) it has a very tall span of control
- D) it is highly centralized
- E) it breaks the unity-of-command concept

Answer: <https://biology-forums.com/index.php?topic=495781>

### Question 48

Today Marci's boss entered her cubicle and told her that her work has been fantastic, and that because of her last project the client is going to give the company all of their business. Marci's boss continued to talk about what a great job she's doing. When her boss left Marci felt very confident and satisfied with herself and her job. Marci's boss uses communication in which of the following functions?

- A) emotional expression
- B) reprimand
- C) motivation
- D) information
- E) control

Answer: <https://biology-forums.com/index.php?topic=495293>

### Question 49

One of the shortcuts used to judge others involves evaluating a person based on how he/she compares to other individuals on the same characteristic. What is this shortcut called?

- A) contrast effects
- B) stereotyping
- C) the halo effect
- D) selective perception.
- E) prejudice

Answer: <https://biology-forums.com/index.php?topic=494731>

### Question 50

Psychology's major contributions to the field of organizational behavior have been primarily at what level of analysis?

- A) the level of the group
- B) the level of interacting groups
- C) the level of the culture
- D) the level of the organization
- E) the level of the individual

Answer: <https://biology-forums.com/index.php?topic=494170>

### Question 51

Research testing of LMX theory has been generally supportive.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495503>

### Question 52

Why do people satisfice?

- A) Any solution that solves a problem will be considered to be acceptable if the other possible options are not explored.
- B) Solutions that solve a problem, even if they are not the best solution, are generally satisfactory.
- C) In general, people lack the motivation to perform rational decision making fully.
- D) Resource restraints usually prevent people from entertaining all the options possible.
- E) They lack the capability to assimilate and understand all the information necessary to optimize.

Answer: <https://biology-forums.com/index.php?topic=494746>

### Question 53

Political behaviors usually \_\_\_\_\_.

- A) are seen only in large organizations
- B) are expected as part of each job requirement
- C) are counter productive to individual goals
- D) are frowned upon by organizational leaders
- E) lie outside of an individual's specified job requirements

Answer: <https://biology-forums.com/index.php?topic=495570>

### Question 54

Which of the following is not true about referent comparisons in equity theory?

- A) Those with higher amounts of education tend to have better information about people in other organizations.
- B) Employees with long tenure rely more heavily on co-workers for comparisons.
- C) Upper-level employees make more other-outside comparisons.
- D) Both men and women prefer same-sex comparisons.
- E) Employees in sex-segregated jobs use more cross-sex comparisons.

Answer: <https://biology-forums.com/index.php?topic=494885>

### Question 55

Temporary groups with deadlines tend to follow the \_\_\_\_\_ model.

- A) five-stage group development
- B) sociometry
- C) frantic action
- D) punctuated equilibrium
- E) cluster variance

Answer: <https://biology-forums.com/index.php?topic=495072>

### Question 56

In the leader-member exchange theory, leaders don't treat all of their subordinates alike.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495501>

### Question 57

Compare distributive justice and procedural justice in equity theory to the three principal relationships of expectancy theory. How are they commonly used or misused?

Answer: <https://biology-forums.com/index.php?topic=494942>

### Question 58

What are the three relationships in Vroom's expectancy theory?

Answer: <https://biology-forums.com/index.php?topic=494938>

### Question 59

When you begin to notice things that are not as you expected, you are in the \_\_\_\_\_ stage of socialization.

- A) encounter
- B) prearrival
- C) metamorphosis
- D) orientation



E) none of the above

Answer: <https://biology-forums.com/index.php?topic=495966>

### Question 60

As a manager, you like the plan because it allows \_\_\_\_\_.

- A) protection of territory
- B) workforce flexibility
- C) decreased payroll costs
- D) increased control
- E) elimination of workers

Answer: <https://biology-forums.com/index.php?topic=495040>

### Question 61

Jack, your director of manufacturing, has decided to create a team of eleven employees from quality control. Jack gives the team members the responsibility of scheduling their own work and evaluating each other's performance. This is an example of a \_\_\_\_\_ team.

- A) task-resolution
- B) virtual
- C) self-managed
- D) cross-functional
- E) problem-solving

Answer: <https://biology-forums.com/index.php?topic=495265>

### Question 62

Why were managers in India rated low by employees?

- A) They changed the traditional benefits package to a flexible benefits plan.
- B) They changed their pay to piece-rate pay.
- C) Their jobs had more intrinsic motivators than extrinsic motivators.
- D) They refused to allow them to telecommute.
- E) They tried to empower their employees through employee involvement programs.

Answer: <https://biology-forums.com/index.php?topic=495010>

### Question 63

Most studies confirm that the concept of \_\_\_\_\_ is central to understanding sexual harassment.

- A) love
- B) sex
- C) abuse
- D) power
- E) reasonableness

Answer: <https://biology-forums.com/index.php?topic=495561>

### Question 64

Ben is very prone to experiencing emotions in a much stronger manner than most other people. Things that wouldn't provoke any significant emotional response in the average person often send him into fits of happiness, anger, or depression. Ben has a high level of which of the following?

- A) positive affect
- B) negative affect
- C) extroversion
- D) introversion
- E) affect intensity

Answer: <https://biology-forums.com/index.php?topic=494518>

### Question 65

When we rank an individual's values in order of their \_\_\_\_\_, we obtain the person's value system.

- A) social needs
- B) context
- C) intensity
- D) social acceptance
- E) content

Answer: <https://biology-forums.com/index.php?topic=494643>

### Question 66

The two general groupings of power are \_\_\_\_\_.

- A) informal and legitimate
- B) personal and formal
- C) informational and personal
- D) static and fluid
- E) formal and informal

Answer: <https://biology-forums.com/index.php?topic=495532>

### Question 67

Whenever Jane is successful she takes full credit for what has happened, but whenever she is unsuccessful she attributes her failure to bad luck or blames one of her fellow employees. She is guilty of \_\_\_\_\_.

- A) distinctiveness
- B) fundamental attribution error
- C) attribution bias
- D) the halo effect
- E) self-serving bias

Answer: <https://biology-forums.com/index.php?topic=494723>

### Question 68

Which of the following factors makes it imperative that organizations be fast and flexible?

- A) truncated capacity
- B) temporariness
- C) corporate excess
- D) globalization
- E) advances in corporate strategy

Answer: <https://biology-forums.com/index.php?topic=494191>

### Question 69

Which of the following statements is not true?

- A) Satisfied employees increase customer satisfaction and loyalty.
- B) The most effective way to improve job satisfaction is a raise in pay.
- C) In service organizations, customer retention and defection are highly dependent on how front-line employees deal with customers.
- D) Dissatisfied customers can increase an employee's job dissatisfaction.
- E) Satisfied employees are likely to be more productive.

Answer: <https://biology-forums.com/index.php?topic=494403>

### Question 70

According to Festinger, people will seek a(an) \_\_\_\_\_.

- A) variable state with variable dissonance
- B) unstable state with minimal dissonance
- C) stable state with maximal dissonance
- D) stable state with minimal dissonance
- E) unstable state with maximal dissonance

Answer: <https://biology-forums.com/index.php?topic=494383>

### Question 71

Reasonable levels of employee-initiated turnover facilitate organizational flexibility and employee independence.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494223>

### Question 72

Which of the following is not an example of stories?

- A) how the workforce grew from three to three hundred in one year
- B) how the new standard operating procedures will be implemented
- C) how the founders started the company
- D) how the company had to cut one thousand employees last year
- E) how the company redesigned their product after near bankruptcy

Answer: <https://biology-forums.com/index.php?topic=495901>

### Question 73

In third-party negotiations, a third party who provides an informal communication link between the negotiator and the opponent is known as a(n) \_\_\_\_\_.

- A) conciliator
- B) consultant
- C) arbitrator
- D) executor
- E) mediator

Answer: <https://biology-forums.com/index.php?topic=495697>

### Question 74

What does the Myers-Briggs Type Indicator classification of "S or N" stand for?

- A) sane/reflective
- B) sensing/intuitive
- C) emotional stability/intuitive
- D) sensing/thinking
- E) emotional stability/thinking

Answer: <https://biology-forums.com/index.php?topic=494614>

### Question 75

Designing an organization's structure, such as who reports to whom, defines the \_\_\_\_\_ function.

- A) controlling
- B) organizing
- C) leading
- D) contemplating
- E) planning

Answer: <https://biology-forums.com/index.php?topic=494149>

### Question 76

Dashay is an emergency medical technician. Yesterday she was called to an emergency in a home where a man suffered a heart attack. She was able to resuscitate the man, and while her partners were transporting him to the ambulance she spent 10 minutes calming the 12 year old daughter, who was at home alone with the father. Although exhausted at the end of the day, Dashay felt very good about the father's prognosis and celebrated with a dinner out. Based on this description, it's safe to say that Dashay's job is high in which job characteristic?

- A) autonomy
- B) task significance
- C) feedback
- D) skill variety
- E) task identity

Answer: <https://biology-forums.com/index.php?topic=494951>

### Question 77

Which of the following is not a method to determine whether or not to use a team for a project?

- A) Analyze the project's goals.
- B) Determine the complexity of the work.
- C) Determine interdependence of the task objectives.
- D) Analyze the common purpose.
- E) Analyze reward options.

Answer: <https://biology-forums.com/index.php?topic=495236>

### Question 78

What is the difference between centralization and decentralization? Would a simple structure be centralized or decentralized? Explain your answer.

Answer: <https://biology-forums.com/index.php?topic=495847>

### Question 79

Discuss the cross-cultural differences in telecommuting. Specifically where is it used more? Less? Why?

Answer: <https://biology-forums.com/index.php?topic=495055>

### Question 80

When people perceive politics as an opportunity, they respond with defensive behaviors.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495597>

### Question 81

You wish to hire a person who is innovative, individualistic, versatile, and entrepreneurial. Candidates for this position would ideally have what classification on the Myers-Briggs Type Indicator?

- A) ENTPs
- B) ISFPs
- C) INTJs
- D) ESTPs
- E) ESTJs

Answer: <https://biology-forums.com/index.php?topic=494616>

### Question 82

Identify the benefits and disadvantages of cohesive groups and ways that you can encourage cohesiveness.

Answer: <https://biology-forums.com/index.php?topic=495165>

### Question 83

Organizations that promote a spiritual culture \_\_\_\_\_.

- A) adopt a corporate religion
- B) de-emphasize community in the work place
- C) recognize that people have both a mind and a spirit
- D) tend to downplay the importance of employee satisfaction
- E) have organized religious practices

Answer: <https://biology-forums.com/index.php?topic=495915>

### Question 84

What are four common classes of norms?

Answer: <https://biology-forums.com/index.php?topic=495162>

### Question 85

Your rating in a job interview is high in contrast to the candidate who was interviewed directly before you, who was rated extremely low. Your own high rating might be partially attributed to which of the following?

- A) projection
- B) prototyping
- C) contrast effects
- D) the halo effect
- E) stereotyping

Answer: <https://biology-forums.com/index.php?topic=494730>

### Question 86

Jo has a job interview. Which of the following will probably not have an effect on the way she reacts emotionally to the interview?

- A) Jo's age
- B) the weather on the day of the interview
- C) how much exercise Jo regularly gets
- D) Jo's gender
- E) how much sleep Jo had the night before

Answer: <https://biology-forums.com/index.php?topic=494521>

### Question 87

What types of people are valuable in teams because they're good at backing up fellow team members and at sensing when that support is truly needed?

- A) extroverted people
- B) open people
- C) agreeable people
- D) introverted people
- E) conscientious people

Answer: <https://biology-forums.com/index.php?topic=495208>

### Question 88

The degree to which job assignments are procedurized is classified in the Fiedler model as \_\_\_\_\_.

- A) initiating structure
- B) leader-member relations
- C) task orientation
- D) productivity oriented
- E) task structure

Answer: <https://biology-forums.com/index.php?topic=495432>

### Question 89

What is workforce spirituality and how is it similar to a positive organizational culture?

Answer: <https://biology-forums.com/index.php?topic=495978>

### Question 90

Compare and contrast the AI strategy for managing change with the double-loop learning organization focused on creating change. How are they similar and different?

Answer: <https://biology-forums.com/index.php?topic=496213>

### Question 91

The \_\_\_\_\_ of an environment refers to the degree of heterogeneity and concentration among environmental elements.

- A) density
- B) intricacy
- C) permeability
- D) complexity
- E) simplicity

Answer: <https://biology-forums.com/index.php?topic=495808>

### Question 92

Which one of the following would not be considered a human skill of a manager?

- A) decision making.
- B) communicating
- C) listening to others
- D) resolving conflicts
- E) working as part of a team

Answer: <https://biology-forums.com/index.php?topic=494156>

### Question 93

The strength of product departmentalization in the matrix structure is its \_\_\_\_\_.

- A) ability to facilitate coordination
- B) social empowerment
- C) economies of scale
- D) standardization
- E) adherence to chain of command

Answer: <https://biology-forums.com/index.php?topic=495783>

### Question 94

The structure that combines functional and product departmentalization is the \_\_\_\_\_.

- A) simple structure
- B) bureaucracy
- C) organizational pyramid
- D) team structure
- E) matrix structure

Answer: <https://biology-forums.com/index.php?topic=495837>

### Question 95

Women who are newcomers to the town of Williams are most likely to \_\_\_\_\_.

- A) help improve the profitability of the Young Woman's Club by recommending increases in its membership dues
- B) help to enhance the prestige of the Young Women's Club by increasing the average income of the group's members

- C) find membership in the Young Women's Club helpful for increasing their social support  
D) find that the Young Woman's Club has a low tolerance for diversity  
E) find that the Young Woman's Club values the unique strengths of those from different backgrounds

Answer: <https://biology-forums.com/index.php?topic=495963>

### Question 96

Explain the organizational component of work specialization. Discuss its advantages and drawbacks.

Answer: <https://biology-forums.com/index.php?topic=495856>

### Question 97

An interviewer who believes female applicants will put family ahead of career is using \_\_\_\_\_.

- A) selective perception  
B) filtering  
C) values judgment  
D) prejudice  
E) projection

Answer: <https://biology-forums.com/index.php?topic=495354>

### Question 98

Avoidance of conflict involves playing down differences while emphasizing common interests between the conflicting parties.

- A) True  
B) False

Answer: <https://biology-forums.com/index.php?topic=495705>

### Question 99

The intent to act in a certain way is the affective component of an attitude.

- A) True  
B) False

Answer: <https://biology-forums.com/index.php?topic=494428>

### Question 100

Which of the following statements is true concerning power?

- A) In order to have power, a person must impose their control over others.  
B) Trust and mistrust affect the expression of power.  
C) A person can have power over you only if he or she controls something you desire.  
D) To be effective, power must be actualized.  
E) Power requires some congruence between the goals of the leader and those being led.

Answer: <https://biology-forums.com/index.php?topic=495525>

### Question 101

Most experts believe that individuals may be trained to exhibit charismatic behavior.

- A) True  
B) False

Answer: <https://biology-forums.com/index.php?topic=495504>

### Question 102

Which of the following is not one of the key components of effective teams?

- A) defined team processes and goals  
B) supportive contextual influences  
C) effective work design  
D) appropriate team membership  
E) recognized company identity

Answer: <https://biology-forums.com/index.php?topic=495198>

### Question 103

High levels of job involvement are related to higher absences.

- A) True  
B) False

Answer: <https://biology-forums.com/index.php?topic=494443>

### Question 104

What is emotional intelligence? Briefly explain the arguments for and against emotional intelligence.

Answer: <https://biology-forums.com/index.php?topic=494605>

### Question 105

When a manager is evaluated on the degree to which he or she "has a good attitude," the evaluation criterion being used is traits.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=496067>

### Question 106

What are the characteristics of a spiritual organization?

Answer: <https://biology-forums.com/index.php?topic=495982>

### Question 107

After establishing Team D in a wheel network structure, Harriet receives negative feedback from members of the team. Many team members express frustration about working in the group, and most dislike the interpersonal style of the team leader. Which of the following strategies would most likely help to improve the team members' morale?

- A) Leaving the team as a wheel network and encouraging team members to share the leadership responsibility.
- B) Leaving the team as a wheel network and replacing the team leader with another group member.
- C) Leaving the team leader in place and restructuring the group as a chain network.
- D) Restructuring the group as a chain network and replacing the leader with another group member.
- E) Transferring the team leader to another group and restructuring the group as an all-channel network.

Answer: <https://biology-forums.com/index.php?topic=495386>

### Question 108

The most comprehensive and replicated of the behavioral theories resulted from research begun by Fred Fiedler.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495480>

### Question 109

What is the segment of the three-component model of creativity that is the foundation for all creative work?

- A) intuition
- B) expertise
- C) creative thinking skills
- D) realization
- E) intrinsic task motivation

Answer: <https://biology-forums.com/index.php?topic=494784>

### Question 110

describe the relationship between cohesiveness and productivity?

Answer: <https://biology-forums.com/index.php?topic=495158>

### Question 111

Your supervisor seems to possess \_\_\_\_\_ assumptions.

- A) Theory W
- B) Theory Y
- C) Theory V
- D) Theory X
- E) Theory T

Answer: <https://biology-forums.com/index.php?topic=494922>

### Question 112

Monitoring, comparing, and correcting activities are all included in the controlling function.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494209>

### Question 113

The first comprehensive contingency model for leadership was developed by \_\_\_\_\_.

- A) Blake and Mouton
- B) Hersey and Blanchard
- C) Douglas Surber
- D) John Kotter
- E) Fred Fiedler

Answer: <https://biology-forums.com/index.php?topic=495425>

### Question 114

John writes a memo to his employees. Putting his thoughts onto paper is an example of \_\_\_\_\_.

- A) encoding
- B) communicating
- C) channeling
- D) cryptography
- E) messaging

Answer: <https://biology-forums.com/index.php?topic=495300>

### Question 115

Raymond is dealing with impending layoffs at work. Yesterday at the pharmacy he measured his blood pressure and it was high. He also notices that when he thinks about the future his heart rate accelerates. Raymond is demonstrating \_\_\_\_\_ symptoms of his stress.

- A) behavioral
- B) psychological
- C) personal
- D) physiological
- E) reactive

Answer: <https://biology-forums.com/index.php?topic=496162>

### Question 116

The early stages of development of a cross-functional team are time-consuming because \_\_\_\_\_.

- A) members must learn to work with diversity and complexity
- B) most cross-functional team members are comprised of individuals from similar backgrounds
- C) members must research the causes of problems which they are assigned to solve
- D) most cross-functional team members have already established trust
- E) members have to learn how to perform new functional tasks

Answer: <https://biology-forums.com/index.php?topic=495193>

### Question 117

When Judith became a doctor she modeled her manner on her observations of more experienced doctors, and also on the behavior of doctors in medical dramas she had enjoyed watching as a child on TV. What is Judith modeling her manner upon?

- A) the role behaviors of doctors
- B) her role expectation of doctors
- C) the core role actions of doctors
- D) the role identity of doctors
- E) her role perception of doctors

Answer: <https://biology-forums.com/index.php?topic=495076>

### Question 118

Which of the following is a method that companies can use to break down cultural barriers in the global market?

- A) limit global expansion
- B) install centralized organizations
- C) lobby governments
- D) use only organic structures
- E) form business alliances

Answer: <https://biology-forums.com/index.php?topic=495811>

### Question 119

Larry has an employee that is amazing at clearly seeing rules and enforcing them. He has recently promoted her to the lead position in quality assurance. Which aspect of creating a positive organizational culture is Larry utilizing?



- A) emphasizing organizational vitality and growth
- B) emphasize individual growth
- C) building on organization strengths
- D) building on employee strengths
- E) rewarding more than punishing

Answer: <https://biology-forums.com/index.php?topic=495912>

### Question 120

Emotional intelligence is so critical to effective leadership because one of its core components is \_\_\_\_\_.

- A) conscientiousness
- B) openness
- C) empathy
- D) extroversion
- E) agreeableness

Answer: <https://biology-forums.com/index.php?topic=495414>

### Question 121

Barbara is the lead editor for a small, city newspaper. One of her advertising sales representatives is pulling in a lot of restaurant clients. Barbara realizes that the representative is quite knowledgeable about food and speaks quite elegantly when describing different dishes. She has begun discussing with the representative the possibility of collaborating with a writer to include a weekly restaurant review, which includes the representative on the by-line. After the first couple of reviews, the representative is able to increase ad sizes and sales. He is very happy with his new job diversification. Which aspect of creating a positive organizational culture is Barbara utilizing?

- A) building on organization strengths
- B) rewarding more than punishing
- C) emphasizing organizational vitality and growth
- D) creating loose management oversight
- E) emphasize individual growth

Answer: <https://biology-forums.com/index.php?topic=495914>

### Question 122

What is the major failure of reinforcement theory in explaining changes in behavior?

- A) It ignores the effect of rewards and punishments upon behavior.
- B) It originated in the studies of the responses of animals.
- C) It cannot adequately describe the original behavior.
- D) It does not recognize the effect of feelings, attitudes, and other cognitive variables.
- E) Most behavior is, in fact, environmentally caused.

Answer: <https://biology-forums.com/index.php?topic=494880>

### Question 123

Which of the following is not an example of a hindrance stressor?

- A) job confusion
- B) time urgency
- C) office politics
- D) red tape
- E) role conflict

Answer: <https://biology-forums.com/index.php?topic=496154>

### Question 124

Family issues, economic problems, and personality characteristics are examples of the \_\_\_\_\_ factor of potential stress.

- A) environmental
- B) social
- C) personnel
- D) personal
- E) psychological

Answer: <https://biology-forums.com/index.php?topic=496158>

### Question 125

Which of the following is most likely to help reduce misperceptions when communicating with people from a different culture?

- A) Emphasize interpretation rather than evaluation and descriptions.
- B) Assume similarity until differences are proven.

- C) Treat your interpretations as a confirmed hypothesis.
- D) Make judgments quickly and decisively.
- E) See the other's point of view.

Answer: <https://biology-forums.com/index.php?topic=495368>

### Question 126

People think about \_\_\_\_\_ five times longer than they think about \_\_\_\_\_ .

- A) positive events, positive emotions
- B) their moods, their emotions
- C) behavior affects, the consequences
- D) negative events, positive events
- E) positive events, negative events

Answer: <https://biology-forums.com/index.php?topic=494507>

### Question 127

Where is overconfidence most likely to surface?

- A) among older workers
- B) with more education and training
- C) outside your area of expertise
- D) in your area of expertise
- E) among higher wage earners

Answer: <https://biology-forums.com/index.php?topic=494768>

### Question 128

The size of an organization affects the organization's structure at a decreasing rate of impact.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495824>

### Question 129

Discuss cognitive dissonance theory. How do individuals seek consistency among their attitudes, and between their attitudes and their behavior?

Answer: <https://biology-forums.com/index.php?topic=494464>

### Question 130

Mrs. Jonas comes to you for an explanation of why she is so uncomfortable. You might refer her to the theories of \_\_\_\_\_.

- A) Festinger
- B) Hofstede
- C) Skinner
- D) Surber
- E) Maslow

Answer: <https://biology-forums.com/index.php?topic=494379>

### Question 131

Sue wants to go back to work after having taken a few years off while the kids were young. Her husband earns a good living, and they both want Sue to be available for the children's events and at home after school. School gets out at 2:20. When looking for a job, which of the following schedules would be most appealing for Sue?

- A) enter and leave any time between 6:00 a.m. to 7:00 p.m., Monday through Friday
- B) enter at 6:00 a.m. and leave at 3:00 p.m., Monday through Friday
- C) enter at 8:00 a.m. and leave at 7:00 p.m., Monday through Thursday, Fridays off
- D) enter at 9:00 a.m. and leave at 1:00 p.m., Monday through Friday
- E) enter at 8:00 a.m. and leave at 5:00 p.m., Monday through Friday

Answer: <https://biology-forums.com/index.php?topic=494963>

### Question 132

Why are agreeable people usually less successful in their careers?

- A) They aren't successful in school.
- B) They aren't happy in their lives.
- C) They don't negotiate well.
- D) They don't make many friends.
- E) They aren't liked by superiors.

Answer: <https://biology-forums.com/index.php?topic=494625>

### Question 133

\_\_\_\_\_ is a change process based on systematic collection of data and selection of a change action based on what the analyzed data indicate.

- A) Process consultation
- B) Organizational development
- C) Planned change
- D) Action research
- E) Organizational restructuring

Answer: <https://biology-forums.com/index.php?topic=496130>

### Question 134

All of the following are factors that serve to sustain organizational cultures except \_\_\_\_\_.

- A) socialization
- B) selection
- C) orientation
- D) top management
- E) frugality

Answer: <https://biology-forums.com/index.php?topic=495883>

### Question 135

Which of the following groups is the most frequent perpetrator of workplace sexual harassment?

- A) co-workers
- B) subordinates
- C) supervisors
- D) women
- E) upper management

Answer: <https://biology-forums.com/index.php?topic=495567>

### Question 136

You have decided to let employees select a small group to represent them and work with management. This is termed \_\_\_\_\_.

- A) an ESOP
- B) participative management
- C) quality circles
- D) an AESOP
- E) representative participation

Answer: <https://biology-forums.com/index.php?topic=495038>

### Question 137

What are the major causes of job satisfaction?

Answer: <https://biology-forums.com/index.php?topic=494470>

### Question 138

Negative affect is a mood dimension consisting of nervousness, stress and anxiety at one end and relaxation, tranquility, and poise at the other.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494569>

### Question 139

High formalization in an organization creates all of the following except \_\_\_\_\_.

- A) cohesiveness
- B) orderliness
- C) consistency
- D) predictability
- E) none of the above

Answer: <https://biology-forums.com/index.php?topic=495873>

### Question 140

Which of the following is not a problem with recognition programs?

- A) They are subject to corruption.
- B) The rewards are intrinsic.
- C) They motivate less than money in the short term.
- D) The rewards are subjective.
- E) Managers can manipulate the system.

Answer: <https://biology-forums.com/index.php?topic=495006>

### Question 141

The ability to continue maximum effort requiring prolonged effort over time is called \_\_\_\_\_.

- A) static strength
- B) dynamic strength
- C) balance
- D) stamina
- E) extent flexibility

Answer: <https://biology-forums.com/index.php?topic=494305>

### Question 142

Name two power tactics that a person might use when organizing an illegitimate political behavior? State an illegitimate behavior and describe how the power tactics would be used to advance the behavior.

Answer: <https://biology-forums.com/index.php?topic=495619>

### Question 143

Andrew is a software tester. He runs through the same types of programs day after day looking for bugs and reporting them. He is taking night classes on programming. Often, he knows the best solution to many of the bugs, but he is still learning to code. Describe two job characteristics that Andrew is striving to improve, and explain two ways that Andrew's manager can redesign his current job to help him reach his goals.

Answer: <https://biology-forums.com/index.php?topic=495044>

### Question 144

Corina works full time for a pharmaceutical company, but her husband is a freelance writer who works from home and helps care for their baby daughter. Which of the following benefits plans is Corina most likely to choose?

- A) none
- B) extra vacation time
- C) modular core plan
- D) one plan fits all
- E) modular core-plus plan

Answer: <https://biology-forums.com/index.php?topic=495000>

### Question 145

Diversity is an asset for teams where tasks \_\_\_\_\_.

- A) are more difficult to solve
- B) are highly technical
- C) prohibit social loafing
- D) require a variety of viewpoints
- E) require interpersonal solutions

Answer: <https://biology-forums.com/index.php?topic=495240>

### Question 146

Which of the following does not describe high self-monitors?

- A) They show greater sensitivity to social cues.
- B) They possess an external locus of control.
- C) They exhibit higher levels of social conformity.
- D) They believe that they can control their environment.
- E) They are more likely to be skilled in political behavior.

Answer: <https://biology-forums.com/index.php?topic=495575>

### Question 147

Which of the following is not an example of how emotions vary across cultures?

- A) Chinese people view negative emotions as useful.
- B) People in the U.S. view hate as dangerous.
- C) People in China experience fewer emotions at less intensity.

- D) People in Japan view pride as a negative emotion.  
E) In the Middle East a smile is a sign of sexual attraction.

Answer: <https://biology-forums.com/index.php?topic=494563>

### Question 148

Discuss the importance of values.

Answer: <https://biology-forums.com/index.php?topic=494693>

### Question 149

Based on the information given, which employee would be least likely to quit his or her job?

- A) Sally  
B) Jonathan  
C) Gina  
D) Gina and Sally  
E) All these employees would have about the same likelihood of quitting.

Answer: <https://biology-forums.com/index.php?topic=494271>

### Question 150

As a selection device, written tests have decreased in usage during the past 20 years.

- A) True  
B) False

Answer: <https://biology-forums.com/index.php?topic=496056>

### Question 151

Skill-based pay encourages employees to concentrate on one or two highly desirable skills.

- A) True  
B) False

Answer: <https://biology-forums.com/index.php?topic=495027>

### Question 152

Discuss the Rokeach Value Survey. Include definitions and discussion of terminal values and instrumental values.

Answer: <https://biology-forums.com/index.php?topic=494695>

### Question 153

If an individual believes his/her income will be affected negatively by a particular change, resistance will increase.

- A) True  
B) False

Answer: <https://biology-forums.com/index.php?topic=496172>

### Question 154

Which of the following has not been shown to be a benefit of flex time?

- A) increased meaningfulness  
B) increased satisfaction  
C) improved productivity  
D) improved promptness  
E) reduced absenteeism

Answer: <https://biology-forums.com/index.php?topic=494968>

### Question 155

Communication must include both the \_\_\_\_\_ and the understanding of meaning.

- A) transportation  
B) triaging  
C) intention  
D) interpretation  
E) transference

Answer: <https://biology-forums.com/index.php?topic=495289>

### Question 156

Briefly describe and classify four types of intellectual abilities and four types of physical abilities.

Answer: <https://biology-forums.com/index.php?topic=494361>

### Question 157

Stage II of the conflict process deals with conflict being \_\_\_\_\_.

- A) apparent and experienced
- B) overt and covert
- C) internalized
- D) expressed and perceived
- E) perceived and felt

Answer: <https://biology-forums.com/index.php?topic=495654>

### Question 158

Explain affective events theory and its impact on emotional reactions.

Answer: <https://biology-forums.com/index.php?topic=494604>

### Question 159

A firm introduces job enrichment in order to motivate its employees. Evidence would suggest that which of the following is the most likely result of this change?

- A) an increase in productivity
- B) a drop in quality
- C) reduced absenteeism and turnover costs
- D) lower fixed costs
- E) a decrease in productivity

Answer: <https://biology-forums.com/index.php?topic=494961>

### Question 160

Training employees on how to be better listeners falls under which of the following training categories?

- A) problem-solving skills
- B) technical skills
- C) ethical skills
- D) interpersonal skills
- E) cultural skills

Answer: <https://biology-forums.com/index.php?topic=496013>

### Question 161

Joe has learned in an OB course that \_\_\_\_\_.

- A) large groups are better at taking action
- B) social loafing is the tendency for individuals to expend less effort when working collectively
- C) groups composed of all men or all women are the most effective groups, in general
- D) small groups are good for developing ideas
- E) team spirit always spurs individual effort and enhances the group's overall productivity

Answer: <https://biology-forums.com/index.php?topic=495146>

### Question 162

Which one of the following words is the best synonym for "surface-level diversity", as the term is used in organizational behavior?

- A) personality traits
- B) demographics
- C) ethnicity
- D) personal values
- E) work-place preferences

Answer: <https://biology-forums.com/index.php?topic=494257>

### Question 163

Leadership training is most likely to be successful with individuals who are low self-monitors.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495509>

### Question 164

Work teams produce final results that exceed the sum of individual team member inputs.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495244>

### Question 165

Which employee would be best suited as a mentor to new employees with a chance to develop friendships?

- A) Doug
- B) Sarah
- C) Mary
- D) Tim
- E) Joe

Answer: <https://biology-forums.com/index.php?topic=494929>

### Question 166

The basic concepts underlying goal-setting theory and reinforcement theory are at odds.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494914>

### Question 167

Which of the following is a characteristic of a learning organization? Its employees \_\_\_\_\_.

- A) think in terms of independent relationships
- B) have high levels of technical knowledge
- C) have standard ways of doing their jobs
- D) pursue projects of interest
- E) focus on breaking down barriers created by hierarchical levels

Answer: <https://biology-forums.com/index.php?topic=496150>

### Question 168

According to LMX theory, the in-group is likely to be composed of \_\_\_\_\_.

- A) Rebecca only
- B) John, Rebecca, and Jennifer only
- C) Jennifer only
- D) Sarah, Joe, Sally, and John only
- E) Rebecca and Jennifer only

Answer: <https://biology-forums.com/index.php?topic=495461>

### Question 169

Despite your attempts to unfreeze the status quo at Mintz, your employees are still resistant to the relocation. According to Kotter's model, which of the following would most likely help to overcome this problem?

- A) postponing the moving deadline since it isn't critical that the move occur immediately
- B) limiting your discussion of your vision for the move to employees with the highest rankings
- C) emphasizing the importance of short-term wins by discouraging risk taking
- D) creating a set of strategies for the move and sticking with them at all costs
- E) providing employees with a list of compelling reasons for the move

Answer: <https://biology-forums.com/index.php?topic=496201>

### Question 170

If there is a basic conflict between the individual's expectations and the reality of working in an organization, the employee is most likely to be disillusioned and quit during which stage of socialization?

- A) prearrival
- B) reflection
- C) ritual
- D) metamorphosis
- E) encounter

Answer: <https://biology-forums.com/index.php?topic=495892>

### Question 171

Which of the following was the principal concern regarding information security for the majority of business executives in one study?

- A) fear of hackers corrupting information systems
- B) worker detachment due to low channel richness
- C) information overload causing ineffectiveness
- D) danger of system crashes from viruses
- E) leaks of company information

Answer: <https://biology-forums.com/index.php?topic=495344>

### Question 172

A strong culture can be a liability for an organization.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495943>

### Question 173

Referent power is based on identification with a person who is famous and wealthy.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495591>

### Question 174

Allison has just presented her paper and has done a really good job. Why should you not want to present your own paper directly after she does?

- A) to avoid the halo effect
- B) to avoid the ultimate attribution error
- C) to avoid the projection effect
- D) to avoid the contrast effect
- E) to avoid the stereotyping effect

Answer: <https://biology-forums.com/index.php?topic=494815>

### Question 175

Fiona can learn anything quickly, if she can see someone else doing it. If she has to figure it out by any other method, it will take her a long time and she will not be productive. Fiona is a(n) \_\_\_\_\_, and her manager should \_\_\_\_\_.

- A) reader, give her books to review
- B) actor, simulate role-playing situations
- C) participator, provide hands-on training
- D) observer, use Internet videos to train
- E) listener, provide her with audio tapes

Answer: <https://biology-forums.com/index.php?topic=496021>

### Question 176

What can managers do to make sure that important information isn't withheld from them through silence?

- A) Deal with information overload.
- B) Interpret what we see and call it reality.
- C) Tell employees what they want to hear.
- D) Listen to and support diverse opinions.
- E) Assume that words are understood.

Answer: <https://biology-forums.com/index.php?topic=495358>

### Question 177

Many people's views on human behavior are based on intuition.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494212>

### Question 178

What term is used for the extent to which an individual displays different behaviors in different situations?

- A) integrity
- B) flexibility
- C) stability
- D) continuity
- E) distinctiveness



Answer: <https://biology-forums.com/index.php?topic=494713>

### Question 179

In what way do deep-level diversity factors affect advancement in a work place with a collectivistic culture?

- A) Employees with differences in personality to their supervisors are more likely to be promoted.
- B) Employees with similarities in personality to their peers are more likely to be promoted.
- C) Employees with differences in personality to their peers are more likely to be promoted.
- D) Deep-level diversity factors do not affect advancement in the work place.
- E) Employees with similarities in personality to their supervisors are more likely to be promoted.

Answer: <https://biology-forums.com/index.php?topic=494311>

### Question 180

You describe to your students a new committee within the university that brings together specialists from all different departments to develop a new interdisciplinary program. The structure probably best meets the definition of the \_\_\_\_\_.

- A) matrix structure
- B) expert structure
- C) virtual structure
- D) boundaryless structure
- E) organizational pyramid

Answer: <https://biology-forums.com/index.php?topic=495838>

### Question 181

The leader-participation model was developed by \_\_\_\_\_.

- A) Hersey and Blanchard
- B) Vroom and Yetton
- C) Blake and Mouton
- D) Douglas and Surber
- E) Fred Fiedler

Answer: <https://biology-forums.com/index.php?topic=495440>

### Question 182

Alessio's boss doesn't care whether Alessio works at home, at the office, or from his beach house. All he cares about is that the project is completed on time, on budget, and with exemplary quality. Which characteristic of organizational culture best describes this aspect of Alessio's job?

- A) low risk taking
- B) high outcome orientation
- C) low aggressiveness
- D) high stability
- E) high attention to detail

Answer: <https://biology-forums.com/index.php?topic=495857>

### Question 183

The time at which an object or event is seen is an example of what type of factor influencing the perceptual process?

- A) context
- B) social
- C) perceiver
- D) target
- E) reality

Answer: <https://biology-forums.com/index.php?topic=494707>

### Question 184

The ability to coordinate the simultaneous actions of different parts of the body describes which physical ability?

- A) balance
- B) body coordination
- C) dynamic flexibility
- D) static strength
- E) extent flexibility

Answer: <https://biology-forums.com/index.php?topic=494301>

### Question 185

A plant manager who organizes the plant by separating engineering, accounting, manufacturing, personnel, and purchasing into departments is

practicing \_\_\_\_\_ departmentalization.

- A) graphic
- B) target customer
- C) product
- D) functional
- E) geographic

Answer: <https://biology-forums.com/index.php?topic=495752>

### Question 186

Which of the following statements most accurately characterizes the grapevine?

- A) It is usually inaccurate.
- B) It is perceived as being more reliable than formal communication.
- C) It is used to serve the self-interests of outsiders.
- D) It serves as a formal communication channel.
- E) It is generally used as an anti-management tool.

Answer: <https://biology-forums.com/index.php?topic=495326>

### Question 187

What is departmentalization?

Answer: <https://biology-forums.com/index.php?topic=495845>

### Question 188

Define and describe the interactionist view of conflict.

Answer: <https://biology-forums.com/index.php?topic=495737>

### Question 189

How can your behavior at work be predicted to change?

- A) You will work harder.
- B) You will produce better work.
- C) You will not work so hard.
- D) You will acknowledge that the new person hired is worth more.
- E) You will act to undermine the new employee.

Answer: <https://biology-forums.com/index.php?topic=494933>

### Question 190

Age, race, gender, ethnicity, religion, and disability status are examples of \_\_\_\_\_.

- A) deep-level diversity
- B) surface-level diversity
- C) personality traits
- D) stereotypes and assumptions
- E) shared values and preferences

Answer: <https://biology-forums.com/index.php?topic=494256>

### Question 191

Katherine Doughnavon is a pharmacist. She refuses to fill prescriptions for RU-486, the "morning after" abortion pill. Her behavior is most likely due to which of the following biographical characteristics?

- A) religion
- B) race
- C) age
- D) gender
- E) sexual orientation

Answer: <https://biology-forums.com/index.php?topic=494284>

### Question 192

The most important aspect of power is probably that it \_\_\_\_\_.

- A) is a function of dependency
- B) is needed to get things done in an organization
- C) is counter productive
- D) tends to corrupt people
- E) involves control

Answer: <https://biology-forums.com/index.php?topic=495524>

### Question 193

What result can groupshift have on the decisions a group makes?

- A) They are made by groups rather than individuals.
- B) They are generally riskier.
- C) They are less effective.
- D) They are made more quickly.
- E) They are objectively incorrect.

Answer: <https://biology-forums.com/index.php?topic=495113>

### Question 194

Name and explain the alternative model for temporary groups with deadlines. How are groups characterized in this model?

Answer: <https://biology-forums.com/index.php?topic=495161>

### Question 195

The \_\_\_\_\_ is a structure characterized by extensive departmentalization, high formalization, a limited information network, and centralization.

- A) bureaucracy organization
- B) organic model
- C) mechanistic model
- D) simple structure
- E) traditional model

Answer: <https://biology-forums.com/index.php?topic=495795>

### Question 196

Which of the following is not a standard method of performance evaluation?

- A) interviews
- B) written essays
- C) graphic rating scales
- D) BARS
- E) critical incidents

Answer: <https://biology-forums.com/index.php?topic=496037>

### Question 197

Alex has a new idea for a way to cut costs in his department, but he is not willing to share his idea with his boss because the last department head that tried new cost cutting methods was recently fired. Based on the example, how can Alex's company improve the culture to create innovation?

- A) increase the resources in Alex's department
- B) reward both successes and failures organizationally
- C) encourage communication between various departments
- D) flatten the management structure in the organization
- E) promote tenured management in Alex's department

Answer: <https://biology-forums.com/index.php?topic=496145>

### Question 198

Two companies, Roland Media and Go! Corp, are both headed by transformational leaders. However, Roland Media showed much greater profitability over a 5-year time period than did Go! Corp. Which of the following best explains why Roland Media performed better than Go! Corp under transformational leadership?

- A) Go! Corp's leader regularly interacts with the company's workforce to make decisions, whereas Roland Media's leader must go through a complex bureaucratic structure.
- B) Roland Media's employees tend to be more highly individualistic than do Go! Corp's employees.
- C) Unlike Go! Corp's employees, Roland Media's employees don't readily give up decision-making authority.
- D) Roland Media is a small, privately held firm, whereas Go! Corp is a large, complex public company.
- E) Roland Media is headquartered in a high power distance country, whereas Go! Corp is headquartered in a country that is high in collectivism.

Answer: <https://biology-forums.com/index.php?topic=495449>

### Question 199

Which of the following is an example of an affective attitude?

- A) Anger at being unfairly accused of a wrongdoing.
- B) The avoidance of a restaurant where one once received bad service.
- C) Believing that you did a good job.

D) The observation that most dogs have four legs.

E) The opinion that it is never acceptable to steal.

Answer: <https://biology-forums.com/index.php?topic=494372>

### Question 200

Why would an employee choose a flexible spending plan over a standard modular plan?

A) the quality of benefits are greater

B) their take-home pay is higher

C) their taxes are increased

D) the benefits are more immediate

E) they only need limited benefits

Answer: <https://biology-forums.com/index.php?topic=495002>

### Question 201

You are negotiating a parts contract with a foreign man who represents a foreign supplier. During the negotiation, the man constantly shakes his head "no", interrupts often, and frequently pats you on the back, or clutches your arm. From which country is the other negotiator?

A) China

B) Canada

C) Brazil

D) Japan

E) U.S.

Answer: <https://biology-forums.com/index.php?topic=495699>

### Question 202

Which one of the following dichotomies of organizational structure specifically defines where decisions are made?

A) formalization/informalization

B) specialization/enlargement

C) affectivity/reflexivity

D) complexity/simplicity

E) centralization/decentralization

Answer: <https://biology-forums.com/index.php?topic=495766>

### Question 203

Brenda explains to new employees that \_\_\_\_\_ cultures, like China and Vietnam, rely heavily on nonverbal cues.

A) high-content

B) low-content

C) high-context

D) neutral-content

E) low-context

Answer: <https://biology-forums.com/index.php?topic=495390>

### Question 204

Which of the following is not a characteristic of surface-level diversity?

A) gender

B) age

C) personality

D) disability needs

E) race or ethnicity

Answer: <https://biology-forums.com/index.php?topic=494258>

### Question 205

Culture performs all the following functions except \_\_\_\_\_.

A) conveying a sense of identity for organization members

B) defining boundaries

C) enhancing social system stability

D) displaying the dominance of particular organizations

E) facilitating commitment to something larger than individual self-interest

Answer: <https://biology-forums.com/index.php?topic=495874>

### Question 206

When an appraiser rates employees based on items on a continuum with the points reflecting actual behaviors on a given job, this type of evaluation is called \_\_\_\_\_.

- A) MBWA
- B) critical incident
- C) graphic rating scale
- D) behavioral structured ratings
- E) BARS

Answer: <https://biology-forums.com/index.php?topic=496042>

### Question 207

Which of the following is not true about virtual teams?

- A) Members are more satisfied with the group interaction process.
- B) They are more task-oriented.
- C) There is an absence of paraverbal cues.
- D) There is limited social context.
- E) Members are more focused on production than on process.

Answer: <https://biology-forums.com/index.php?topic=495195>

### Question 208

What sort of groups is defined by the organization's structure?

- A) formal
- B) friendship
- C) informal
- D) interest
- E) task

Answer: <https://biology-forums.com/index.php?topic=495057>

### Question 209

Early studies of organizational citizenship behavior (OCB) assumed that it was closely linked with satisfaction. More recent evidence suggests that satisfaction influences OCB, but through perceptions of \_\_\_\_\_.

- A) fairness
- B) out marketing
- C) productivity
- D) leadership ability
- E) consistency

Answer: <https://biology-forums.com/index.php?topic=494415>

### Question 210

Harriet discovered that she was a top job candidate for a company that planned to hire a transformational leader. Which of the following was most likely true for Harriet during the application process?

- A) Harriet's application revealed that she had high emotional intelligence.
- B) A personality test showed that Harriet was primarily introverted.
- C) Harriet's written communication scores were stronger than her in-person interview.
- D) Harriet's leadership experience was general rather situation-specific.
- E) Harriet's self-monitoring score was low compared to other candidates.

Answer: <https://biology-forums.com/index.php?topic=495453>

### Question 211

Nicole's department sales have gone down recently. She told her husband that all of the sales representatives were lazy and that she was the only one holding the numbers up. In reality, all of the sales numbers have gone down, including Nicole's. Nicole's statement can be attributed to the tendency to use the self-serving bias to explain successes and failures.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494797>

### Question 212

One criticism of the Fiedler model concerns the fact that the logic underlying the model's questionnaire is not well understood.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495491>

### Question 213

The organizational factors that cause stress include: task demands, role demands, and interpersonal demands.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=496186>

### Question 214

Which of the following is not a type of discrimination?

- A) exclusion
- B) interaction
- C) sexual harassment
- D) intimidation
- E) mockery

Answer: <https://biology-forums.com/index.php?topic=494260>

### Question 215

Which of the following programs is Goodvibes likely to have instituted?

- A) elder care
- B) child care
- C) relocation assistance
- D) all of the above
- E) none of the above

Answer: <https://biology-forums.com/index.php?topic=496086>

### Question 216

The most common form of measuring personality is through self-report surveys. However, the applicant could easily \_\_\_\_\_.

- A) not truly know his personality
- B) change his personality instantly
- C) practice impression management
- D) fail the survey, but be the best candidate
- E) refuse to take the survey

Answer: <https://biology-forums.com/index.php?topic=494609>

### Question 217

Which of the following is not true about the two-factor theory?

- A) Intrinsic factors are motivators.
- B) A job becomes satisfying when the dissatisfying characteristics are removed.
- C) Responsibility is a satisfier.
- D) Working conditions are characterized as hygiene factors.
- E) Hygiene factors are demotivators.

Answer: <https://biology-forums.com/index.php?topic=494842>

### Question 218

Describe a functional conflict and dysfunctional conflict that could exist because of structure.

Answer: <https://biology-forums.com/index.php?topic=495731>

### Question 219

Managers get things done through other people.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494207>

### Question 220

Personal power is generally perceived as a result of all the following except \_\_\_\_\_.

- A) charisma
- B) admiration
- C) persuasiveness
- D) skill

E) expertise

Answer: <https://biology-forums.com/index.php?topic=495542>

### Question 221

Of the bases of power, research indicates that \_\_\_\_\_ power is most effective and important.

- A) personal
- B) coercive
- C) formal
- D) legitimate
- E) reward

Answer: <https://biology-forums.com/index.php?topic=495547>

### Question 222

Your first day at work is part of the \_\_\_\_\_ stage of socialization.

- A) prearrival
- B) metamorphosis
- C) orientation
- D) encounter
- E) none of the above

Answer: <https://biology-forums.com/index.php?topic=495965>

### Question 223

Phyllis works for a corporation that recently fired three top managers who were caught using the company credit cards to lavishly furnish their offices and even purchase "office" furniture that was found in their personal homes. Which method of maintaining an ethical culture is Phyllis's company pursuing?

- A) communicate ethical expectations
- B) serve as a visible role model
- C) provide ethical training
- D) provide protective mechanisms
- E) visibly punish unethical acts

Answer: <https://biology-forums.com/index.php?topic=495910>

### Question 224

The "enterprising" personality from Holland's typology of personality and congruent occupations would exhibit which of the following personality characteristics?

- A) shy, genuine, persistent
- B) imaginative, disorderly, idealistic
- C) conforming, efficient, practical,
- D) self-confident, ambitious, energetic
- E) sociable, friendly, cooperative

Answer: <https://biology-forums.com/index.php?topic=494664>

### Question 225

What term is used for intense feelings that are directed at someone or something?

- A) emotions
- B) moods
- C) cognition
- D) affect
- E) thoughts.

Answer: <https://biology-forums.com/index.php?topic=494496>

### Question 226

Which of the following is not a common organizational design?

- A) centralized structure
- B) matrix structure
- C) bureaucracy
- D) simple structure
- E) none of the above

Answer: <https://biology-forums.com/index.php?topic=495772>

### Question 227

In the real world, what do people typically do when making a decision about a problem?

- A) seek the optimal decision
- B) follow the rational decision-making model
- C) find an acceptable solution
- D) remain unbiased and objective
- E) obtain complete information

Answer: <https://biology-forums.com/index.php?topic=494743>

### Question 228

\_\_\_\_\_ teams are made up of employees from about the same hierarchical level.

- A) Self-managed
- B) Multifaceted
- C) Star matrix
- D) Problem-solving
- E) Cross-functional

Answer: <https://biology-forums.com/index.php?topic=495190>

### Question 229

The faculty member from \_\_\_\_\_ should furnish information about personality, learning, and motivation.

- A) anthropology
- B) industrial engineering
- C) psychology
- D) political science
- E) sociology

Answer: <https://biology-forums.com/index.php?topic=494231>

### Question 230

The primary or dominant values that are accepted throughout the organization are known as \_\_\_\_\_.

- A) manifestos
- B) institutional traits
- C) core values
- D) shared values
- E) foundational values

Answer: <https://biology-forums.com/index.php?topic=495867>

### Question 231

Last month, Jennifer's department experienced constructive conflict during a meeting. Which of the following is not an outcome of this functional conflict?

- A) creativity and innovation are stimulated
- B) interest and curiosity are encouraged
- C) groupthink is increased
- D) the quality of decisions is improved
- E) tensions are released

Answer: <https://biology-forums.com/index.php?topic=495717>

### Question 232

Yolanda is a valued employee in your department. She is positive and dependable but lacks ambition and has stagnated in her position this year. She also is consistently late on deadlines, although the work she turns in is usually flawless. Choose one of the performance evaluation methods discussed in the chapter and use it to evaluate the three most popular sets of criteria for Yolanda. Explain why your evaluation method is strong or weak, and how it could be improved.

Answer: <https://biology-forums.com/index.php?topic=496091>

### Question 233

Craig, Matt, and Diane worked for the same company since graduating college. Over careers of 25 years they achieved many successes, each becoming the executive director of his or her respective department, making them three of the highest paid employees in the company. Last month they were all laid off. No one else in the company was let go.

What kind of discrimination is represented in this example?

- A) exclusion



- B) incivility
- C) insults
- D) mockery
- E) discriminatory practices

Answer: <https://biology-forums.com/index.php?topic=494262>

### Question 234

As a manager, one of Joe's duties is to present awards to outstanding employees within his department. Which Mintzberg managerial role is Joe acting in when he does this?

- A) leadership role
- B) spokesperson role
- C) liaison role
- D) figurehead role
- E) monitor role

Answer: <https://biology-forums.com/index.php?topic=494150>

### Question 235

Which level of Maslow's hierarchy of needs deals with satisfying one's hunger, thirst, and need for sex?

- A) social
- B) esteem
- C) safety
- D) physiological
- E) psychological

Answer: <https://biology-forums.com/index.php?topic=494835>

### Question 236

The more consistent a behavior, the more the observer is inclined to \_\_\_\_\_.

- A) attribute it to interpretation
- B) attribute it to distinctiveness
- C) attribute it to consensus
- D) attribute it to internal causes
- E) attribute it to external causes

Answer: <https://biology-forums.com/index.php?topic=494718>

### Question 237

All of the following are examples of material symbols except \_\_\_\_\_.

- A) top executives' use of the company jet
- B) new employee orientations
- C) private parking spots
- D) a swimming pool for the employees to use
- E) luxury cars for executives

Answer: <https://biology-forums.com/index.php?topic=495905>

### Question 238

Activities that influence the distribution of advantages and disadvantages within an organization are known as \_\_\_\_\_.

- A) sexual harassment
- B) human resources
- C) political behaviors
- D) influential power moves
- E) interactive initiatives

Answer: <https://biology-forums.com/index.php?topic=495569>

### Question 239

Which one of the following is not a term used to describe conflict in the traditional view?

- A) destruction
- B) violence
- C) harmful
- D) apathetic
- E) irrationality

Answer: <https://biology-forums.com/index.php?topic=495637>

### Question 240

One advantage of cross-functional teams is that they are easy to manage.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495252>

### Question 241

According to Fiedler, leader-member relations concerns the degree to which a leader takes a personal interest in the needs of his or her employees and accepts individual differences among them.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495488>

### Question 242

Your organization has reduced layers, flattening the organization. Your employees now need to perform a wider variety of tasks. As a result, you need to provide employees with training to help develop their \_\_\_\_\_ skills.

- A) problem solving
- B) interpersonal
- C) basic literacy
- D) technical
- E) none of the above

Answer: <https://biology-forums.com/index.php?topic=496081>

### Question 243

Which of the following is not a comparison an employee can use in equity theory?

- A) self-goal
- B) other-outside
- C) self-inside
- D) other-inside
- E) self-outside

Answer: <https://biology-forums.com/index.php?topic=494884>

### Question 244

Jennifer's boss decides to implement a new policy whereby employees provide regular, formalized feedback to their supervisors. Employees are encouraged to evaluate and criticize their superiors. Based on your understanding of functional conflict, is this policy likely to benefit Jennifer's company?

- A) No, because the evaluations will generate dysfunctional conflict, which breeds discontent.
- B) No, because the evaluations will promote relationship conflict, which is always dysfunctional.
- C) Yes, because the evaluations will encourage groupthink, which increases turnover.
- D) No, because the evaluations will create a climate of insecurity for the company's management.
- E) Yes, because the evaluations will encourage functional conflict, which improves organizational performance.

Answer: <https://biology-forums.com/index.php?topic=495720>

### Question 245

Age and avoidable absences are negatively related.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494329>

### Question 246

Laura only makes minimum wage, but she loves her job. Her supervisor regularly compliments her and she has been chosen employee of the month twice this year. Which of the following is Laura's attitude most likely a function of?

- A) reactance
- B) motivation
- C) goal setting
- D) involvement
- E) recognition

Answer: <https://biology-forums.com/index.php?topic=495003>

### Question 247

Which of the following is most likely to be a country with high power distance?

- A) a poor country like Guatemala
- B) an individualist country like Australia
- C) a long term oriented country like Japan
- D) a masculine country like Greece
- E) an uncertainty avoiding country like Uruguay

Answer: <https://biology-forums.com/index.php?topic=494668>

### Question 248

Ability is the assessment of what one will do.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494339>

### Question 249

Design the most effective team to figure out ways to reduce the number of preparation hours for shipping products overseas for your company. Choose the type of team from one of the four principal team types. Describe your team's context, composition, and process parameters.

Answer: <https://biology-forums.com/index.php?topic=495280>

### Question 250

Which of the following theories argues that because of time pressures, leaders establish a special relationship with a small group of their subordinates?

- A) expectancy
- B) path-goal
- C) leader-member exchange
- D) contingency
- E) situational leadership theory

Answer: <https://biology-forums.com/index.php?topic=495441>

### Question 251

Brian was a star short-stop player in high school. He was drafted to a minor league and didn't go to college. Since playing professionally his performance has declined, and he is considering leaving baseball and applying to college. Brian's lack of motivation can be attributed to which theory?

- A) theory X
- B) hierarchy of needs theory
- C) self-determination theory
- D) two factor theory
- E) reinforcement theory

Answer: <https://biology-forums.com/index.php?topic=494850>

### Question 252

Which of the following is not a cause of conflict, according to the traditionalist view?

- A) management failure to be responsive to employee aspirations
- B) management failure to be responsive to employee needs
- C) lack of openness in the organization
- D) trust between people in the organization
- E) general poor communication between people

Answer: <https://biology-forums.com/index.php?topic=495638>

### Question 253

Memos, letters, e-mail, fax transmissions, and organizational periodicals represent examples of \_\_\_\_\_.

- A) technological communication
- B) written communication
- C) formal communication channels
- D) informal communication channels
- E) none of the above

Answer: <https://biology-forums.com/index.php?topic=495313>

### Question 254

You have decided to involve the sales personnel in planning for the change and in stocking appropriate new items to sell to gardeners. The method for overcoming resistance that you have chosen is \_\_\_\_\_.

- A) participation
- B) negotiation
- C) education and communication
- D) manipulation and cooptation
- E) coercion

Answer: <https://biology-forums.com/index.php?topic=496196>

### Question 255

Upon adjournment of the team meeting, Lawrence immediately went to his work space and wrote an e-mail summarizing the new ideas and goals that the team has developed. He sent the e-mail to each team member, as well as to other teams that will eventually work on the material, and all related supervisors. At lunch in the cafeteria Lawrence chatted with his friends about the meeting and responded to some of their concerns about the new ideas. Which team role best characterizes Lawrence?

- A) creator
- B) adviser
- C) controller
- D) promoter
- E) maintainer

Answer: <https://biology-forums.com/index.php?topic=495211>

### Question 256

Javier is starting a job for an advertising agency as a graphic designer. He is highly creative. Which of the following socialization options would be least effective in Javier's cultural socialization process?

- A) Javier's boss feels that Javier's skills and experience require little training.
- B) Javier is socialized through lunches with each of his team members.
- C) Javier is not expected to advance to taking on his own project until he's ready
- D) Javier is allowed to begin designing a small portion of a project without any formal training.
- E) Javier is appointed a mentor and is told he must follow his mentor's directions.

Answer: <https://biology-forums.com/index.php?topic=495895>

### Question 257

If Albert is apprehensive regarding oral communication, which of the following behaviors is he least likely to display?

- A) He distorts the communication demands of his job.
- B) He limits his oral communication and then tends to rationalize his behavior.
- C) He relies on memos or letters.
- D) He avoids face-to-face communication.
- E) He prefers to talk on the phone.

Answer: <https://biology-forums.com/index.php?topic=495359>

### Question 258

The theory that asserts that motivation depends upon an employee's goals, and the belief that productive behavior will get these goals accomplished, is called \_\_\_\_\_.

- A) Vroom's expectancy theory
- B) Herzberg's dual-factor theory
- C) McClelland's three needs theory
- D) Maslow's hierarchy of needs
- E) Alderfer's ERG theory

Answer: <https://biology-forums.com/index.php?topic=494896>

### Question 259

Members of the nighttime janitorial staff are generally low skilled and would probably be motivated by \_\_\_\_\_.

- A) job enrichment
- B) job rotation
- C) flex time
- D) all of the above
- E) none of the above

Answer: <https://biology-forums.com/index.php?topic=495036>

### Question 260

Which of the following statements is not true about moods and exercise?

- A) The affects of exercise are strongest for depressed people.
- B) A growing number of companies offer fitness centers.
- C) An increase in positive moods results in more productive employees.
- D) Everyone benefits the same from an increase in exercise.
- E) Exercise enhances positive mood.

Answer: <https://biology-forums.com/index.php?topic=494527>

### Question 261

According to Fiedler's contingency model, task-oriented leaders are most effective in situations of high or low control.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495489>

### Question 262

Which of the following is not an individual variable that influences a person's ability to handle stress?

- A) social support
- B) marital status
- C) personality
- D) perception
- E) job experience

Answer: <https://biology-forums.com/index.php?topic=496160>

### Question 263

What is the relationship between age and the organizational issues of productivity, turnover, and satisfaction?

Answer: <https://biology-forums.com/index.php?topic=494352>

### Question 264

The view that we can learn through both observation and direct experience is called \_\_\_\_\_.

- A) theory X
- B) two factor theory
- C) reinforcement theory
- D) social-learning theory
- E) hierarchy of needs theory

Answer: <https://biology-forums.com/index.php?topic=494877>

### Question 265

Which of the following statements best describes contingency variables?

- A) They are the cause-effect principles that tend to apply to all situations that have been discovered.
- B) They are scientific factors based on universal truths.
- C) There is general consensus among OB researchers that they can be controlled.
- D) They are simple and universal principles that explain organizational behavior.
- E) They are factors that moderate the relationship between two or more events or situations.

Answer: <https://biology-forums.com/index.php?topic=494179>

### Question 266

Individuals with a high need to achieve prefer job situations with personal responsibility, feedback, and an intermediate degree of risk

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494911>

### Question 267

Tests of affective events theory have not shown which of the following to be true?

- A) An emotional episode contains elements of both emotions and mood cycles.
- B) Moods and emotions fluctuate over time so their effect on performance also fluctuates.
- C) Positive emotions have a strong positive influence on job performance.
- D) Emotion-driven behaviors are typically short in duration and of high variability.

E) Both current and past emotions influence job satisfaction at any given time.

Answer: <https://biology-forums.com/index.php?topic=494544>

### Question 268

The relationship between age and job performance is likely to be an issue of increasing importance during the next decade.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494325>

### Question 269

Which of the following terms involves making decisions so as to provide the greatest good for the greatest number?

- A) humanitarianism
- B) utilitarianism
- C) satisficing
- D) justice
- E) rights

Answer: <https://biology-forums.com/index.php?topic=494779>

### Question 270

A focus on utilitarianism as an ethical decision criterion promotes efficiency and productivity as well as a focus on the rights of individuals.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494811>

### Question 271

At what time of day are people are in the best mood? Describe how mood changes throughout the day.

Answer: <https://biology-forums.com/index.php?topic=494596>

### Question 272

Appreciative inquiry is a collection of change techniques or interventions built on humanistic-democratic values.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=496182>

### Question 273

With which Big Five dimensions would you compare a self-monitoring personality? Describe how they are similar and different.

Answer: <https://biology-forums.com/index.php?topic=494691>

### Question 274

An organization is productive if it achieves its goals and does so by transferring inputs to outputs at the lowest cost.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494222>

### Question 275

Which tactic to overcome resistance to change is a relatively easy way to gain the support of adversaries, but may backfire if the targets become aware of the tactic?

- A) manipulation
- B) negotiation
- C) conciliation
- D) cooperation
- E) coercion

Answer: <https://biology-forums.com/index.php?topic=496124>

### Question 276

The satisfaction-turnover relationship is not affected by \_\_\_\_\_.

- A) lack of job prospects
- B) alternative job prospects
- C) high human capital

- D) high employee education
- E) ease of job mobility

Answer: <https://biology-forums.com/index.php?topic=494418>

### Question 277

If you support the idea that conflict should be eliminated, you are supporting which of the following views of conflict?

- A) the moderated acceptance view
- B) the interactionist view
- C) the traditional view
- D) the human relations view
- E) the positivistic view

Answer: <https://biology-forums.com/index.php?topic=495713>

### Question 278

What are some of the individual factors related to political behavior?

Answer: <https://biology-forums.com/index.php?topic=495628>

### Question 279

According to Maslow, a need that is essentially satisfied no longer motivates.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494908>

### Question 280

Which of the following is not a method to ensure a successful, diverse workforce?

- A) establishing a well-defined protocol for assessing applicants
- B) valuing fairness and objectivity in the selection of employees
- C) focusing on the demographic characteristics of applicants
- D) focusing on the productive potential of recruits
- E) prioritizing non-discrimination policies in the organization

Answer: <https://biology-forums.com/index.php?topic=494309>

### Question 281

Organizational commitment is a better indicator of turnover than job satisfaction.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494447>

### Question 282

Francine is the head of a group at an ad agency working with copywriters, artists, and designers to come up with effective branding of new products.

Why is it particularly important for her to keep her team happy?

- A) People are more conscientious when they are in a good mood.
- B) People are more efficient when they are in a good mood.
- C) People are more productive when they are in a good mood.
- D) People are more creative when they are in a good mood.
- E) People are more cooperative when they are in a good mood.

Answer: <https://biology-forums.com/index.php?topic=494555>

### Question 283

A satisficing decision maker \_\_\_\_\_.

- A) identifies all the relevant options to solutions
- B) chooses the option with the highest utility
- C) analyzes all options in an unbiased manner
- D) looks for complete information
- E) seeks solutions that are satisfactory and sufficient

Answer: <https://biology-forums.com/index.php?topic=494745>

### Question 284

At first, the disputing parties resist your offer to help create a win-win situation for both groups. They are each highly focused on their demands in the

negotiation, otherwise known as their \_\_\_\_\_.

- A) distribution points
- B) resistance points
- C) target points
- D) settlement ranges
- E) bargaining chips

Answer: <https://biology-forums.com/index.php?topic=495724>

### Question 285

Why is the relationship between age and job performance likely to be an issue of increasing importance during the next decade?

Answer: <https://biology-forums.com/index.php?topic=494351>

### Question 286

Which of the following best defines self-determination theory?

- A) Intrinsic factors are related to the desire for interpersonal relationships.
- B) Extrinsic factors determine a person's need to control a situation.
- C) Extrinsic factors, such as pay, can actually decrease motivation.
- D) Intrinsic factors when rewarded increase productivity.
- E) Extrinsic factors, such as pay, can actually increase motivation.

Answer: <https://biology-forums.com/index.php?topic=494847>

### Question 287

Toni has decided that she'll just get a new job and get away from the problem. Toni is dealing with her dissatisfaction through \_\_\_\_\_.

- A) voice
- B) neglect
- C) exit
- D) acceptance
- E) loyalty

Answer: <https://biology-forums.com/index.php?topic=494405>

### Question 288

Values tend to be stable and enduring.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494679>

### Question 289

For most people social activities decrease positive mood.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494577>

### Question 290

Examples of on-the-job training include all of the following except \_\_\_\_\_.

- A) job rotation
- B) apprenticeship
- C) formal mentoring programs
- D) understudy assignments
- E) simulation centers

Answer: <https://biology-forums.com/index.php?topic=496018>

### Question 291

Those who are powerful, articulate, and persuasive are most vulnerable to \_\_\_\_\_.

- A) unfair evaluation
- B) ethical lapses
- C) exploitation
- D) politicking harm
- E) unethical practices

Answer: <https://biology-forums.com/index.php?topic=495585>



### Question 292

Which of the following strategies would managers find least helpful for turning individuals into team players?

- A) encouraging mentorship
- B) providing training
- C) selecting appropriate candidates
- D) rewarding cooperative efforts
- E) setting goals

Answer: <https://biology-forums.com/index.php?topic=495229>

### Question 293

How might U.S. managers be culturally sensitive?

- A) discuss religion more
- B) speak quickly
- C) discuss politics frequently
- D) talk in a high tone of voice
- E) listen more

Answer: <https://biology-forums.com/index.php?topic=495938>

### Question 294

Stalsberry Company has employees in personnel, sales, and accounting. This division of an organization into groups according to work functions is an example of \_\_\_\_\_, the second element of structural organization.

- A) departmentalization
- B) centralization
- C) social clustering
- D) specialization
- E) bureaucracy

Answer: <https://biology-forums.com/index.php?topic=495750>

### Question 295

Research has concluded that people seek consistency among their attitudes but not between their attitudes and behavior.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494429>

### Question 296

Theory X assumes that human beings are inherently good.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494909>

### Question 297

Which of the following is the least predictive set of criteria used to evaluate employees?

- A) task outcomes
- B) behaviors
- C) personality
- D) traits
- E) mood

Answer: <https://biology-forums.com/index.php?topic=496033>

### Question 298

Which of the following is not an instrumental value?

- A) polite
- B) wisdom
- C) loving
- D) clean
- E) courageous

Answer: <https://biology-forums.com/index.php?topic=494647>

### Question 299

Which of the following is not a disadvantage of the matrix structure?

- A) increasing employee insecurity
- B) the confusion it creates
- C) the constant predictability
- D) the stress it places on individuals
- E) its propensity to foster power struggles

Answer: <https://biology-forums.com/index.php?topic=495784>

### Question 300

Recent American legislation makes it easier for a company to enforce mandatory retirement.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494326>

### Question 301

The most potent means of transmitting culture to employees are stories, rituals, related symbols, and language.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495948>

### Question 302

Helena and Laura were talking on the phone. Laura's two year old son fell and started crying and Laura could no longer hear what Helena said. This is an example of \_\_\_\_\_.

- A) decoding
- B) noise
- C) transmitting
- D) analysis
- E) understanding

Answer: <https://biology-forums.com/index.php?topic=495298>

### Question 303

Discuss strengths and weaknesses of group decision making.

Answer: <https://biology-forums.com/index.php?topic=495166>

### Question 304

What step determines whether understanding has been achieved during the communication process?

- A) transmission
- B) decoding
- C) feedback
- D) channel
- E) encoding

Answer: <https://biology-forums.com/index.php?topic=495306>

### Question 305

Which of the following has proven to be a particularly good predictor for jobs that require cognitive complexity?

- A) work sampling
- B) intelligence tests
- C) behavioral assessment
- D) integrity evaluations
- E) aptitude tests

Answer: <https://biology-forums.com/index.php?topic=495995>

### Question 306

Which of the following is not a core topic of organizational behavior?

- A) motivation
- B) conflict
- C) resource allocation

- D) attitude development
- E) work design

Answer: <https://biology-forums.com/index.php?topic=494163>

### Question 307

What is the segment in the three-component model of creativity that turns creative potential into actual creative ideas?

- A) intuition
- B) intrinsic task motivation
- C) expertise
- D) creative thinking skills
- E) realization

Answer: <https://biology-forums.com/index.php?topic=494788>

### Question 308

Which of the following answer choices is the best definition of attitude?

- A) Attitudes indicate how one will react to a given event.
- B) Attitudes are a measure of how the worth of an object, person or event is evaluated.
- C) Attitudes are the emotional part of an evaluation of some person, object or event.
- D) Attitudes are the yardstick by which one measures one's actions.
- E) Attitudes are evaluative statements of what one believes about something or someone.

Answer: <https://biology-forums.com/index.php?topic=494368>

### Question 309

Which of the following is not a barrier to effective communication?

- A) filtering
- B) selective perception
- C) reality
- D) silence
- E) language

Answer: <https://biology-forums.com/index.php?topic=495350>

### Question 310

According to Mintzberg, when a manager searches the organization and its environment for opportunities and initiates projects to bring about change, the manager is acting in which role?

- A) resource allocator
- B) reflective analyst
- C) monitor
- D) entrepreneur
- E) negotiator

Answer: <https://biology-forums.com/index.php?topic=494152>

### Question 311

Patrice has a small company that makes mustard. His local sales are low, and he wants to reach a wider, national clientele by getting on the Web, so he has placed an online ad for a Web designer and master. It is most likely that the majority of the job applicants will be from the \_\_\_\_\_ generation.

- A) boomer
- B) millennial
- C) traditionalist
- D) Xer
- E) veteran

Answer: <https://biology-forums.com/index.php?topic=494654>

### Question 312

Zimbardo's simulated prison experiment demonstrated that people with no prior personality pathology or training in their roles could execute extreme forms of behavior consistent with the roles they were playing.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495130>

### Question 313

According to Fiedler's approach, your employees should assume which of the following about the leadership styles determined through using the survey?

- A) Each person's style is essentially fixed.
- B) Task-oriented leaders will not perform as well as relationship-oriented leaders in situations that are very unfavorable.
- C) Each person's style will change in accordance with the situation at hand.
- D) Each person can use the information to change his/her style to a more productive style.
- E) Task-oriented leaders will perform better than relationship-oriented leaders in moderately favorable situations.

Answer: <https://biology-forums.com/index.php?topic=495456>

### Question 314

Which of the following motivation concepts clearly has an American bias?

- A) need for power
- B) need for achievement
- C) social needs
- D) need for affiliation
- E) need for association

Answer: <https://biology-forums.com/index.php?topic=494905>

### Question 315

The ability to use logic and assess the implications of an argument describes which intellectual ability?

- A) deductive reasoning
- B) perceptual speed
- C) inductive reasoning
- D) verbal comprehension
- E) number aptitude

Answer: <https://biology-forums.com/index.php?topic=494297>

### Question 316

Which of the following is not an example of a low-positive affect of mood?

- A) nervous
- B) bored
- C) fatigued
- D) depressed
- E) sad

Answer: <https://biology-forums.com/index.php?topic=494505>

### Question 317

What is the difference between felt emotions and displayed emotions?

Answer: <https://biology-forums.com/index.php?topic=494597>

### Question 318

Most of the research in OB has been concerned with three attitudes: job satisfaction, job involvement, and organizational commitment. Explain the difference between these attitudes.

Answer: <https://biology-forums.com/index.php?topic=494466>

### Question 319

Which of the following is the term used for the strength with which individuals experience emotion?

- A) emotionality
- B) adaptability
- C) affect intensity
- D) reflexivity
- E) crank response

Answer: <https://biology-forums.com/index.php?topic=494517>

### Question 320

When a person manipulates information so that it will be seen more favorably by the receiver, he is \_\_\_\_\_.

- A) using ineffective communication means
- B) using selective perception
- C) using politically correct communication
- D) suffering from communication apprehension

E) filtering information

Answer: <https://biology-forums.com/index.php?topic=495351>

### Question 321

Discuss stress and the types of stress. Describe the potential sources of stress.

Answer: <https://biology-forums.com/index.php?topic=496220>

### Question 322

Andy, Ben, and Liza are online customer service representatives. They have all been given a reprimand by their boss, for online holiday shopping. Andy is 24 years old. Ben is 46 years old. Liza is 45 years old. Who is least likely to be upset by the reprimand?

- A) Ben
- B) Andy and Ben
- C) Andy
- D) Liza
- E) none will be upset

Answer: <https://biology-forums.com/index.php?topic=494530>

### Question 323

Management by Objectives (MBO) emphasizes translating overall organizational objectives into \_\_\_\_\_.

- A) personal gain
- B) operational units
- C) capital gains
- D) specific objectives for organizational units and individual members
- E) terms that the individual worker can understand and accept

Answer: <https://biology-forums.com/index.php?topic=494865>

### Question 324

The defensive behavior that he is engaged in falls under the category of \_\_\_\_\_.

- A) avoiding responsibility
- B) avoiding blame
- C) avoiding action
- D) avoiding power
- E) avoiding change

Answer: <https://biology-forums.com/index.php?topic=495611>

### Question 325

Sharon is unhappy in her job for many reasons. Yesterday a customer asked her where the shampoo was located. Sharon listlessly replied, "I don't know." She then turned her back on the customer and continued stocking the shelf.

This is an example of how job satisfaction can affect \_\_\_\_\_.

- A) employee OCB
- B) workplace deviance
- C) customer satisfaction
- D) turnover
- E) absenteeism

Answer: <https://biology-forums.com/index.php?topic=494414>

### Question 326

A corporation that makes sure that all of their products are purchased directly from the producers, effectively eliminating the middle-man, and striving for fair trade practices is engaging in \_\_\_\_\_, a common element of a spiritual organization.

- A) trust and respect
- B) humanistic work practices
- C) toleration of employee expression
- D) material symbols
- E) strong sense of purpose

Answer: <https://biology-forums.com/index.php?topic=495917>

### Question 327

The abilities of a team's members is essential to success. Which of the following skills is not essential to team success?

- A) interpersonal skills
- B) artistic skills

- C) problem-solving skills
- D) technical expertise
- E) decision-making skills

Answer: <https://biology-forums.com/index.php?topic=495206>

### Question 328

Which of the following is not a suggested method to improve on performance evaluations and make them more pleasant for both the evaluator and the employee?

- A) be sincere and specific
- B) provide constructive feedback
- C) construct a fair appraisal system
- D) evaluate global performance
- E) determine methods of correction

Answer: <https://biology-forums.com/index.php?topic=496050>

### Question 329

If dissonance arises over behavior that people are compelled to take, then their propensity to act to reduce that dissonance is reduced.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494437>

### Question 330

What is the best way for the manager to control the deviant behavior of the foremen?

- A) taking over the work of the foremen himself
- B) ordering the foremen to conform with the required safety standards
- C) firing the foremen and promoting new foremen from the current pool of workers
- D) instituting training classes for the foremen on the importance of safety
- E) finding out why the foremen place a greater importance on finishing the job than in safety

Answer: <https://biology-forums.com/index.php?topic=494235>

### Question 331

Eva is not getting the results she needs from her data base administration team. She believes that part of the problem is that they are a virtual team and that they aren't communicating well. Which of the following is not something that Eva should do to create an effective virtual team?

- A) Monitor progress closely.
- B) Establish trust among the members.
- C) Allow more independence among members.
- D) Publicize team successes company wide.
- E) Send team results to each other.

Answer: <https://biology-forums.com/index.php?topic=495196>

### Question 332

Diane wants her students to actively participate more in class. She has decided to use reinforcement theory to get the results she wants. Which of the following methods is she most likely to use?

- A) She is going to model what active participation should look like at the beginning of class.
- B) She is going to ask the students that always participate to let someone else have a chance.
- C) She is going to yell at students, telling them that they are not making good grades.
- D) She is going to call on students who never participate.
- E) She is going to place a tally mark beside a student's name each time they contribute.

Answer: <https://biology-forums.com/index.php?topic=494876>

### Question 333

If trait theories of leadership are valid, then leaders are \_\_\_\_\_.

- A) authoritarian
- B) grown
- C) educated
- D) born
- E) trained

Answer: <https://biology-forums.com/index.php?topic=495416>

### Question 334

Manuwer's firm won a bid on a small programming project for \$26,000. The client recently changed the project specifications, and when Manuwer explained that the new work could not be included in the price of the original bid because it involves completely changing the already written code, the client got angry and said, "I'm only asking you to add one thing! You're charging me \$30,000 and you can't do this one thing?" Manuwer's client is engaging in \_\_\_\_\_.

- A) availability bias
- B) confirmation bias
- C) escalation commitment
- D) overconfidence bias
- E) anchoring bias

Answer: <https://biology-forums.com/index.php?topic=494769>

### Question 335

Tyler is a sales representative for his company. He is attending a company training program about the types of expenses that are considered legal deductions for tax purposes, and how to distinguish between personal expenses and business expenses. Tyler is attending training to improve his \_\_\_\_\_ skills.

- A) literacy
- B) problem solving
- C) interpersonal
- D) technical
- E) ethics

Answer: <https://biology-forums.com/index.php?topic=496015>

### Question 336

Discuss the three common small group networks. Evaluate each on their effectiveness. Is there any one best network?

Answer: <https://biology-forums.com/index.php?topic=495400>

### Question 337

What is the best way to determine if politicking is ethical or not?

- A) Determine if the behavior has lasting affects.
- B) Determine if the behavior is fair and just.
- C) Determine if there is a large gain for the behavior.
- D) Determine the likelihood of being discovered.
- E) Determine if the benefits outweigh the harm.

Answer: <https://biology-forums.com/index.php?topic=495586>

### Question 338

The strength of the bureaucracy lies in its ability to perform standardized activities.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495818>

### Question 339

List and explain eight common decision biases or errors.

Answer: <https://biology-forums.com/index.php?topic=494830>

### Question 340

Which of the following is not an organization factor contributing to a high rate of political behavior?

- A) self-serving senior managers
- B) democratic decision making
- C) promotion opportunities
- D) low performance pressure
- E) low trust

Answer: <https://biology-forums.com/index.php?topic=495580>

### Question 341

According to Two-Factor Theory, how might a manager motivate employees?

Answer: <https://biology-forums.com/index.php?topic=494940>

### Question 342

Leaders who clarify role and task requirements to accomplish established goals exhibit a \_\_\_\_\_ style of leadership.

- A) transactional
- B) charismatic
- C) situational
- D) transformational
- E) self-initiating

Answer: <https://biology-forums.com/index.php?topic=495444>

### Question 343

List and explain the four ways employees can express job dissatisfaction.

Answer: <https://biology-forums.com/index.php?topic=494490>

### Question 344

Which of the following is not a strength factor as it relates to the nine basic physical abilities?

- A) static strength
- B) dynamic strength
- C) stamina
- D) trunk strength
- E) explosive strength

Answer: <https://biology-forums.com/index.php?topic=494300>

### Question 345

As a transactional leader, a CEO is more likely to be effective if he lets employees make decisions and avoids intervening when business problems arise.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495505>

### Question 346

List and describe different variable-pay programs. Be sure to include piece-rate plans, profit-sharing plans, and gainsharing.

Answer: <https://biology-forums.com/index.php?topic=495054>

### Question 347

WorldProducts is considering implementing employee ethics training programs. Some members of senior management are opposed to these programs. Their opposition is most likely based on which of the following beliefs?

- A) Ethics training is almost nonexistent in today's workplace.
- B) Integrity cannot be taught by example.
- C) Individual values systems are fixed at an early age.
- D) Ethics can be learned only through formal teaching programs.
- E) Ethics programs help employees to recognize ethical dilemmas.

Answer: <https://biology-forums.com/index.php?topic=496083>

### Question 348

What does the Myers-Briggs Type Indicator classification of "E or I" stand for?

- A) sane/reflective
- B) emotional/intuitive
- C) extroverted/intuitive
- D) extroverted/introverted
- E) emotional/introverted

Answer: <https://biology-forums.com/index.php?topic=494613>

### Question 349

Discuss the difference between a work group and a work team.

Answer: <https://biology-forums.com/index.php?topic=495277>

### Question 350

What is a virtual organization? What elements of organizational structure are important to create and sustain a successful virtual organization? Explain your answer.

Answer: <https://biology-forums.com/index.php?topic=495848>



### Question 351

Explain why performance evaluations should be improved. Discuss some suggestions for improving performance evaluations.

Answer: <https://biology-forums.com/index.php?topic=496108>

### Question 352

Researchers are conducting a study of a company called Acme Corp, which they believe to be led by a transformational leader. Which of the following, if true, would most support the conclusion that Acme's leader is a transformational leader?

- A) Acme's compensation plans are designed to reward short-term results.
- B) Acme managers are cautious and rarely take risks.
- C) Acme's top managers often conflict over defining the organization's goals.
- D) Creativity is discouraged among Acme employees.
- E) Acme's goals tend to be very ambitious and to hold personal value for employees.

Answer: <https://biology-forums.com/index.php?topic=495448>

### Question 353

A person's age is an example of a biographical characteristic.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494324>

### Question 354

Explain the differences between the following terms: affect, emotions, and moods.

Answer: <https://biology-forums.com/index.php?topic=494595>

### Question 355

\_\_\_\_\_ is a new idea applied to initiating or improving a product, process, or service.

- A) Organizational streaming
- B) A continuous improvement process
- C) Innovation
- D) Process reengineering
- E) Double-loop learning

Answer: <https://biology-forums.com/index.php?topic=496141>

### Question 356

Which of the following types of teams would most likely empower its team members to make work-related decisions?

- A) management
- B) self-managed
- C) technical
- D) problem-solving
- E) reactive

Answer: <https://biology-forums.com/index.php?topic=495188>

### Question 357

People who sell peanuts at ballparks and keep \$.75 for every bag of peanuts they sell are being paid piece-rate wages.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495026>

### Question 358

Which of the following is an argument that supports the existence of emotional intelligence?

- A) EI is too vague a concept
- B) EI is biologically based
- C) EI can't be measured
- D) EI is not unique
- E) EI is the same as personality

Answer: <https://biology-forums.com/index.php?topic=494548>

### Question 359

The team effectiveness model identifies four categories of key components making up effective teams. What are these four categories? Give examples of each category.

Answer: <https://biology-forums.com/index.php?topic=495286>

### Question 360

People who perceive that they are victims of interactional injustice tend to blame their immediate supervisor rather than the organization at large. Why is this?

- A) Interactional injustice usually occurs during face-to-face encounters.
- B) Interactional injustice is most often the result of impersonal policies of the organization.
- C) Interactional injustice is in the eyes of those who perceive they are disrespected.
- D) Interactional justice or injustice is intimately tied to the conveyer of the information.
- E) When people are not treated with respect they tend to retaliate against those closest to hand.

Answer: <https://biology-forums.com/index.php?topic=494893>

### Question 361

In which stage do you share with employees what you have found and develop action plans?

- A) feedback
- B) action
- C) diagnosis
- D) analysis
- E) evaluation

Answer: <https://biology-forums.com/index.php?topic=496204>

### Question 362

What are some of the cautions to be aware of when using teams? What tests should be applied to see if a team fits the situation?

Answer: <https://biology-forums.com/index.php?topic=495288>

### Question 363

The approach to evaluation that uses feedback from those who have daily contact with an employee (everyone from mailroom personnel to customers to bosses to peers) is termed \_\_\_\_\_.

- A) 360-degree evaluation
- B) critical incidents
- C) multiperson comparisons
- D) MBWA
- E) BARS

Answer: <https://biology-forums.com/index.php?topic=496035>

### Question 364

Intuitive decision analysis must operate independently of rational analysis.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494806>

### Question 365

The \_\_\_\_\_ component of an attitude is the emotional or feeling component of that attitude.

- A) cognitive
- B) affective
- C) behavioral
- D) reffective
- E) evaluative

Answer: <https://biology-forums.com/index.php?topic=494370>

### Question 366

The most recent entrants to the U.S. workforce are \_\_\_\_\_.

- A) Veterans
- B) Boomers
- C) Traditionalists
- D) Xers
- E) Nexters

Answer: <https://biology-forums.com/index.php?topic=494657>

### Question 367

Discuss the cross-cultural differences in flexible benefits.

Answer: <https://biology-forums.com/index.php?topic=495052>

### Question 368

Who should perform employee evaluations?

Answer: <https://biology-forums.com/index.php?topic=496095>

### Question 369

Festinger argued that individuals will seek a stable state where there is a minimum of dissonance.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494433>

### Question 370

Change activities that are \_\_\_\_\_ and goal oriented are termed planned change.

- A) random
- B) intentional
- C) discretionary
- D) reflexive
- E) restorative

Answer: <https://biology-forums.com/index.php?topic=496113>

### Question 371

Encouraging group leaders to maintain an ongoing minimum level of conflict is part of the \_\_\_\_\_ view of conflict.

- A) interactionist
- B) traditional
- C) conjunctivist
- D) functional
- E) human relations

Answer: <https://biology-forums.com/index.php?topic=495641>

### Question 372

Situations where an individual is required to define right and wrong conduct are termed \_\_\_\_\_.

- A) ethical dilemmas
- B) diversity issues
- C) social puzzles
- D) loyalty situations
- E) human resource problems

Answer: <https://biology-forums.com/index.php?topic=494197>

### Question 373

Which of the following is not a process involved when determining how a model, such as a parent, influences social-learning?

- A) attentional processes
- B) justification processes
- C) motor reproduction processes
- D) retention processes
- E) reinforcement processes

Answer: <https://biology-forums.com/index.php?topic=494878>

### Question 374

Alice Ann's consulting firm makes extensive use of teams, encourages employee involvement, and is very concerned with quality-management. An appropriate evaluation technique for this firm would be \_\_\_\_\_.

- A) BARS
- B) 360-degree evaluations
- C) written essays
- D) graphic rating scales
- E) trait evaluations

Answer: <https://biology-forums.com/index.php?topic=496085>

### Question 375

Stephani is leading a project in conjunction with a team from Finland. She has assigned each team member a different part of the assignment and is surprised that the motivation level in the teleconference seems very low. The Fins are most likely not motivated because \_\_\_\_\_.

- A) Finland is a country that has high nurturing scores and the team would be happier working as a group
- B) Finland is a country that avoids risk and the team would be happier working as a group to avoid taking individual blame
- C) Finland is a country that is sensitive to reward allocation and the team want to be recognized as a group for their efforts
- D) Finland is a country that has high security needs and the team would be happier working as a group
- E) Finland is a country that has high uncertainty avoidance and the team is happy working individually

Answer: <https://biology-forums.com/index.php?topic=494907>

### Question 376

What are the benefits and drawbacks of e-mail?

Answer: <https://biology-forums.com/index.php?topic=495401>

### Question 377

Joe is forming a fact-finding group. What would be the better group size to gain diverse input?

- A) 3
- B) 7
- C) 9
- D) 10
- E) over 12

Answer: <https://biology-forums.com/index.php?topic=495145>

### Question 378

How does reinforcement theory differ from self-determination theory?

Answer: <https://biology-forums.com/index.php?topic=494943>

### Question 379

Hubert is unclear about his duties on the new project and feels stressed with the role ambiguity. He has decided to simply put off the project and dedicate himself to other tasks. Which of the following best describes the effect of Hubert's stress?

- A) Anxiety is a physiological symptom of stress.
- B) Procrastination is a psychological symptom of stress.
- C) Low self-esteem is a psychological symptom of stress.
- D) Fidgeting is a behavioral symptom of stress.
- E) Increased heart rate is a physiological symptom of stress.

Answer: <https://biology-forums.com/index.php?topic=496163>

### Question 380

Which of the following team members would be least likely to respond favorably if Leo made project-related decisions independently, without consulting the team?

- A) Maria
- B) Maria and Jean-Paul
- C) Jean-Paul
- D) Amit
- E) Xiang

Answer: <https://biology-forums.com/index.php?topic=495466>

### Question 381

Discuss some of the errors in perceptual judgment made by interviewers in job interviews.

Answer: <https://biology-forums.com/index.php?topic=494826>

### Question 382

Trait research would provide a basis for selecting the "right" persons to assume formal positions requiring leadership.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495477>

### Question 383

If the elements creating dissonance are relatively unimportant, the pressure to correct this imbalance will be low.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494438>

### Question 384

Alice and Shunil are assigned to work together on a company bid. Alice is a White grandmother of five. She attended the University of Texas and spends her Saturdays watching college football with her large family. She is very outgoing and talkative. Shunil is a first-generation Indian-American. He is single, shy, and spends his weekends moonlighting as a surround-sound technical advisor. Predict how Alice and Shunil will work together, and support your answer with general research indicators.

Answer: <https://biology-forums.com/index.php?topic=494350>

### Question 385

Which one of the following words is the best synonym for "ability," as the term is used in organizational behavior?

- A) capacity
- B) intellect
- C) experience
- D) wisdom
- E) motivation

Answer: <https://biology-forums.com/index.php?topic=494287>

### Question 386

An impressive body of research supports that five basic personality dimensions underlie all others.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494676>

### Question 387

When your superior offers you a raise if you will perform additional work beyond the requirements of your job, he/she is exercising \_\_\_\_\_ power.

- A) coercive
- B) personal
- C) legitimate
- D) reward
- E) reflective

Answer: <https://biology-forums.com/index.php?topic=495537>

### Question 388

The halo effect occurs because it is impossible for us to assimilate everything we see.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494799>

### Question 389

There is a rumor in your organization that layoffs are inevitable. Which of the following is the least likely way to reduce the negative consequences of this rumor?

- A) Openly discuss worst case possibilities.
- B) Discount the rumor.
- C) Explain decisions that may appear inconsistent or secretive.
- D) Emphasize the downside, as well as the upside, of current decisions and future plans.
- E) Discuss deadlines for decisions.

Answer: <https://biology-forums.com/index.php?topic=495333>

### Question 390

The role that might best suit Iris is that of \_\_\_\_\_.

- A) adviser
- B) creator
- C) assessor

- D) linker
- E) maintainer

Answer: <https://biology-forums.com/index.php?topic=495268>

### Question 391

In the second stage of group development \_\_\_\_\_.

- A) intragroup conflict often occurs
- B) the group demonstrates cohesiveness
- C) close relationships are developed
- D) groups disband
- E) the job task is performed

Answer: <https://biology-forums.com/index.php?topic=495067>

### Question 392

Describe the leader-participation model.

Answer: <https://biology-forums.com/index.php?topic=495513>

### Question 393

Which of the following statements is not an example of stereotyping?

- A) There is no need to offer child-care to him; men aren't interested in child care.
- B) She won't relocate for a promotion, since women don't relocate.
- C) The new hire will be emotionally insensitive, since he is a man.
- D) She was good at her last job, so she will be good at this one.
- E) Don't hire an older worker; they can't learn new skills.

Answer: <https://biology-forums.com/index.php?topic=494734>

### Question 394

When the group energy is focused on the task at hand, the group has moved to the \_\_\_\_\_ stage.

- A) norming
- B) production
- C) storming
- D) maturation
- E) performing

Answer: <https://biology-forums.com/index.php?topic=495071>

### Question 395

In dealing with cross-cultural communication, a manager might practice putting herself in the place of the employee, a method termed \_\_\_\_\_.

- A) apathy
- B) commiseration
- C) complicity
- D) evaluation
- E) empathy

Answer: <https://biology-forums.com/index.php?topic=495367>

### Question 396

Compare and contrast the three primary organizational strategies: innovation, cost-minimization, and imitation.

Answer: <https://biology-forums.com/index.php?topic=495854>

### Question 397

Which function of communication transmits the data necessary for decision-making?

- A) information
- B) control
- C) motivation
- D) emotional expression
- E) all of the above

Answer: <https://biology-forums.com/index.php?topic=495296>

### Question 398

Explain the three components of creativity. How could a manager hinder or stimulate creativity in the workplace through perception biases? Name two

biases and examples of how they would affect creativity.

Answer: <https://biology-forums.com/index.php?topic=494831>

### Question 399

Surface-level diversity is not easy to recognize and depends on getting to know a person.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494317>

### Question 400

Research suggests which of the following relationships exists between weather and mood?

- A) weather tends to have little effect on mood
- B) a strong positive
- C) a moderately negative
- D) a strong negative
- E) a moderately positive

Answer: <https://biology-forums.com/index.php?topic=494520>

### Question 401

Valerie is in a negative mood, so she decides to watch a rental movie at home with her friends to improve her mood. What effect will this activity likely have on her negative mood?

- A) strongly increase it
- B) little or no effect on it
- C) moderately decrease it
- D) moderately increase it
- E) strongly decrease it

Answer: <https://biology-forums.com/index.php?topic=494524>

### Question 402

Membership on virtual teams is usually restricted to employees living within the same country.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495250>

### Question 403

Financial incentives are the greatest motivator in the short term perspective, but over time \_\_\_\_\_ is more motivation

- A) stock options
- B) benefits
- C) recognition
- D) bonuses
- E) money

Answer: <https://biology-forums.com/index.php?topic=495005>

### Question 404

Discuss the two general approaches to negotiation.

Answer: <https://biology-forums.com/index.php?topic=495745>

### Question 405

Discuss the relationship between power and unethical politicking. Explain what type of person is more likely to engage in unethical politicking, and what makes them more likely to do so.

Answer: <https://biology-forums.com/index.php?topic=495620>

### Question 406

Critical incidents as a method of performance evaluation focus on problem behaviors.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=496069>

### Question 407

Juan is 25 years old. He loves to lift weights, run, and socialize with his friends on the weekend. Paul is also 25 years old. He loves to snow ski, watch old movies, and read books on the weekend. Both have applied for a job at the local door manufacturing company. The job requires dynamic strength, dynamic flexibility, and stamina. Which candidate will most likely be hired and why?

Answer: <https://biology-forums.com/index.php?topic=494360>

### Question 408

Individuals who have a high score on one dimension of physical ability will usually score high on all other dimensions.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494344>

### Question 409

Which of the following is a mood dimension consisting of nervousness, stress, and anxiety at one end and relaxation, tranquility, and poise at the other?

- A) negative affect
- B) positive regard
- C) static regard
- D) positive affect
- E) emotional range

Answer: <https://biology-forums.com/index.php?topic=494510>

### Question 410

Affect intensity is an individual difference measuring the strength with which people experience emotion.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494571>

### Question 411

Reactive and protective behaviors designed to avoid action, blame, or change are termed \_\_\_\_\_.

- A) impression management
- B) protectionism
- C) defensive behaviors
- D) shielding bias
- E) political behaviors

Answer: <https://biology-forums.com/index.php?topic=495578>

### Question 412

Your analytical skills are very good and you enjoy the role of integrating creative ideas for your group. You will find that you are most effective in the role of the "promoter."

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495255>

### Question 413

Which of the following is not an organizational factor related to stress?

- A) economic conditions
- B) role demands
- C) task demands
- D) interpersonal demands
- E) none of the above

Answer: <https://biology-forums.com/index.php?topic=496157>

### Question 414

The tendency to prefer a sure thing describes which decision making bias?

- A) risk aversion
- B) escalation of commitment
- C) hindsight bias
- D) bounded rationality
- E) randomness

Answer: <https://biology-forums.com/index.php?topic=494774>



### Question 415

\_\_\_\_\_ is the study of the impact that individuals, groups, and structure have on behavior within organizations.

- A) Decisional roles
- B) Leadership
- C) Human skills
- D) Conceptual skills
- E) Organizational behavior

Answer: <https://biology-forums.com/index.php?topic=494159>

### Question 416

Who developed a three-step model for change that included unfreezing, movement, and refreezing?

- A) John Kotter
- B) Douglas Surber
- C) Lawrence Summers
- D) Kurt Lewin
- E) David McClelland

Answer: <https://biology-forums.com/index.php?topic=496127>

### Question 417

Receivers in communication see and hear based on their needs, motivations, experience, background, and other personal characteristics. This is called \_\_\_\_\_.

- A) selective perception
- B) filtering
- C) communication apprehension
- D) projection
- E) emotional block

Answer: <https://biology-forums.com/index.php?topic=495353>

### Question 418

Describe a workplace example of how people seek consistency among their attitudes and their behavior by reducing cognitive dissonance. Then, sort your example into the three main components of attitudes.

Answer: <https://biology-forums.com/index.php?topic=494463>

### Question 419

Elisa is upset with her supervisor because she was denied her requested vacation days, which were given to another worker. She is experiencing a very low level of job satisfaction, but can not afford to quit her job. Describe three negative, passive responses that Elisa might take due to her dissatisfaction. Imagine that her manager actively catches her in a manifestation of workplace deviance. Predict the outcome of Elisa's behavior.

Answer: <https://biology-forums.com/index.php?topic=494489>

### Question 420

The two dimensions of leadership behavior identified in the University of Michigan studies are \_\_\_\_\_.

- A) initiation and completion
- B) coercion and motivation
- C) emotional and rational
- D) employee-oriented and production-oriented
- E) initiating structure and consideration

Answer: <https://biology-forums.com/index.php?topic=495421>

### Question 421

You should predict that the most productive stage will be \_\_\_\_\_.

- A) performing
- B) increasing
- C) producing
- D) maturity
- E) omitting

Answer: <https://biology-forums.com/index.php?topic=495140>

### Question 422

On which of the following problems would an OB study be least likely to focus ?

- A) a decrease in sales due to growing foreign competition
- B) an increase in theft by employees at a retail store
- C) an increase in absenteeism at a certain company
- D) excessive turnover in volunteer workers at a non-profit organization
- E) a fall in productivity in one shift of a manufacturing plant

Answer: <https://biology-forums.com/index.php?topic=494161>

### Question 423

Gailen is looking for a job. Today he went to the Web site of JPC Corp where he filled out an online application and attached a copy of his resume. In which part of the selection process is Gailen?

- A) contingent selection
- B) initial selection
- C) substantive selection
- D) job offer
- E) physical selection

Answer: <https://biology-forums.com/index.php?topic=495990>

### Question 424

Positive affect is a mood dimension consisting of excitement, self-assurance, and cheerfulness at one end and boredom, sluggishness, and tiredness at the other.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494568>

### Question 425

What small-group network best serves to promote high member satisfaction?

- A) circle
- B) box
- C) direct
- D) wheel
- E) all-channel

Answer: <https://biology-forums.com/index.php?topic=495319>

### Question 426

How would a participator best absorb information?

- A) listen to an audiotape
- B) gain hands-on experience
- C) watch others and imitate behaviors
- D) copy what others do on computers
- E) use computers to read manuals

Answer: <https://biology-forums.com/index.php?topic=496020>

### Question 427

What growth area in OB research concerns how organizations develop human strengths, foster vitality and resilience, and unlock potential?

- A) networked organizational research
- B) ethical behavioral research
- C) balancing work-life conflict
- D) temporariness studies
- E) positive organizational scholarship

Answer: <https://biology-forums.com/index.php?topic=494196>

### Question 428

Discuss how job satisfaction can impact employee productivity, absenteeism and turnover.

Answer: <https://biology-forums.com/index.php?topic=494491>

### Question 429

Organizational structure has six key elements. Which of the following is not one of these elements?

- A) location of authority
- B) departmentalization

- C) centralization
- D) formalization
- E) work specialization

Answer: <https://biology-forums.com/index.php?topic=495746>

### Question 430

Which of the following is not generally true?

- A) Satisfied workers are productive workers.
- B) Satisfaction comes down to fairness of outcomes, treatments or procedures.
- C) Productive workers are satisfied workers.
- D) Satisfaction is the major determinant of a worker's OCB.
- E) Enterprises with a greater percentage of satisfied workers are more effective than those with a smaller percentage of satisfied workers.

Answer: <https://biology-forums.com/index.php?topic=494411>

### Question 431

Which of the following is not a true statement about sexual harassment?

- A) Sexual harassment affects organizational productivity.
- B) Sexual harassment generally occurs in large organizations.
- C) Organizations often respond in a negative way to reports of sexual harassment.
- D) The majority of U.S. women have experienced sexual harassment.
- E) Sexual harassment has a negative impact on the work environment.

Answer: <https://biology-forums.com/index.php?topic=495562>

### Question 432

James is best suited to which role?

- A) organizer
- B) adviser
- C) producer
- D) linker
- E) maintainer

Answer: <https://biology-forums.com/index.php?topic=495269>

### Question 433

Individual decisions are generally preferable to group decisions when which of the following is sought?

- A) quality
- B) acceptance
- C) speed
- D) creativity
- E) broad unanimity

Answer: <https://biology-forums.com/index.php?topic=495111>

### Question 434

Rather than looking for problems, \_\_\_\_\_ seeks to identify the unique qualities and special strengths of an organization, which can then be built upon to improve performance.

- A) action research
- B) team building
- C) social reinforcement
- D) appreciative inquiry
- E) process consultation

Answer: <https://biology-forums.com/index.php?topic=496139>

### Question 435

You counsel each employee individually, trying to lessen each person's fears about the move. This is an example of \_\_\_\_\_.

- A) increasing driving forces
- B) removing driving forces
- C) brainwashing
- D) removing restraining forces
- E) none of the above

Answer: <https://biology-forums.com/index.php?topic=496200>

### Question 436

What are some possible biases or assumptions behind the data that workers in Eastern cultures generally show a lower job satisfaction than workers from Western cultures? .

Answer: <https://biology-forums.com/index.php?topic=494493>

### Question 437

Which characteristic is not reflective of subcultures?

- A) typically defined by department designations
- B) includes values unique to members of a department or group
- C) can influence individuals behavior
- D) includes core values of the organization
- E) includes values shared only within the organization

Answer: <https://biology-forums.com/index.php?topic=495866>

### Question 438

An organization that is productive must be both effective and efficient.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494221>

### Question 439

Attitudes are evaluative statements.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494425>

### Question 440

You can help the people in the company understand their roles and the roles of other people by explaining some common facts about roles. Which of the following is not true?

- A) Each person will be expected to play a number of diverse roles.
- B) Role perception is how people believe others are expected to act in their given roles.
- C) Most people have the ability to shift roles rapidly when they recognize that the situation and its demands require major changes.
- D) It may be helpful for them to view role expectations through the perspective of a psychological contract.
- E) People can be flexible in the roles that they play.

Answer: <https://biology-forums.com/index.php?topic=495141>

### Question 441

Age and turnover rates are directly related.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494328>

### Question 442

One stream of research has identified potential team roles that people prefer to play. The "creator" role is one who \_\_\_\_\_.

- A) initiates new ideas
- B) manages subordinates
- C) champions ideas
- D) coordinates and integrates
- E) provides structure

Answer: <https://biology-forums.com/index.php?topic=495210>

### Question 443

Your group is engaged in problem solving and your goal is fact-finding. Which of the following group sizes should be most effective?

- A) 2
- B) 4
- C) 8
- D) 10
- E) 15

Answer: <https://biology-forums.com/index.php?topic=495097>

### Question 444

Which of the following is not an explanation for the phenomenon of groupshift?

- A) Group discussion motivates members to show their willingness to take risks.
- B) The group diffuses responsibility.
- C) The group leader usually gets the credit or blame for the group action.
- D) Discussion creates familiarization among members.
- E) Most first-world societies value risk.

Answer: <https://biology-forums.com/index.php?topic=495114>

### Question 445

Which is not one of the steps in the rational decision-making model?

- A) evaluating the alternatives
- B) identifying the decision criteria
- C) defining the problem
- D) selecting the best alternative
- E) computing the decision perceptions

Answer: <https://biology-forums.com/index.php?topic=494742>

### Question 446

Explain how gender and personality affect negotiating, and describe the types of bargaining that are best for each gender and personality type.

Answer: <https://biology-forums.com/index.php?topic=495732>

### Question 447

Hersey and Blanchard argue that the correct leadership style is contingent on the level of the follower's readiness.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495494>

### Question 448

Because of the coalition factor, the expert power of an individual within an organization is strengthened when another individual with the same job-related knowledge and skills is hired by the organization.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495590>

### Question 449

One of the questions you tell the trainees to ask is, "To what degree are tasks subdivided into separate jobs?" This question addresses the issue of \_\_\_\_\_.

- A) chain of command
- B) matrix restructuring
- C) formalization
- D) span of control
- E) work specialization

Answer: <https://biology-forums.com/index.php?topic=495828>

### Question 450

To get the best results when using reinforcement theory, rewards should be \_\_\_\_\_.

- A) large and material in nature
- B) given previous to the desired behavior response
- C) small, and given only one time
- D) presented publicly with many witnesses
- E) given immediately follow the desired behavior

Answer: <https://biology-forums.com/index.php?topic=494875>

### Question 451

The best way for an employer to find out if a potential employee can do a job is by \_\_\_\_\_.

- A) administering an IQ test

- B) using a written test
- C) having them spend a day in the office
- D) using a performance simulation test
- E) using the interview process

Answer: <https://biology-forums.com/index.php?topic=495996>

### Question 452

The Big Five personality framework revealed that traits are most useful as predictors of leadership emergence.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495476>

### Question 453

What is the measure of the extent to which people in a country accept the fact that power in institutions and organizations is distributed unequally?

- A) power distance
- B) masculinity
- C) caste acceptance
- D) collectivism
- E) rigidity

Answer: <https://biology-forums.com/index.php?topic=494667>

### Question 454

Which of the following is not a difference between work groups and work teams? Work groups \_\_\_\_\_, and work teams \_\_\_\_\_.

- A) share information, rely on collective performance
- B) have neutral synergy, have positive synergy
- C) require joint efforts, are the summation of the individual contribution
- D) rely on independent accountability, rely on mutual and independent accountability
- E) have random and varied skills, have complimentary skills

Answer: <https://biology-forums.com/index.php?topic=495184>

### Question 455

\_\_\_\_\_ are indicators of a strong organizational culture.

- A) Widely shared values
- B) High levels of dissension
- C) Completely horizontal organizational charts
- D) Narrowly defined roles
- E) Weak managers

Answer: <https://biology-forums.com/index.php?topic=495869>

### Question 456

The strength of functional departmentalization lies in putting similar specialists together.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495813>

### Question 457

Hubert needs an instruction manual for his new product. He needs a small team of technical writers to work together closely to rapidly write the manual. He needs them to communicate ideas quickly, creatively, and affordably. Which of the following group techniques should Hubert consider?

- A) brainstorming and electronic
- B) nominal and interacting
- C) interacting and brainstorming
- D) nominal and electronic
- E) electronic and interacting

Answer: <https://biology-forums.com/index.php?topic=495124>

### Question 458

Risa has to work long hours and sometimes weekends, losing out on family time. Risa doesn't find her long hours overly stressful, but rather she sees it as her contribution to maintaining her family's equilibrium and well being, and bettering her children's future. In which country is Risa most likely employed?

- A) United States

- B) Netherlands
- C) Venezuela
- D) United Kingdom
- E) Canada

Answer: <https://biology-forums.com/index.php?topic=496170>

### Question 459

In an attempt to recognize stress early, you should be aware that symptoms may be \_\_\_\_\_.

- A) psychological
- B) behavioral
- C) physiological
- D) all of the above
- E) none of the above

Answer: <https://biology-forums.com/index.php?topic=496207>

### Question 460

\_\_\_\_\_ is when an individual's processing capacity can not handle the amount of information that it is receiving.

- A) On-call information
- B) Information richness
- C) Electronic information
- D) Information security
- E) Information overload

Answer: <https://biology-forums.com/index.php?topic=495343>

### Question 461

Bernice sees the dean as always paying careful attention to detail. Catherine would most likely describe the dean instead as \_\_\_\_\_.

- A) opportunistic
- B) a perfectionist
- C) ambitious
- D) cunning
- E) overachieving

Answer: <https://biology-forums.com/index.php?topic=495609>

### Question 462

What are the implications of the behavioral theories of leadership?

Answer: <https://biology-forums.com/index.php?topic=495510>

### Question 463

Which of the following is not a characteristic of a learning organization?

- A) Members integrate old ways of thinking with new ideas.
- B) There is a shared vision upon which everyone agrees.
- C) There is consensus on the direction of the organization.
- D) People sublimate their personal self-interest to work together to achieve the organization's shared vision.
- E) People openly communicate with each other.

Answer: <https://biology-forums.com/index.php?topic=496151>

### Question 464

Which of the following statements about people with positive core self-evaluations is true?

- A) They tend to obtain more complex and challenging jobs.
- B) They take responsibility less frequently.
- C) They set goals which are easily obtainable.
- D) They are overconfident.
- E) They do not attribute positive outcomes to their own actions.

Answer: <https://biology-forums.com/index.php?topic=494627>

### Question 465

Differentiate between formal and informal groups.

Answer: <https://biology-forums.com/index.php?topic=495152>

### Question 466

Legitimate power is based on \_\_\_\_\_.

- A) expert knowledge
- B) positive rewards
- C) respect and admiration
- D) structural position
- E) interpersonal trust

Answer: <https://biology-forums.com/index.php?topic=495538>

### Question 467

What term is used to describe the personality of an individual who is aggressively involved in an incessant struggle to achieve more and more in less and less time?

- A) Type A personality
- B) narcissistic personality
- C) Type B personality
- D) high Mach personality
- E) proactive personality

Answer: <https://biology-forums.com/index.php?topic=494636>

### Question 468

Which one of the following is consistent with a simple structure?

- A) standardization
- B) high employee discretion
- C) high centralization
- D) bureaucracy
- E) high horizontal differentiation

Answer: <https://biology-forums.com/index.php?topic=495774>

### Question 469

Distinguish between the roles of mediator, arbitrator, conciliator, and consultant.

Answer: <https://biology-forums.com/index.php?topic=495742>

### Question 470

A manager in France needs to be aware of the importance the French place on \_\_\_\_\_.

- A) uncertainty reduction
- B) social loafing
- C) distinctiveness
- D) socializing
- E) status

Answer: <https://biology-forums.com/index.php?topic=495125>

### Question 471

Raymond is completing a study on discrimination in which he has noted that saleswomen who wear skirt suits make more sales than saleswomen who only wear pant suits. However, Raymond determined that his findings only pertained to those industries in which the purchasing decision maker is traditionally masculine. For example, the sales results were the same for all women selling to medical office managers, a female dominated field.

Raymond used \_\_\_\_\_ variables to more accurately explain his results.

- A) general
- B) dependent
- C) contingency
- D) non-reactive
- E) global

Answer: <https://biology-forums.com/index.php?topic=494181>

### Question 472

Compare and contrast the affects of group size and group cohesiveness. Describe the problems of a large group in terms of social loafing and lack of cohesion. What steps could a manager take to increase cohesion and productivity with a large group that can not be reduced in size?

Answer: <https://biology-forums.com/index.php?topic=495156>



### Question 473

Which of the following would not be considered an organization?

- A) an elementary school
- B) a church
- C) a university
- D) all adults in a given community
- E) a military unit

Answer: <https://biology-forums.com/index.php?topic=494145>

### Question 474

The terms negotiation and \_\_\_\_\_ are used interchangeably.

- A) bargaining
- B) win-lose
- C) arbitration
- D) collaboration
- E) accommodating

Answer: <https://biology-forums.com/index.php?topic=495675>

### Question 475

What did Ringelmann conclude after he compared the results of individual and group performance?

- A) Total productivity tends to decline in large groups.
- B) The larger the group, the greater the individual productivity.
- C) Group size is not a determinant of individual productivity.
- D) Groups served little purpose in organizations.
- E) Individual productivity goes down as group size goes up.

Answer: <https://biology-forums.com/index.php?topic=495100>

### Question 476

What sort of group should you avoid if you want to minimize interpersonal conflict?

- A) brainstorming
- B) nominal
- C) electronic
- D) social
- E) interacting

Answer: <https://biology-forums.com/index.php?topic=495117>

### Question 477

In third party negotiations, a consultant's role is not to settle the issues, but, rather, to improve relations between the conflicting parties so that they can reach a settlement themselves.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495712>

### Question 478

Marina needs to hire five people for her sales team. She is advertising in the local Hispanic magazine, has redesigned her recruiting materials to show her current workforce, which is quite diverse, and has recently joined the local Hispanic Chamber of Commerce. Based on this information, what conclusion can you draw about Marina's probable hires, turn over, and employee satisfaction?

Answer: <https://biology-forums.com/index.php?topic=494364>

### Question 479

In recent years, \_\_\_\_\_ has become the primary concern in acquisitions and mergers.

- A) cultural synergy
- B) cultural compatibility
- C) financial advantages
- D) product synergy
- E) value dominance

Answer: <https://biology-forums.com/index.php?topic=495880>

### Question 480

Henry is dissatisfied with his job but believes that his supervisor is a good man who will do the right thing. Henry has decided that if he just waits, conditions will improve. Henry's approach to this problem is termed \_\_\_\_\_.

- A) exit
- B) reification
- C) voice
- D) loyalty
- E) neglect

Answer: <https://biology-forums.com/index.php?topic=494404>

### Question 481

Describe and discuss the four general skill categories addressed by most employee training activities.

Answer: <https://biology-forums.com/index.php?topic=496100>

### Question 482

The opposite of coercive power is \_\_\_\_\_ power.

- A) referent
- B) charismatic
- C) resourceive
- D) reward
- E) legitimate

Answer: <https://biology-forums.com/index.php?topic=495536>

### Question 483

The time a person spends on a particular job defines the term \_\_\_\_\_.

- A) productivity
- B) efficiency
- C) stability
- D) absenteeism
- E) seniority

Answer: <https://biology-forums.com/index.php?topic=494280>

### Question 484

Explain where the United States ranks on each of the five dimensions of national culture described by Hofstede.

Answer: <https://biology-forums.com/index.php?topic=494700>

### Question 485

Summarize the leader-member exchange theory.

Answer: <https://biology-forums.com/index.php?topic=495515>

### Question 486

Stress typically has a negative effect on mood.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494576>

### Question 487

Sally works as a salesperson in a department store. Whenever a customer asks for an item that is in stock but not on display, she usually tells them that the product is out of stock. "It's a pain going into the stock-room to find an item," says Sally. "Nobody in my department ever tells a customer the truth about what is in stock." This example illustrates which of the following facts about deviant workplace behavior?

- A) Workers will lie to customers as long as the customers do not complain about it.
- B) Most workers do not consider lying to a customer to be deviant workplace behavior.
- C) Deviant workplace behavior will arise when tasks that an employee is supposed to perform are unpleasant or difficult.
- D) Deviant workplace behavior flourishes where it's supported by group norms.
- E) Groups will come to their own conclusions about what is and isn't appropriate.

Answer: <https://biology-forums.com/index.php?topic=495093>

### Question 488

Randy always turns in reports with punctuation errors. The reports of the three other employees on the QA report writing team always produce grammatically clean reports. Randy is about to turn in another report, and his manager has already noticed errors. Randy demonstrates \_\_\_\_\_. His sloppy reports can be attributed to an \_\_\_\_\_ cause.

- A) high distinctiveness, low consensus, and high consistency; external
- B) low distinctiveness, low consensus, and high consistency; external
- C) low distinctiveness, high consensus, and high consistency; internal
- D) high distinctiveness, high consensus, and high consistency; internal
- E) low distinctiveness, low consensus, and high consistency; internal

Answer: <https://biology-forums.com/index.php?topic=494715>

### Question 489

Antonio is filling out the paperwork to select his health care benefits from a package. Meanwhile the HR manager is discussing with the department head the location of Antonio's office, which will have a window. In which phase of the negotiation process is Antonio?

- A) closure and implementation
- B) definition of ground rules
- C) preparation and planning
- D) bargaining and problem solving
- E) clarification and justification

Answer: <https://biology-forums.com/index.php?topic=495689>

### Question 490

How would you compare an ethical dilemma to organizational citizenship behavior? How are they similar or different?

Answer: <https://biology-forums.com/index.php?topic=494252>

### Question 491

The corporate office has determined that the company vision needs tweaking. As their manager, how might you increase the likelihood that Amber and Emmet will accept the change?

- A) Motivate employees by putting them in a good mood .
- B) Evoke empathy for the CEO .
- C) Demonstrate how the vision will better the company .
- D) Negotiate with them and express anger .
- E) Arouse emotions and link them to the vision.

Answer: <https://biology-forums.com/index.php?topic=494594>

### Question 492

Janice and Shunil are both senior software analysts. They have worked together on projects for six years and get along great. Janice is pregnant and anticipating the arrival of her first child. Shunil would like to experiment with opening his own business as a home media installation consultant. They both need some income. Which of the following alternative job structures would be best for Janice and Shunil?

- A) telecommuting
- B) job enrichment
- C) job rotation
- D) flex time
- E) job sharing

Answer: <https://biology-forums.com/index.php?topic=494967>

### Question 493

Sara is a computer programmer and a mother of two primary-school aged children. What do you think her ideal job schedule would be? Use research to explain how you arrived at your conclusion.

Answer: <https://biology-forums.com/index.php?topic=494353>

### Question 494

Identify the behaviors to be expected from persons who exhibit each of the five primary conflict-handling intentions.

Answer: <https://biology-forums.com/index.php?topic=495739>

### Question 495

Your company has recently landed a contract to design and manufacture a new state-of-the-art electronic device for the military. This will be a very complex project, requiring many different types of skills. Which of the following types of teams is most suited for the project?

- A) virtual
- B) cross-functional
- C) problem-solving

- D) self-managed
- E) task-resolution

Answer: <https://biology-forums.com/index.php?topic=495266>

### Question 496

Which of the following statements is true?

- A) Affect is a type of emotion.
- B) Affect can be experienced as a mood or an emotion.
- C) Affect is a type of mood.
- D) Affect is the result of conscious thought and action.
- E) Affect is the result of a mood or an emotion.

Answer: <https://biology-forums.com/index.php?topic=494495>

### Question 497

Managers need to have three essential skills in order to reach their goals. What are these skills?

- A) human, informational and communication
- B) technical, human, and conceptual
- C) technical, decisional and interpersonal
- D) conceptual, communication and networking
- E) interpersonal, informational and decisional

Answer: <https://biology-forums.com/index.php?topic=494153>

### Question 498

What term is used for a participative process that uses the entire capacity of employees and is designed to encourage increased commitment to the organization's success?

- A) MBO
- B) reengineering
- C) employee involvement
- D) job sharing
- E) OB Mod

Answer: <https://biology-forums.com/index.php?topic=494972>

### Question 499

Lower job satisfaction ratings in Eastern cultures may be attributed to \_\_\_\_\_.

- A) greater aversion to negative emotions
- B) less aversion to negative emotions
- C) greater aversion to positive emotions
- D) fewer workers responding to polls
- E) a larger percentage of workers responding to polls

Answer: <https://biology-forums.com/index.php?topic=494422>

### Question 500

Which of the following is something you would not expect your supervisor to do?

- A) assume that you want to do your job
- B) assume that you will be internally motivated
- C) allow you freedom to do your job as you believe it should be done
- D) monitor your work closely for an opportunity to praise you for work well done
- E) empower you to take responsibility

Answer: <https://biology-forums.com/index.php?topic=494924>

### Question 501

Two-factor theory suggests that dissatisfaction is caused by extrinsic factors. Which of the following is an example of such a factor?

- A) advancement
- B) recognition
- C) achievement
- D) working conditions
- E) nature of the work itself

Answer: <https://biology-forums.com/index.php?topic=494841>

### Question 502

Jerrod is attempting to use \_\_\_\_\_.

- A) his power base
- B) interdependence
- C) impression management
- D) defensive behavior
- E) politics

Answer: <https://biology-forums.com/index.php?topic=495614>

### Question 503

Which of the following is not a criticism of the idea of the spiritual organizational culture?

- A) there is very little research
- B) it helps people find purpose in work
- C) spirituality and profits aren't compatible
- D) work and religion should be separate
- E) there is no scientific foundation

Answer: <https://biology-forums.com/index.php?topic=495937>

### Question 504

Veterans tend to be more loyal to their country and less loyal to their employer.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494682>

### Question 505

Self-efficacy refers to an individual's belief that he or she is capable of performing a task.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494913>

### Question 506

Which of the following is not an example of a work group norm dealing with performance?

- A) when an employee needs to look busy
- B) how hard an employee should work
- C) the appropriate levels of tardiness
- D) the importance of promptness
- E) the acceptable level of output

Answer: <https://biology-forums.com/index.php?topic=495085>

### Question 507

What term is used for the degree to which group members are attracted to one another and are motivated to stay in the group?

- A) integration
- B) cohesiveness
- C) sociability
- D) interdependence
- E) reliability

Answer: <https://biology-forums.com/index.php?topic=495103>

### Question 508

According to Maslow, when does a need stop motivating?

- A) when one returns to a lower level need
- B) only when it is completely satisfied
- C) when it is substantially satisfied
- D) it never stops motivating
- E) when one chooses to move to a higher level need

Answer: <https://biology-forums.com/index.php?topic=494836>

### Question 509

The commitment to finding employment for graduates is part of the \_\_\_\_\_.

- A) mission statement
- B) dominant culture

- C) subculture of the business department
- D) management culture
- E) none of the above

Answer: <https://biology-forums.com/index.php?topic=495956>

### Question 510

Liz is single with no children. She is a night person, and can not function until after her morning coffee, a slow waking up and getting ready, and watching or listening to the morning news. She detests the morning traffic rush, and is in a horrible mood if she has to deal with it. When looking for a 40 hour a week job, which of the following schedules would be most appealing for Liz?

- A) enter at 9:00 a.m. and leave at 1:00 p.m., Monday through Friday
- B) enter at 6:00 a.m. and leave at 3:00 p.m., Monday through Friday
- C) enter at 8:00 a.m. and leave at 7:00 p.m., Monday through Thursday, Fridays off
- D) enter at 8:00 a.m. and leave at 5:00 p.m., Monday through Friday
- E) enter and leave any time between 6:00 a.m. to 7:00 p.m., Monday through Friday

Answer: <https://biology-forums.com/index.php?topic=494962>

### Question 511

Jennifer's boss asks for her recommendations on strategies for promoting functional conflict within the company. Which of the following is Jennifer most likely to recommend?

- A) training managers to discourage devil's advocates in the decision-making process
- B) implementing a policy of promoting personnel who are conflict avoiders
- C) empowering employees to question their bosses with impunity
- D) punishing individuals who support beliefs that management has rejected
- E) encouraging managers to reward employees who keep their opinions to themselves

Answer: <https://biology-forums.com/index.php?topic=495719>

### Question 512

How can an organizational culture adapt to work-life conflicts in their evaluation processes? Explain why evaluations cause work-life conflict, and describe two culture-change strategies that companies today use to alleviate the work-life conflict.

Answer: <https://biology-forums.com/index.php?topic=496096>

### Question 513

What does the case of Phineas Gage serve to illustrate?

- A) the effectiveness of the mood structure
- B) effective management
- C) intelligent design
- D) the importance of emotions on reasoning
- E) why women are ineffective managers

Answer: <https://biology-forums.com/index.php?topic=494515>

### Question 514

Explain how participative management can enhance skill variety, task identity, and autonomy as described in the Job Characteristics Model (JCM).

Answer: <https://biology-forums.com/index.php?topic=495047>

### Question 515

The ultimate source of an organization's culture is \_\_\_\_\_.

- A) the country in which the organization operates
- B) top management
- C) the belief systems of its employees
- D) the environment
- E) the organization's founders

Answer: <https://biology-forums.com/index.php?topic=495881>

### Question 516

The ability to exert muscular force repeatedly or continuously over time is called \_\_\_\_\_.

- A) dynamic strength
- B) static strength
- C) trunk strength
- D) explosive strength
- E) dynamic flexibility

Answer: <https://biology-forums.com/index.php?topic=494304>

### Question 517

The virtual organization is effective at reinforcing management control over business operations.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495821>

### Question 518

At its root, productivity involves concern for both \_\_\_\_\_.

- A) effectiveness and efficiency
- B) absenteeism and motivation
- C) motivation and distraction
- D) diversity and homogeneity
- E) dependence and independence

Answer: <https://biology-forums.com/index.php?topic=494200>

### Question 519

Compare and contrast the three schools of thought regarding conflict in groups and organizations. Describe how your view fits or differs from these views.

Answer: <https://biology-forums.com/index.php?topic=495743>

### Question 520

The leader-participation model provides a set of rules that leaders can use to determine the appropriate leadership behavior for a given task structure.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495499>

### Question 521

Darg's team just had a research breakthrough. They'll need several more thousands of dollars to complete the project, but today Darg has called a series of meetings in which he's promoting the significance of the new discovery, explaining the economic benefits that will result from the final project, and answering questions. Darg is a(n) \_\_\_\_\_ within his company.

- A) idea champion
- B) stress creator
- C) change agent
- D) manipulator
- E) restraining force

Answer: <https://biology-forums.com/index.php?topic=496146>

### Question 522

Which of the following is not a consideration during the preparation and planning phase of the negotiation process?

- A) the nature of the conflict
- B) defining the ground rules
- C) who is involved in the conflict
- D) your goals for the outcome
- E) the history before the conflict

Answer: <https://biology-forums.com/index.php?topic=495686>

### Question 523

Job enrichment increases the degree to which the worker controls the \_\_\_\_\_.

- A) feedback that a worker receives from his or her supervisor and peers
- B) planning, execution, and evaluation of his or her work
- C) planning, execution, and evaluation of company plans
- D) evaluation of his or her peers
- E) horizontal integration of his or her tasks

Answer: <https://biology-forums.com/index.php?topic=494959>

### Question 524

Describe what is meant by the terms "person-job fit" and "person-organization fit."

Answer: <https://biology-forums.com/index.php?topic=494699>

### Question 525

Affective events theory demonstrates that employees react emotionally to things that happen to them at work and that this reaction influences their job performance and satisfaction.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494588>

### Question 526

In the past, organizations had to provide basic reading and math skills for their employees. Improved educational standards have decreased that need over the past few decades.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=496060>

### Question 527

An individual's place in the interview schedule may affect the interviewer's evaluation of the applicant. This is an example of the halo effect.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494800>

### Question 528

Conflict that relates to the content and goals of work is termed \_\_\_\_\_ conflict.

- A) job
- B) communication
- C) process
- D) task
- E) relationship

Answer: <https://biology-forums.com/index.php?topic=495644>

### Question 529

Some MBO programs fail to live up to expectations. Which of the following is not a common reason that MBO programs fail?

- A) There is an unwillingness or inability by management to reward goal accomplishment.
- B) There are cultural incompatibilities.
- C) There are unrealistic expectations regarding results.
- D) They allow lower-unit managers to participate in setting their own goals.
- E) There is a lack of commitment by top management.

Answer: <https://biology-forums.com/index.php?topic=494869>

### Question 530

Explain how an institutionalized culture can be a barrier to diversity. Describe how an organization could utilize the three forces at play in sustaining a culture to help create a diverse workforce.

Answer: <https://biology-forums.com/index.php?topic=495973>

### Question 531

Marcia and Antonio work well together on projects because they both enjoy an energetic work environment. This is an example of surface-level diversity working for an employer.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494318>

### Question 532

If behavioral theories of leadership are valid, selection of leaders should focus on length of experience an individual has obtained in the right situations.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495478>



### Question 533

Which of the following researchers produced a comprehensive analysis of variation among cultures?

- A) Hofstede
- B) Maslow
- C) Festinger
- D) Freud
- E) Skinner

Answer: <https://biology-forums.com/index.php?topic=494665>

### Question 534

Recent studies indicate that \_\_\_\_\_ may indicate effective leadership.

- A) a highly analytical mind
- B) an endless supply of terrific ideas
- C) a compelling vision
- D) emotional intelligence
- E) outstanding training

Answer: <https://biology-forums.com/index.php?topic=495413>

### Question 535

What is generally considered to be the single best thing that managers can do to improve performance?

- A) set specific, challenging goals
- B) restrict the use of punishment as a means of motivating workers
- C) give abundant opportunities for employee growth
- D) allocate tasks depending on personality
- E) concentrate on intrinsic rewards rather than extrinsic rewards

Answer: <https://biology-forums.com/index.php?topic=494863>

### Question 536

A model is a(n) \_\_\_\_\_.

- A) someone held in high esteem
- B) real-world scenario
- C) dependent variable
- D) abstraction of reality
- E) independent variable

Answer: <https://biology-forums.com/index.php?topic=494198>

### Question 537

For much of the first half of the 20th century, managers viewed work specialization as \_\_\_\_\_.

- A) an unending source of increased productivity
- B) difficult to implement without automation technology
- C) a frustrating cause of reduced product output
- D) an effective solution to over-centralization
- E) a means to encourage employee satisfaction

Answer: <https://biology-forums.com/index.php?topic=495749>

### Question 538

What term is used for those emotions that an organization requires workers to show and considers appropriate in a given job?

- A) displayed emotions
- B) conditional emotions
- C) felt emotions
- D) mandated emotions
- E) required emotions

Answer: <https://biology-forums.com/index.php?topic=494537>

### Question 539

Explain how stereotyping can cause problems for some managers when making ethical decisions. Provide an example.

Answer: <https://biology-forums.com/index.php?topic=494828>

### Question 540

The power that the College Dean has been granted by the University over the faculty is termed \_\_\_\_\_ power.

- A) organizational
- B) legitimate
- C) academic
- D) positional
- E) balanced

Answer: <https://biology-forums.com/index.php?topic=495540>

### Question 541

Now your boss seems to be trying to analyze each leader according to which employees they interact with most and least, and which employees they rate highest and lowest. You suspect that he is reading about which of the following models?

- A) LPC
- B) PGT
- C) SLT
- D) SNFU
- E) LMX

Answer: <https://biology-forums.com/index.php?topic=495460>

### Question 542

What was the most significant change in the U.S. labor force during the last half of the twentieth century?

- A) the steady increase in the percentage of workers that are men
- B) substantial decreases in the number of workers who are under 55
- C) the rapid increase in the percentage of workers that are women
- D) increases in the percentage of U.S. citizens of Hispanic origin
- E) increasing numbers of African-Americans at all levels within the workforce

Answer: <https://biology-forums.com/index.php?topic=494186>

### Question 543

Which of the following is not one of the most widely used variable-pay programs?

- A) employee stock ownership
- B) flat pay
- C) piece-rate wages
- D) profit-sharing plans
- E) merit-based pay

Answer: <https://biology-forums.com/index.php?topic=494984>

### Question 544

The employee compares her expectations to organizational reality in which stage of socialization?

- A) prearrival
- B) encounter
- C) analysis
- D) ritual
- E) metamorphosis

Answer: <https://biology-forums.com/index.php?topic=495891>

### Question 545

According to the interactionist's perspective, a group that functions without conflict is \_\_\_\_\_.

- A) living up to behavioral ideals
- B) a rare phenomenon
- C) the most productive
- D) likely to be responsive to the need for change and innovation
- E) prone to becoming static and apathetic

Answer: <https://biology-forums.com/index.php?topic=495639>

### Question 546

You should tell your supervisor that in the first stage of group development, the team members will probably be \_\_\_\_\_.

- A) in conflict
- B) focused on the task at hand

- C) uncertain
- D) confident
- E) excited

Answer: <https://biology-forums.com/index.php?topic=495139>

### Question 547

For much of the first half of the twentieth century, managers viewed departmentalization as promoting increased productivity.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495812>

### Question 548

What does a positive organizational culture do?

- A) emphasizes individual growth
- B) emphasizes building on the organization's strengths
- C) emphasizes organizational vitality
- D) rarely uses rewards
- E) uses negative reinforcement and punishment

Answer: <https://biology-forums.com/index.php?topic=495911>

### Question 549

You should expect that long-time career executives will be proponents of change.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=496174>

### Question 550

The most likely reason for the success of this vice president in your organization is that his subordinates \_\_\_\_\_.

- A) strive to make themselves indispensable to him
- B) are envious of his success
- C) strive to emulate him
- D) fear negative sanctions if they fail to comply
- E) find his leadership style inspiring

Answer: <https://biology-forums.com/index.php?topic=495602>

### Question 551

People who have been on a job longer are more productive than those with less seniority.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494336>

### Question 552

Henry is upset because his boss recently reprimanded him for missing a deadline. He put him on a probation period in which Henry lost his two day a week telecommuting privilege. Henry now has to work at the office five days a week. Which of the following might result from Henry's negative attitude due to the reprimand?

- A) motivation
- B) deviant behavior
- C) emotional appeals
- D) negotiation
- E) emotional contagion

Answer: <https://biology-forums.com/index.php?topic=494559>

### Question 553

Which of the following is something you would not expect your supervisor to believe?

- A) Workers are generally reliable.
- B) Employees view work as natural.
- C) The average person will seek responsibility.
- D) Workers place security above most other factors.
- E) The ability to make innovative decisions is not necessarily the sole province of managers.

Answer: <https://biology-forums.com/index.php?topic=494923>

### Question 554

All of the following are classifications on the Myers-Briggs Type Indicator except \_\_\_\_\_.

- A) perceiving/judging
- B) independent/dependent
- C) extroverted/introverted
- D) thinking/feeling
- E) sensing/intuitive

Answer: <https://biology-forums.com/index.php?topic=494612>

### Question 555

Research shows that unfair discrimination can lead to serious consequences for employers, such as \_\_\_\_\_.

- A) increased productivity
- B) decreased profit margins
- C) high turnover
- D) market lows
- E) reduced benefits

Answer: <https://biology-forums.com/index.php?topic=494265>

### Question 556

\_\_\_\_\_ is one way to achieve unfreezing of an organization's status quo.

- A) Increasing the rigidity of the organizational hierarchy
- B) Increasing the driving forces directing behavior away from the status quo
- C) Increasing employee investment in the status quo
- D) Decreasing management's investment in change
- E) Decreasing the restraining forces which hinder movement from inequality

Answer: <https://biology-forums.com/index.php?topic=496128>

### Question 557

Which of the following is an example of a deep-level diversity difference that might cause challenges between these two co-workers?

- A) Marina is 25 years old. Amit is 50 years old.
- B) Marina is a woman. Amit is a man.
- C) Marina is shy and quiet. Amit is outgoing.
- D) Marina runs marathons. Amit suffers from arthritis.
- E) Marina is from Puerto Rico. Amit's father is from India.

Answer: <https://biology-forums.com/index.php?topic=494259>

### Question 558

An adult's personality is proven to be made up only of situational factors, moderated by environmental conditions.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494674>

### Question 559

Given what Joe knows about groups, what is a good size for a group that must take action?

- A) 4
- B) 7
- C) 9
- D) 12
- E) over 12

Answer: <https://biology-forums.com/index.php?topic=495144>

### Question 560

Which of the following defines task identity?

- A) the degree to which a job requires completion of a whole and identifiable piece of work
- B) the degree to which work activities generates direct and clear information about performance
- C) the degree to which a job provides the worker freedom in scheduling and procedure
- D) the degree to which a job requires a variety of different activities
- E) the degree to which a job has an impact on the lives or work of other people

Answer: <https://biology-forums.com/index.php?topic=494948>

### Question 561

Variable-pay compensation pays people for the time they spend on the job and seniority.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495024>

### Question 562

\_\_\_\_\_ involves correcting errors using past routines and present policies.

- A) Double-loop learning
- B) Continuous improvement process
- C) Organizational reaction
- D) Process reengineering
- E) Single-loop learning

Answer: <https://biology-forums.com/index.php?topic=496148>

### Question 563

People who are good at reading others' emotions may be more effective in their jobs.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494589>

### Question 564

Which of the following defines autonomy?

- A) the degree to which a job has an impact on the lives or work of other people
- B) the degree to which a job requires completion of a whole and identifiable piece of work
- C) the degree to which a job requires a variety of different activities
- D) the degree to which work activities generates direct and clear information about performance
- E) the degree to which a job provides the worker freedom in scheduling and procedure

Answer: <https://biology-forums.com/index.php?topic=494949>

### Question 565

When your work group disagrees, the disagreements usually concern how the group's work should be accomplished. The type of conflict experienced by your group is \_\_\_\_\_.

- A) task conflict
- B) process conflict
- C) reactive conflict.
- D) traditional conflict
- E) relationship conflict

Answer: <https://biology-forums.com/index.php?topic=495716>

### Question 566

The evaluation method that focuses the evaluator's attention on those behaviors that are key to executing a job effectively is known as \_\_\_\_\_.

- A) intellectual competence
- B) behaviorally anchored rating scales
- C) forced comparison
- D) critical incidents
- E) graphic rating scales

Answer: <https://biology-forums.com/index.php?topic=496039>

### Question 567

What is ability? What are the two sets of factors composing a person's ability level?

Answer: <https://biology-forums.com/index.php?topic=494357>

### Question 568

What is the name for an incentive plan where improvements in group productivity determine the total amount of money that is allocated?

- A) employee ownership
- B) piece rates
- C) ESOP

- D) gainsharing
- E) profit sharing

Answer: <https://biology-forums.com/index.php?topic=494990>

### Question 569

Which of the following is not a biographical characteristic?

- A) race
- B) tenure
- C) age
- D) sex
- E) political affiliation

Answer: <https://biology-forums.com/index.php?topic=494267>

### Question 570

Your supervisor proposes that participative management will solve your productivity, motivation, and job performance problems. Which of the following is not a warning you should give him about this approach?

- A) Employees must have competence and knowledge if they are to make a useful contribution.
- B) It will provide intrinsic rewards for employees.
- C) Research shows it has only a modest influence on all these variables.
- D) Employees will only be motivated by decisions on issues relevant to their interests.
- E) It is not a sure means for improving employee performance.

Answer: <https://biology-forums.com/index.php?topic=495037>

### Question 571

Any incompatibility between two or more attitudes or between behavior and attitudes results in \_\_\_\_\_.

- A) cognitive dissonance
- B) values clarification
- C) affective reactance
- D) organizational dissonance
- E) attitudinal clarification

Answer: <https://biology-forums.com/index.php?topic=494374>

### Question 572

Ana is trying to finish an account analysis for a client, but she's missing data. She e-mails Claire in database administration to launch a query and get back to her. Claire quickly sends Ana the data that she needs. This is an example of \_\_\_\_\_ communication.

- A) control
- B) motivation
- C) information
- D) emotion
- E) reprimand

Answer: <https://biology-forums.com/index.php?topic=495294>

### Question 573

If the manager uses critical incidents as a method of performance evaluation, then \_\_\_\_\_.

- A) the evaluator's writing skills become the determining factor of the evaluation
- B) the focus of the evaluation will center on key behaviors
- C) the cost of the evaluation is likely to be incredibly high for the organization
- D) the subordinate is apt to become confused
- E) the subordinate is likely to become motivated

Answer: <https://biology-forums.com/index.php?topic=496040>

### Question 574

Technical skills encompass the ability to \_\_\_\_\_.

- A) exchange information and control complex situations
- B) initiate and oversee complex projects
- C) communicate effectively with others
- D) analyze and diagnose complex situations
- E) apply specialized knowledge or expertise

Answer: <https://biology-forums.com/index.php?topic=494155>

### Question 575

Once a conflict is perceived, it is automatically personalized.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495704>

### Question 576

The attitude-behavior relationship is likely to be much stronger if the attitude \_\_\_\_\_.

- A) is not regularly discussed and examined
- B) is perceived to be of little importance
- C) must be defended against the attitudes of society at large
- D) refers to something that the individual has direct personal experience with
- E) is related to organizational structure

Answer: <https://biology-forums.com/index.php?topic=494386>

### Question 577

Which of the following is not something you should do if considering an office romance?

- A) Date someone at your own professional level.
- B) Openly display affection in the workplace.
- C) Check your company policy regarding workplace romance.
- D) Remember organizational policies when dating,
- E) Tell your boss.

Answer: <https://biology-forums.com/index.php?topic=494561>

### Question 578

Process consultants work with the clients in jointly diagnosing what processes need improvement.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=496180>

### Question 579

Which of the following is not one of the problems that occurs when conflict is encouraged?

- A) increased group viability
- B) reductions in cooperation
- C) increased employee stress
- D) lingering hurt feelings
- E) time lost on the job

Answer: <https://biology-forums.com/index.php?topic=495648>

### Question 580

Which employee would be best suited to a challenging new assignment where they would receive rapid feedback?

- A) Joe
- B) Tim
- C) Mary
- D) Sarah
- E) Doug

Answer: <https://biology-forums.com/index.php?topic=494928>

### Question 581

A book that profiled 13 contemporary business people who created super successful firms including Apple Computer, FedEx, Honda Motors, Microsoft, and Sony found that all 13 were what type of thinkers?

- A) sensing
- B) intuitive
- C) feeling
- D) conscientious
- E) perceiving

Answer: <https://biology-forums.com/index.php?topic=494617>

### Question 582

\_\_\_\_\_ results in a level of performance that is greater than the sum of the individual inputs.

- A) Enthusiasm
- B) Energy
- C) Inversion
- D) Synergy
- E) Initiative

Answer: <https://biology-forums.com/index.php?topic=495182>

### Question 583

Briefly describe the Type B personality.

Answer: <https://biology-forums.com/index.php?topic=494692>

### Question 584

A committee is made up of 12 managers: three each from the sales, production, accounting, and human resources departments. They read a comprehensive study of the company they work for, and are asked which of its recommendations are most important. In discussion they find that the managers perceive that the most important recommendations are those concerning their own departments. This finding is most likely the result of what type of bias?

- A) self-serving bias
- B) Pygmalion effect
- C) selective perception
- D) halo effect
- E) projection

Answer: <https://biology-forums.com/index.php?topic=494727>

### Question 585

In utilizing Fiedler's contingency model, which of the following contingency dimensions should your employees pay attention to?

- A) position power
- B) leader-member relations
- C) task structure
- D) All of the above are important dimensions in this model.
- E) None of the above are important dimensions in this model.

Answer: <https://biology-forums.com/index.php?topic=495458>

### Question 586

Dynamic strength is the ability to coordinate the simultaneous actions of different parts of the body.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494346>

### Question 587

Antonio is managing three small factories on the Mexico border with Texas. Knowing that cultures such as Mexico generally score high in Hofstede's dimension of uncertainty avoidance, which of the following management tactics would be appropriate for Antonio?

- A) Antonio should work on the floor with the workers for a day to reduce power distance.
- B) Antonio should allow the employees flexible working hours and alternate factory shifts weekly.
- C) Antonio should only visit the factory once a month so that the workers aren't intimidated.
- D) Antonio should put women in charge of the factory schedule to reduce masculinity differences.
- E) Antonio should make sure that his factories maintain consistent shift schedules and weekly pay.

Answer: <https://biology-forums.com/index.php?topic=494670>

### Question 588

Which of the following is most likely to increase team efficacy?

- A) ensuring that team goals are challenging
- B) helping the team achieve small successes
- C) limiting time spent in training
- D) reducing the number of members on a team
- E) providing measurable goals

Answer: <https://biology-forums.com/index.php?topic=495222>



### Question 589

Janice works for a pet store in which everyone is absolutely committed to the happiness of the animals. Often employees, bosses and hourly workers alike, come into the store "off the clock" and spend time socializing and training the animals. Everyone loves the store, the animals, and their jobs. According to the information provided, Janice encounters a \_\_\_\_\_ in her job.

- A) positive diversity climate
- B) negative performance climate
- C) negative safety climate
- D) positive safety climate
- E) positive performance climate

Answer: <https://biology-forums.com/index.php?topic=495876>

### Question 590

Taken as a whole, tests of the overall validity of the Fiedler model tend to support substantial parts of the model.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495490>

### Question 591

Evidence suggests that \_\_\_\_\_ tends to be one of the most effective power tactics.

- A) rational persuasion
- B) flattery
- C) personal appeals or friendship
- D) exchange or rewards
- E) pressure or coercion

Answer: <https://biology-forums.com/index.php?topic=495560>

### Question 592

Rodrigo has developed a new technology for reading bar codes in grocery stores. There is no other technology like his, but Rodrigo is not powerful because no one wants to change from the system that they already have. Rodrigo is not able to create dependency because \_\_\_\_\_.

- A) his product is not scarce
- B) Rodrigo lacks expert power
- C) his product is nonsubstitutable
- D) Rodrigo lacks reward power
- E) his product is not important

Answer: <https://biology-forums.com/index.php?topic=495552>

### Question 593

The theory of cognitive dissonance was proposed by \_\_\_\_\_.

- A) Hofstede
- B) Pavlov
- C) Festinger
- D) Maslow
- E) Skinner

Answer: <https://biology-forums.com/index.php?topic=494375>

### Question 594

The three criteria for making ethical decisions are \_\_\_\_\_.

- A) utilitarianism, rights, and justice
- B) whistle-blowing, rights, and utilitarianism
- C) utilitarianism, creativity, and rights
- D) history, regulations, and time
- E) evaluation, reward, and justice

Answer: <https://biology-forums.com/index.php?topic=494781>

### Question 595

\_\_\_\_\_ is an effect of increasing globalization.

- A) An ever increasingly homogeneous workforce
- B) An increase in manufacturing jobs in developed nations
- C) Shared economic values among all cultures

- D) More expensive consumer goods
- E) Jobs moving to nations with low-cost labor

Answer: <https://biology-forums.com/index.php?topic=494183>

### Question 596

As group performance increases with group size, the addition of new members to the group has positive returns on productivity.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495135>

### Question 597

Jo is a courier, delivering parcels throughout the metropolitan area. Although she considers herself law abiding, she often breaks the speed limit while making her deliveries. Which of the following statements does not reflect a likely response to the conflict between her attitude and her behavior?

- A) "It's not a problem that I speed a little bit; it's not much over the limit, and everyone else speeds some."
- B) "The speed limits are just too low around here; anyone driving at a reasonable speed will break them."
- C) "I've got to drive fast sometimes, otherwise I will not make all my deliveries and I'll lose clients."
- D) "This speeding is irresponsible. From now on I am observing the speed limits."
- E) "It's wrong to break even minor laws, but I'll probably keep speeding anyway."

Answer: <https://biology-forums.com/index.php?topic=494377>

### Question 598

What predictions can be made based on the relationship between the achievement need and job performance?

Answer: <https://biology-forums.com/index.php?topic=494941>

### Question 599

Which of the following is not a finding of Elton Mayo's Hawthorne studies?

- A) Competition between groups will maximize group output.
- B) Group standards are highly effective in establishing individual worker output.
- C) Group influences are significant in affecting individual behavior.
- D) Money was less a factor in determining worker output than were group standards, sentiments, and security.
- E) A worker's behavior and sentiments are closely related.

Answer: <https://biology-forums.com/index.php?topic=495088>

### Question 600

Which of the following will you probably use to evaluate this situation?

- A) expectancy
- B) reinforcement
- C) equity
- D) goal setting
- E) self-enhancement

Answer: <https://biology-forums.com/index.php?topic=494931>

### Question 601

Voice is an active and constructive response to dissatisfaction.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494452>

### Question 602

Jerrod is engaging in which of the following impression management techniques?

- A) conformity
- B) apologizing
- C) mirroring
- D) acclaiming
- E) groveling

Answer: <https://biology-forums.com/index.php?topic=495615>

### Question 603

Teams can be classified based on their objectives. Identify and discuss the four most common forms of work teams.

Answer: <https://biology-forums.com/index.php?topic=495283>

### Question 604

Which of the following is not an example of OCB?

- A) Tell your friends about the company's great work environment.
- B) Participate in the company's annual holiday secret gift exchange.
- C) Contribute to a fund for a co-worker to help with medical bills.
- D) Discourage a friend from applying for a job at the company.
- E) Work over the weekend to make sure a project gets done.

Answer: <https://biology-forums.com/index.php?topic=494413>

### Question 605

Fred Luthans wanted to look at management from a different perspective. He wanted to see what management qualities are needed \_\_\_\_\_.

- A) to show economic returns
- B) to be quickly promoted
- C) to attain quality employees
- D) to produce quality work
- E) to attain high pay

Answer: <https://biology-forums.com/index.php?topic=494157>

### Question 606

List and discuss the bases of personal power.

Answer: <https://biology-forums.com/index.php?topic=495625>

### Question 607

An individual most likely to engage in political behavior would have all of the following except a/an \_\_\_\_\_.

- A) internal locus of control
- B) high ability to self monitor
- C) high charisma rating
- D) high Machiavellian personality
- E) high need for power

Answer: <https://biology-forums.com/index.php?topic=495574>

### Question 608

Research studies conducted on the participation-performance relationship show that the use of participation \_\_\_\_\_.

- A) lowers costs considerably
- B) has only a modest influence on employee productivity
- C) increases motivation
- D) enhances job satisfaction
- E) greatly influences employee attitudes

Answer: <https://biology-forums.com/index.php?topic=494975>

### Question 609

You are implementing self-managed teams and quality-management programs. It would be important to conduct training in \_\_\_\_\_.

- A) problem solving
- B) interpersonal skills
- C) technical skills
- D) interdependence
- E) basic literacy

Answer: <https://biology-forums.com/index.php?topic=496082>

### Question 610

Describe impression management (IM) techniques and the impact they have on interview success.

Answer: <https://biology-forums.com/index.php?topic=495632>

### Question 611

A certain corporation ties its compensation for front-line operations managers to developing their skills in leadership, workforce development, and functional excellence. What is this sort of compensation scheme called?

- A) development-based pay

- B) job-based pay
- C) training-based pay
- D) individual merit-based pay
- E) skill-based pay

Answer: <https://biology-forums.com/index.php?topic=494987>

### Question 612

Which of the following is not likely to increase group cohesiveness?

- A) increasing groups status in the organization
- B) reward high-performing group individuals
- C) agreement upon the established goals
- D) decreasing the size of the group
- E) physically isolate the group

Answer: <https://biology-forums.com/index.php?topic=495104>

### Question 613

\_\_\_\_\_ is a measure of how organizations are becoming more heterogeneous in terms of gender, race, and ethnicity.

- A) Affirmative action
- B) Organizational culture
- C) Globalization
- D) Workforce diversity
- E) Operational homogeneity

Answer: <https://biology-forums.com/index.php?topic=494184>

### Question 614

Describe and discuss specific problems related to cross-cultural communication. Include cultural barriers and cultural context.

Answer: <https://biology-forums.com/index.php?topic=495407>

### Question 615

In the communication process, decoding should precede encoding.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495370>

### Question 616

The conflict-handling intention of avoiding is \_\_\_\_\_.

- A) unassertive and uncooperative
- B) assertive and cooperative
- C) assertive and uncooperative
- D) assertive and reflective
- E) unassertive and cooperative

Answer: <https://biology-forums.com/index.php?topic=495661>

### Question 617

Which of the following is a form of recognition?

- A) flexible benefit packages
- B) job enlargement
- C) profit sharing
- D) job sharing
- E) personal congratulations

Answer: <https://biology-forums.com/index.php?topic=495004>

### Question 618

The University of Michigan studies define a(n) \_\_\_\_\_ leader as one who takes a personal interest in the needs of his/her subordinates.

- A) consummate
- B) LMX
- C) employee-oriented
- D) contextual
- E) consensus-building

Answer: <https://biology-forums.com/index.php?topic=495422>

### Question 619

According to Herzberg, the opposite of "satisfaction" is "dissatisfaction."

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494910>

### Question 620

All things being equal, the wider or larger the span of control, the more profitable the organization.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495814>

### Question 621

Which of the following is not a characteristic of organizational culture?

- A) outcome orientation
- B) innovation
- C) team orientation
- D) attention to detail
- E) formality orientation

Answer: <https://biology-forums.com/index.php?topic=495858>

### Question 622

Integrative bargaining focuses on \_\_\_\_\_.

- A) long-term relationships
- B) ensuring balanced inputs
- C) short-term benefits
- D) zero-sum gains
- E) competition

Answer: <https://biology-forums.com/index.php?topic=495680>

### Question 623

The \_\_\_\_\_ perspective focuses on productive conflict resolution starting both before and after the behavioral stage of conflict occurs, in order to minimize the negative effects on the organization.

- A) interactionist conflict
- B) traditional conflict
- C) managed conflict
- D) task conflict
- E) process conflict

Answer: <https://biology-forums.com/index.php?topic=495649>

### Question 624

Consistency of behavior is an asset to an organization when it faces \_\_\_\_\_.

- A) a stable environment
- B) social upheaval
- C) a dynamic environment
- D) massive changes
- E) an unknown environment

Answer: <https://biology-forums.com/index.php?topic=495879>

### Question 625

Identify and briefly describe the five key traits in the Big Five personality model.

Answer: <https://biology-forums.com/index.php?topic=494688>

### Question 626

Sylvia is applying for a job as an air traffic controller at the local airport. Which of the following statements is not true regarding her contingency selection.

- A) Sylvia will need to pass exams showing her psychological ability to perform.
- B) Sylvia will not likely undergo physical testing as an air traffic controller.

- C) A criminal background check could be a part of her contingency selection.
- D) Sylvia will need to pass a series of medical exams for the job.
- E) Sylvia will most likely be required to submit a urine sample for a drug test.

Answer: <https://biology-forums.com/index.php?topic=496010>

### Question 627

Leadership focuses on the \_\_\_\_\_.

- A) importance of lateral and upward influence patterns
- B) downward influence of a leader on his or her followers
- C) elimination of dependency relationships
- D) all of the above
- E) none of the above

Answer: <https://biology-forums.com/index.php?topic=495529>

### Question 628

Define and provide a workplace example for each of the four management functions described by Henri Fayol.

Answer: <https://biology-forums.com/index.php?topic=494240>

### Question 629

As organizations have widened spans of control, flattened structures, introduced teams, reduced formalization, and empowered employees, the \_\_\_\_\_ provided by a strong culture ensures that everyone is pointed in the same direction.

- A) socialization
- B) rules and regulations
- C) rituals
- D) shared meaning
- E) rigid hierarchy

Answer: <https://biology-forums.com/index.php?topic=495875>

### Question 630

After which stage of a group's development has the group formed a common set of expectations of member behaviors?

- A) maturation
- B) development
- C) storming
- D) forming
- E) norming

Answer: <https://biology-forums.com/index.php?topic=495070>

### Question 631

Which of the following is not considered an advantage of electronic meetings?

- A) It is speedy.
- B) Chitchat is eliminated.
- C) Individuals receive credit for their ideas.
- D) It is anonymous.
- E) Members can be honest.

Answer: <https://biology-forums.com/index.php?topic=495122>

### Question 632

Which of the following statements is generally accepted by experts?

- A) Emotions cause moods.
- B) Moods cause emotions.
- C) Moods and emotions are the same phenomena.
- D) Moods and emotions can mutually influence one another.
- E) Moods and emotions are both caused by introspection.

Answer: <https://biology-forums.com/index.php?topic=494503>

### Question 633

You assign your students a project that involves developing a business plan for a retail store. The store will have 200 employees and will serve customers both locally and internationally via a storefront and an Internet catalog. Which of the following organizational designs is least likely to benefit the goals of this retail store?

- A) simple

- B) team
- C) matrix
- D) virtual
- E) bureaucracy

Answer: <https://biology-forums.com/index.php?topic=495839>

### Question 634

The unanimity of a strong culture contributes to all of the following except \_\_\_\_\_.

- A) organizational commitment
- B) cohesiveness
- C) loyalty
- D) close ties between workers within the organization
- E) higher product quality

Answer: <https://biology-forums.com/index.php?topic=495871>

### Question 635

Jose is a manager for a manufacturing company in which managers are expected to fully document all decisions, and it is important to provide detailed data to support any recommendations. Which characteristic of organizational culture best describes this aspect of Jose's job?

- A) high people orientation
- B) low risk taking
- C) low team orientation
- D) high aggressiveness
- E) high stability

Answer: <https://biology-forums.com/index.php?topic=495859>

### Question 636

Which of the following is not a possible result from hiring Marsha, an applicant with a narcissistic personality?

- A) Marsha is likely to refuse to help coworkers.
- B) Marsha is likely to be disrespectful and condescending to other coworkers.
- C) Marsha is likely to exploit shy and introverted coworkers.
- D) Marsha is likely to keep important information to herself.
- E) Marsha is likely to be more productive than her coworkers.

Answer: <https://biology-forums.com/index.php?topic=494631>

### Question 637

Which of the following is not true concerning self-evaluations?

- A) They lead to employees rating themselves highly.
- B) They tend to heighten employees' defensiveness about the appraisal process.
- C) They tend to be biased estimates.
- D) They make excellent vehicles for stimulating job performance discussions between employees and their superiors.
- E) They are often low in agreement with superiors' ratings.

Answer: <https://biology-forums.com/index.php?topic=496034>

### Question 638

Analyzing relationships, determining causes and effects, and basing conclusions on scientific evidence all constitute aspects of \_\_\_\_\_ study.

- A) systematic
- B) intuitive
- C) organizational
- D) case-based
- E) theoretical

Answer: <https://biology-forums.com/index.php?topic=494167>

### Question 639

What must you try to avoid when integrating this new information?

- A) availability bias
- B) anchoring bias
- C) confirmation bias
- D) overconfidence bias
- E) representative bias

Answer: <https://biology-forums.com/index.php?topic=494818>

### Question 640

Shortcuts in judging people are applied in organizations. Which of the following is not an application of a judgement shortcut?

- A) market evaluations
- B) performance evaluations
- C) setting high expectations
- D) unwittingly maintaining low expectations
- E) employment interviews

Answer: <https://biology-forums.com/index.php?topic=494737>

### Question 641

Julie smiles and acts politely towards a customer at her checkout, even though she really deeply dislikes this customer. What is the term used to explain the disparity between the emotion Julie displays and the emotions she is actually experiencing?

- A) conditional emotional response
- B) emotional exposure
- C) felt emotions
- D) emotional distance
- E) emotional dissonance

Answer: <https://biology-forums.com/index.php?topic=494533>

### Question 642

If operant behavior is influenced by the reinforcement or lack of reinforcement brought about by its consequences, positive reinforcement \_\_\_\_\_.

- A) weakens a behavior and increases the likelihood it will be repeated
- B) strengthens a behavior and increases the likelihood it will be repeated
- C) does not have a lasting affect on behavior
- D) weakens a behavior and decreases the likelihood it will be repeated
- E) strengthens a behavior and decreases the likelihood it will be repeated

Answer: <https://biology-forums.com/index.php?topic=494874>

### Question 643

For jobs that are cognitively demanding, increasing emotional demands lead to \_\_\_\_\_ pay. For jobs that are not cognitively demanding, increasing emotional demands lead to \_\_\_\_\_ pay.

- A) lower; higher
- B) higher; higher
- C) lower; lower
- D) higher; lower
- E) There is no relationship between pay and emotional demands.

Answer: <https://biology-forums.com/index.php?topic=494542>

### Question 644

The belief that "violence is wrong" is an evaluative statement. Such an opinion constitutes the \_\_\_\_\_ component of an attitude.

- A) cognitive
- B) behavioral
- C) reflective
- D) affective
- E) reactive

Answer: <https://biology-forums.com/index.php?topic=494369>

### Question 645

Which of the following is an example of downward communication flow?

- A) suggestion boxes
- B) feedback on job performance
- C) identifying with and discussing problems with the boss
- D) letters to your senator
- E) envelope attitude surveys

Answer: <https://biology-forums.com/index.php?topic=495308>

### Question 646

Participation typically has only a modest influence on variables such as motivation and job satisfaction.

- A) True



B) False

Answer: <https://biology-forums.com/index.php?topic=495021>

### Question 647

Which one of the following is not listed as a tactic for dealing with resistance to change?

- A) participation
- B) education
- C) cooptation
- D) manipulation
- E) acceleration

Answer: <https://biology-forums.com/index.php?topic=496120>

### Question 648

Since the restructuring, your division has had trouble filling the open positions with appropriate candidates. The selection processes used by human resources have not yet adjusted to the new criteria required for the restructured job positions. This problem is an example of which kind of resistance to change?

- A) threat to expertise
- B) limited focus of change
- C) threat to established power relationships
- D) group inertia
- E) structural inertia

Answer: <https://biology-forums.com/index.php?topic=496194>

### Question 649

Examples of off-the-job training include all of the following except \_\_\_\_\_.

- A) Internet courses
- B) classroom lectures
- C) videotapes
- D) apprenticeship programs
- E) public seminars

Answer: <https://biology-forums.com/index.php?topic=496019>

### Question 650

An example of change in the nature of the work force is an increase in \_\_\_\_\_.

- A) college attendance
- B) capital equipment
- C) more cultural diversity
- D) divorce rates
- E) mergers and consolidations

Answer: <https://biology-forums.com/index.php?topic=496110>

### Question 651

When all communication is channeled through one central figure, a \_\_\_\_\_ communication network exists.

- A) lateral
- B) chain
- C) box
- D) wheel
- E) direct

Answer: <https://biology-forums.com/index.php?topic=495322>

### Question 652

Which of the following channels of communication is lowest in richness?

- A) memos and letters
- B) pre-recorded speeches
- C) video conferences
- D) telephone conversations
- E) e-mail

Answer: <https://biology-forums.com/index.php?topic=495347>

### Question 653

Several studies have shown that negotiators who fake anger in a negotiation can win an advantage over their opponents by doing so.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494591>

### Question 654

Biographical data is easier to acquire than information on employee motivation levels.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494321>

### Question 655

Maya's company needs to dramatically cut costs. Which of the following structural decisions will help her immediately reduce costs?

- A) decreasing the unity of command
- B) formalizing work processes
- C) increasing the chain of command
- D) decentralizing management decisions
- E) doubling the span of control

Answer: <https://biology-forums.com/index.php?topic=495761>

### Question 656

Path-goal theory assumes leaders are flexible and can display different leadership behavior depending on the situation.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495497>

### Question 657

A person's basic disposition is a major private factor that influences stress.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=496187>

### Question 658

One common ingredient in organizations that successfully create functional conflict is that they reward dissent and punish conflict avoiders.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495707>

### Question 659

Individuals with Holland's "investigative" personality are well suited for careers as small business managers.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494683>

### Question 660

\_\_\_\_\_ ranking requires the evaluator to place employees into a particular classification, such as top one-fifth or second one-fifth.

- A) Fractional
- B) Percentile
- C) Individual
- D) Group order
- E) Paired

Answer: <https://biology-forums.com/index.php?topic=496044>

### Question 661

Mandatory retirement has become an increasingly rare phenomenon in organizations.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494327>

### Question 662

Do charismatic and transformational leadership generalize across cultures? Explain why or why not.

Answer: <https://biology-forums.com/index.php?topic=495516>

### Question 663

An employee that telecommutes is more likely to engage in IM because \_\_\_\_\_.

- A) the risk associated with misrepresentation is increased
- B) the risk associated with misrepresentation is reduced
- C) telecommuting employees work closely with supervisors
- D) there is a lot of information available to challenge
- E) there is low ambiguity when telecommuting

Answer: <https://biology-forums.com/index.php?topic=495582>

### Question 664

Values are important to organizational behavior because they \_\_\_\_\_.

- A) allow the study of alignment of organizational policies
- B) form the supporting foundation for the study of ethics
- C) are an integral part of culture
- D) lay the foundation for the understanding of attitudes and motivation
- E) encourage ethical behavior

Answer: <https://biology-forums.com/index.php?topic=494645>

### Question 665

Describe and discuss the two most popular forced comparison methods of performance evaluation.

Answer: <https://biology-forums.com/index.php?topic=496102>

### Question 666

\_\_\_\_\_ conflicts are almost always dysfunctional.

- A) Process
- B) Functional
- C) Job
- D) Relationship
- E) Task

Answer: <https://biology-forums.com/index.php?topic=495645>

### Question 667

Displayed emotions are innate.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494583>

### Question 668

One reacts to \_\_\_\_\_ power out of fear of the negative ramifications that might result if one fails to comply.

- A) legitimate
- B) referent
- C) abusive
- D) coercive
- E) punitive

Answer: <https://biology-forums.com/index.php?topic=495533>

### Question 669

Based on the information given, which employee would you expect to have the lowest rate of avoidable absence?

- A) Sally
- B) Gina
- C) Jonathan
- D) All these employees would have about the same rate of avoidable absence.
- E) Gina and Sally would probably have equally low rates

Answer: <https://biology-forums.com/index.php?topic=494272>

### Question 670

Celebrities are paid millions of dollars to endorse products in commercials because the advertisers believe the celebrities have \_\_\_\_\_ power.

- A) personal
- B) star
- C) referent
- D) legitimate
- E) expert

Answer: <https://biology-forums.com/index.php?topic=495546>

### Question 671

In Fiedler's approach, if a respondent uses unfavorable terms to describe the co-worker in question, the respondent can be said to be primarily task-oriented.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495486>

### Question 672

Jake tells his boss only what he believes the boss wants to hear. Jake is engaging in \_\_\_\_\_.

- A) selective selection
- B) emotional block
- C) filtering
- D) communication apprehension
- E) selective perception

Answer: <https://biology-forums.com/index.php?topic=495352>

### Question 673

What are the four functions of communication?

Answer: <https://biology-forums.com/index.php?topic=495392>

### Question 674

Which of the following is considered a benefit of action research for an organization?

- A) It is simple to implement.
- B) It has no financial costs associated with it.
- C) Employees can carry out the specific actions to correct the problems identified.
- D) It is solution centered.
- E) It is problem focused.

Answer: <https://biology-forums.com/index.php?topic=496133>

### Question 675

Teams tend to operate well within countries that score high on collectivism.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495258>

### Question 676

The \_\_\_\_\_ of an environment refers to the degree to which it can support growth.

- A) potential
- B) qualifications
- C) capacity
- D) permeability
- E) capability

Answer: <https://biology-forums.com/index.php?topic=495806>

### Question 677

Mel has exceeded her budget by at least \$200 every month for the last three months. After recognizing that this is a problem, she decides to use the rational decision-making model to decide what to do. What might be the next step she takes if she follows this model?

- A) weigh the relative importance of each of her expenses
- B) come up with different ways that would either reduce her expenses or increase her income

- C) evaluate different ways that she could use to either reduce her expenses or increase her income
- D) determine what she needs to take into account when making her decision
- E) choose a method to cut her expenses

Answer: <https://biology-forums.com/index.php?topic=494741>

### Question 678

The \_\_\_\_\_ theory indicates that some stress stimulates the body into action, and people are able to perform well. However, too much stress causes a person to perform poorly.

- A) self-efficacy
- B) single-loop
- C) reverse-inverted
- D) inverted-U
- E) double-loop

Answer: <https://biology-forums.com/index.php?topic=496165>

### Question 679

You have implemented a permanent upward adjustment of salaries for employees who relocate. You are attempting to \_\_\_\_\_.

- A) move the process along
- B) change a driving force
- C) refreeze the change
- D) unfreeze the status quo
- E) none of the above

Answer: <https://biology-forums.com/index.php?topic=496199>

### Question 680

Describe Zimbardo's prison experiment. What were its goals? What was learned through this experiment? What were the ethical costs associated with this experiment? Relate Zimbardo's findings to the concepts of roles, role perception, role expectations, and role conflict.

Answer: <https://biology-forums.com/index.php?topic=495164>

### Question 681

Experience on the job tends to be positively related to work stress.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=496188>

### Question 682

The most effective teams tend to have \_\_\_\_\_ members.

- A) 3 to 5
- B) 5 to 15
- C) less than 10
- D) 10 to 20
- E) more than 20

Answer: <https://biology-forums.com/index.php?topic=495217>

### Question 683

Individual-level independent variables include all of the following except \_\_\_\_\_.

- A) decision-making
- B) motivation
- C) perception
- D) leadership
- E) learning

Answer: <https://biology-forums.com/index.php?topic=494204>

### Question 684

The two general approaches to bargaining are known as \_\_\_\_\_.

- A) legal and restrictive.
- B) affective and reflective
- C) formal and informal.
- D) emotional and rational.
- E) distributive and integrative

Answer: <https://biology-forums.com/index.php?topic=495676>

### Question 685

Araceli is a team member in a large corporation. She never speaks in the team meetings because she has seen members talk behind each others' backs outside of the meetings. Members are constantly monitoring the other member's work, looking for a mistake to point out in a meeting. According to the information provided, which contextual factor is most likely hindering the success of Araceli's team?

- A) climate of trust
- B) performance evaluations
- C) adequate resources
- D) team structure
- E) leadership

Answer: <https://biology-forums.com/index.php?topic=495204>

### Question 686

What is action research?

Answer: <https://biology-forums.com/index.php?topic=496209>

### Question 687

What conclusions can you draw about turnover if an employer strives to find balance in work-life conflicts? How can the employer find this balance and still have productive employees?

Answer: <https://biology-forums.com/index.php?topic=494253>

### Question 688

Age and job satisfaction are related for professional workers.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494331>

### Question 689

People tend to be in their best moods on Sunday.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494573>

### Question 690

Which of the following is least likely to be considered a manager?

- A) an IT technician who enables communication between all of a company's employees
- B) an administrator in charge of fund-raising activities in a non-profit organization
- C) a lieutenant leading an infantry platoon
- D) a doctor who acts as head of the physiotherapy department at a public hospital
- E) the mayor of a large city

Answer: <https://biology-forums.com/index.php?topic=494146>

### Question 691

Which of the following statements would likely be true?

- A) The relationship with the supervisor is a motivation factor.
- B) When the working conditions are improved, employees will be satisfied.
- C) The major reason for dissatisfaction is probably the nature of the work itself.
- D) Employees are dissatisfied due to lack of recognition.
- E) Fixing the conditions that make the employees dissatisfied will not make them satisfied.

Answer: <https://biology-forums.com/index.php?topic=494926>

### Question 692

What Fortune 500 company offers domestic partner benefits for gay couples?

- A) Heinz
- B) Nestle
- C) Rubbermaid
- D) Alltel
- E) Wal-Mart

Answer: <https://biology-forums.com/index.php?topic=494285>

### Question 693

On her work team, Michelle develops detailed tasks lists and work flow charts to help her team members understand the steps involved in each project. She also maintains the project calendar and receives periodic updates from each team member to ensure that projects are progressing on schedule. Which role does Michelle most likely fill on her team?

- A) maintainer
- B) assessor
- C) organizer
- D) promoter
- E) creator

Answer: <https://biology-forums.com/index.php?topic=495214>

### Question 694

Temporary groups with task-specific deadlines follow the five-stage model of group development.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495128>

### Question 695

Job satisfaction is best described as \_\_\_\_\_.

- A) causing high performance
- B) a result
- C) a value
- D) a valued discipline
- E) an attitude

Answer: <https://biology-forums.com/index.php?topic=494388>

### Question 696

The key characteristic of organizational culture that addresses the degree to which people are competitive rather than easygoing is termed \_\_\_\_\_.

- A) aggressiveness
- B) competitiveness
- C) assertiveness
- D) aversiveness
- E) risk taking

Answer: <https://biology-forums.com/index.php?topic=495861>

### Question 697

You have decided to hire other organizations to perform many of the basic functions of your business. You have hired an accounting firm to keep your records, a recruiting firm to handle human resource functions, and a computer firm to handle all records. To keep costs down, you are looking for other areas in which to outsource operations. You have chosen to operate your business as a \_\_\_\_\_.

- A) virtual organization
- B) boundaryless structure
- C) matrix organization
- D) team structure
- E) organizational pyramid

Answer: <https://biology-forums.com/index.php?topic=495840>

### Question 698

Janice is your director of sales. Since her employees are located in Europe, Asia, and North America, she has decided to use instant messaging to tie her employees together in order to develop a marketing strategy for a new product line. This is an example of a \_\_\_\_\_ team.

- A) cross-functional
- B) task-resolution
- C) self-managed
- D) virtual
- E) problem-solving

Answer: <https://biology-forums.com/index.php?topic=495267>

### Question 699

The "realistic" personality from Holland's typology of personality and congruent occupations would be well suited for which of the following jobs?

- A) accountant
- B) painter
- C) biologist
- D) lawyer
- E) mechanic

Answer: <https://biology-forums.com/index.php?topic=494662>

### Question 700

The best means of evaluating the management skills of the applicants would be achieved through \_\_\_\_\_.

- A) verifying the applicants' job histories
- B) use of an assessment center
- C) work sampling
- D) written personality tests
- E) written basic literacy tests

Answer: <https://biology-forums.com/index.php?topic=496079>

### Question 701

Fran completes the LPC questionnaire and finds that she described her least preferred co-worker in relatively positive terms. She is surprised by this finding because she recalls being particularly annoyed by this difficult co-worker. Based on your understanding of Fiedler's model, you explain to Fran that her LPC score makes sense within the model because \_\_\_\_\_.

- A) Fran has a spotty work history and has tended to switch jobs every couple of years
- B) Fran is usually much more focused on productivity than on developing relationships
- C) Fran tends in general to focus on building good relationships with the other employees at your company
- D) Fran tends to become very dominating when given ambiguous tasks
- E) Fran is usually chosen for positions of high responsibility within your organization

Answer: <https://biology-forums.com/index.php?topic=495457>

### Question 702

What are the three stages of socialization through which employees become indoctrinated into an organization's culture?

Answer: <https://biology-forums.com/index.php?topic=495976>

### Question 703

Your supervisor is trying to assess the degree to which those working for her are satisfied with their jobs. You are trying to gather information from your peers that might help her in her aim to improve job satisfaction.

You should advise your supervisor that there is renewed support for the satisfaction-performance relationship at the organizational level.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494459>

### Question 704

Employee discretion is inversely related to \_\_\_\_\_.

- A) specialization
- B) departmentalization
- C) complexity
- D) standardization
- E) empowerment

Answer: <https://biology-forums.com/index.php?topic=495771>

### Question 705

Formal power is a measure of an individual's ability to control organizational resources.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495589>

### Question 706

What are the five steps of the action research process?

Answer: <https://biology-forums.com/index.php?topic=496218>

### Question 707



Participative management is a method of management where \_\_\_\_\_.

- A) upper management participates in the organization's strategic planning
- B) low-level workers are responsible for making corporate policy decisions
- C) subordinates share a degree of decision-making power with their immediate superiors
- D) low-level workers meet occasionally with the CEO to discuss problems within their department
- E) subordinates make corporate decisions and management helps carry out those decisions

Answer: <https://biology-forums.com/index.php?topic=494974>

### Question 708

The communication used by managers to provide job instructions is \_\_\_\_\_ communication.

- A) directional
- B) diagonal
- C) formal
- D) downward
- E) lateral

Answer: <https://biology-forums.com/index.php?topic=495307>

### Question 709

Your trainees are given a case study concerning a local manufacturing firm called Acme Products. In assessing Acme's organizational structure, your trainees notice that all of the company's decisions are made by top management, with little or no input from lower-level personnel. The trainees most likely identify Acme as a(n) \_\_\_\_\_ organization.

- A) decentralized
- B) aggressively managed
- C) highly centralized
- D) highly formalized
- E) informally structured

Answer: <https://biology-forums.com/index.php?topic=495830>

### Question 710

The objectives of survey feedback are to provide subjects with increased awareness of their own behavior and how others see them.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=496179>

### Question 711

Individuals who develop explanations and documentation to lessen their responsibility for negative outcomes are demonstrating which of the following defensive behaviors?

- A) stretching
- B) justifying
- C) buffing
- D) misrepresenting
- E) prevention

Answer: <https://biology-forums.com/index.php?topic=495579>

### Question 712

Which electronic communications tool is updated daily?

- A) instant messaging
- B) text messaging
- C) networking software
- D) e-mail
- E) blogs

Answer: <https://biology-forums.com/index.php?topic=495342>

### Question 713

What is the need that you would expect that Mary is trying to satisfy?

- A) esteem
- B) physiological
- C) self-actualization
- D) social
- E) alter-actualization

Answer: <https://biology-forums.com/index.php?topic=494919>

### Question 714

Work teams are easy for American workers because Americans grow up learning the importance of teamwork through sports.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495263>

### Question 715

Which of the following is not an effective individual approach to handling stress?

- A) increasing training and skills
- B) increasing levels of physical exercise
- C) using time-management techniques
- D) participating in relaxation training
- E) spending time with friends

Answer: <https://biology-forums.com/index.php?topic=496166>

### Question 716

OB researchers cannot offer reasonably accurate explanations of human behavior since people act very differently in similar situations.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494215>

### Question 717

Which of the following is the most likely explanation for the higher absentee rate of women in the workplace?

- A) Women tend to have more illnesses that keep them from work than do men.
- B) Women generally have jobs for which a temporary replacement can be hired.
- C) Traditionally, women have had the responsibility of caring for home and family.
- D) Women tend to be less satisfied with their jobs than men.
- E) Women tend to work in jobs that have less flexible schedules than men do.

Answer: <https://biology-forums.com/index.php?topic=494274>

### Question 718

Alejandro is constantly annoying people in the office. He speaks his mind freely, doesn't try to smile when he's in a bad mood, and can't understand why other people are upset with him. Alejandro's inability to be self-aware indicates that he has a very low \_\_\_\_\_.

- A) emotional intelligence
- B) negative affect
- C) job satisfaction
- D) cognitive intelligence
- E) self-esteem

Answer: <https://biology-forums.com/index.php?topic=494553>

### Question 719

If a group is highly cohesive, meaning that the members in the group are attracted to each other and desire to work together, they will be highly productive even with established low performance norms.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495136>

### Question 720

The complexity of the leadership-participation model enables leaders to apply it realistically when they are assessing decision-making situations.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495500>

### Question 721

Describe the preferred negotiating techniques that would be implemented by a manager from China. What conflict management techniques would he use? What role would a third party negotiator be likely to have if not agreement could be reached.

Answer: <https://biology-forums.com/index.php?topic=495734>

### Question 722

\_\_\_\_\_ are consistent with recent efforts by companies to reduce costs, cut overhead, speed up decision making, increase flexibility, get closer to customers, and empower employees.

- A) Wider spans of control
- B) Simple structures
- C) Narrower spans of control
- D) Matrix structures
- E) None of the above

Answer: <https://biology-forums.com/index.php?topic=495765>

### Question 723

Which of the following is not a characteristic of the Type B personality?

- A) A Type B plays for fun and relaxation.
- B) A Type B can relax without guilt.
- C) A Type B does not suffer from a sense of time urgency, with its accompanying impatience.
- D) A Type B strives to think or do two or more things at once.
- E) A Type B does not need to discuss their achievements.

Answer: <https://biology-forums.com/index.php?topic=494638>

### Question 724

One of Verl's department employee's was severely injured on the job. Verl has called in psychological counselors to talk to the other employees, and scheduled a series of safety trainings for the department to be completed by the end of the week. He has also asked the HR personnel to talk to the department about the disability insurance that the company offers and make sure that his employees know what is available. Verl is using \_\_\_\_\_ to help cope with the stress caused by his employee's injury.

- A) resources
- B) innovation
- C) appreciative inquiry
- D) demands
- E) technology

Answer: <https://biology-forums.com/index.php?topic=496155>

### Question 725

According to LMX theory, a leader implicitly categorizes followers as "in" or "out" \_\_\_\_\_.

- A) early in the interaction
- B) on a temporary basis
- C) based on job requirements
- D) after careful analysis
- E) because of political pressure

Answer: <https://biology-forums.com/index.php?topic=495442>

### Question 726

Which of the following is not a source of individual resistance to change?

- A) inertia
- B) habit
- C) economic factors
- D) fear of the unknown
- E) security

Answer: <https://biology-forums.com/index.php?topic=496117>

### Question 727

Explain how stress affects emotions and moods.

Answer: <https://biology-forums.com/index.php?topic=494598>

### Question 728

Discuss four shortcuts used in judging others.

Answer: <https://biology-forums.com/index.php?topic=494825>

### Question 729

What is the main principle of path-goal theory?

- A) The leader is responsible for providing followers with the information, support, or other resources necessary for them to do their jobs.
- B) Leaders establish a special relationship with a small group of their followers because of time pressures.
- C) Stress is a form of situational unfavorableness and a leader's reaction to it depends on his or her intelligence and experience.
- D) Effective group performance depends on the proper match between the leader's style and the degree to which the situation gives control to the leader.
- E) Successful leadership is achieved by selecting the right leadership style.

Answer: <https://biology-forums.com/index.php?topic=495438>

### Question 730

High self-monitors are good at reading situations and molding their appearances and behavior.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495598>

### Question 731

Discuss whether there are gender differences regarding emotions.

Answer: <https://biology-forums.com/index.php?topic=494599>

### Question 732

Which of the following is a conflict-stimulation technique?

- A) problem solving
- B) exercising authoritative command
- C) compromise
- D) bringing in outsiders
- E) expansion of resources

Answer: <https://biology-forums.com/index.php?topic=495669>

### Question 733

Jean works for HJC publishing which is a publisher of scientific journals. The company is dominated by low risk taking and high attention to detail. Jean's department is also committed to high team orientation and provides many team-building activities in which Jean and other department members work together and socialize. Which of the following statements best describes Jean's department?

- A) The organizational culture is undefined.
- B) It has low stability.
- C) It is a subculture sharing core values.
- D) It does not include core values.
- E) It represents the dominant culture.

Answer: <https://biology-forums.com/index.php?topic=495864>

### Question 734

Which element does not have to be present in order for a rumor to emerge?

- A) confidence
- B) secrecy
- C) anxiety
- D) ambiguity
- E) importance

Answer: <https://biology-forums.com/index.php?topic=495331>

### Question 735

The scheduling options of flex time, job sharing, and telecommuting are all approaches to make the workplace environment more motivating.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495018>

### Question 736

In a \_\_\_\_\_ team the manager's job becomes managing outside the team.

- A) management
- B) self-managed
- C) problem-solving
- D) technical

E) reactive

Answer: <https://biology-forums.com/index.php?topic=495202>

### Question 737

Delray is about to sit down with his boss for his performance review. Which IM technique should Delray avoid using in the performance evaluation?

- A) flattery
- B) conformity
- C) self-promotion
- D) ingratiation
- E) favors

Answer: <https://biology-forums.com/index.php?topic=495583>

### Question 738

Discuss the three key dimensions of an organization's environment: capacity, volatility, and complexity.

Answer: <https://biology-forums.com/index.php?topic=495855>

### Question 739

Which one of the following is not one of the guidelines for enriching jobs based on the job characteristics model?

- A) combine tasks
- B) establish client relationships
- C) expand jobs vertically
- D) open feedback channels
- E) form telecommuting units

Answer: <https://biology-forums.com/index.php?topic=494960>

### Question 740

How would you describe an individual who is capable of presenting striking contradictions between who they are in public and who they are privately?

- A) low self-monitoring
- B) high Mach
- C) narcissistic
- D) high self-monitoring
- E) low Mach

Answer: <https://biology-forums.com/index.php?topic=494632>

### Question 741

An individual's overall abilities are essentially made up of three sets of factors: thinking, reasoning, and problem solving.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494340>

### Question 742

Contrast leadership and power.

Answer: <https://biology-forums.com/index.php?topic=495618>

### Question 743

According to recent research, nearly 4 out of 10 U.S. adults admits that he or she harbors negative feelings toward members of which religious community?

- A) Israeli Jews
- B) Irish Catholics
- C) U.S. Jews
- D) U.S. Muslims
- E) U.S. Hindus

Answer: <https://biology-forums.com/index.php?topic=494283>

### Question 744

You have threatened to eliminate positions and even to close down the company if your employees don't change their attitudes. The method for overcoming resistance that you have chosen may be \_\_\_\_\_.

- A) building support and commitment
- B) negotiation

- C) coercion
- D) participation
- E) education and communication

Answer: <https://biology-forums.com/index.php?topic=496197>

### Question 745

Researchers today believe that intuition can be helpful in decision making because it \_\_\_\_\_.

- A) is a developed form of reasoning that is based on years of experience and learning
- B) chooses the option with the highest utility
- C) reduces problems to a simple level, easing the understanding
- D) allows systematic biases and errors to creep into their judgments
- E) gathers a great deal of information about all the options

Answer: <https://biology-forums.com/index.php?topic=494767>

### Question 746

When individuals observe another person's behavior, they attempt to determine whether it is internally or externally caused. This phenomenon is most directly relevant to which of the following?

- A) expectancy theory
- B) attribution theory
- C) selective perception theory
- D) the Pygmalion effect
- E) projection theory

Answer: <https://biology-forums.com/index.php?topic=494711>

### Question 747

What is the major problem with the Myers-Briggs Type Indicator as a measure of personality?

- A) It forces a person to be categorized as either one type or another.
- B) It is very difficult to accurately interpret.
- C) It is very difficult to administer.
- D) It tends to overemphasize intuitive personality traits over analytical personality traits.
- E) It does not include enough dimensions to differentiate all the variety of human personality.

Answer: <https://biology-forums.com/index.php?topic=494618>

### Question 748

Which one of the following terms is not a component of rituals?

- A) repetition
- B) key values
- C) reinforcement
- D) material symbols
- E) sequenced activities

Answer: <https://biology-forums.com/index.php?topic=495902>

### Question 749

Service industry jobs include all of the following except \_\_\_\_\_.

- A) sales clerk
- B) waiter
- C) production line worker
- D) nurse
- E) fast food counter worker

Answer: <https://biology-forums.com/index.php?topic=494190>

### Question 750

Your management team suggests that the college recruitment process could be improved by creating a cross-functional team to conduct the on-campus interviews. Based on your understanding of team functioning, you reply that this solution is most likely \_\_\_\_\_.

- A) an inappropriate use of teams, because individual interviews are better conducted by one person
- B) an inappropriate use of teams, because interviewing teams rarely have a common purpose
- C) an inappropriate use of teams, because team interviews risk breaking confidentiality
- D) an appropriate use of teams, because interviewing is a highly complex task
- E) an appropriate use of teams, because recruitment is a quality issue

Answer: <https://biology-forums.com/index.php?topic=495275>

### Question 751

Deep acting is hiding inner feelings by modifying facial expressions.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494586>

### Question 752

The relationship of a target to its background influences our perception of that target.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494794>

### Question 753

The innovation strategy is characterized by \_\_\_\_\_.

- A) low specialization and low formalization
- B) a mixture of loose and tight properties
- C) high technology
- D) simple structure
- E) unorthodox structures

Answer: <https://biology-forums.com/index.php?topic=495802>

### Question 754

What form of decision making are you using if you decide to continue the project on the basis that the project has merit?

- A) intuitive
- B) satisficing
- C) compelling
- D) compulsive
- E) rational

Answer: <https://biology-forums.com/index.php?topic=494817>

### Question 755

David's boss has just moved his software testing deadline up by two days. David was working overtime to complete the assignment with the previous deadline, but now he doesn't see how it will be physically possible to test every aspect of the software by the new deadline. As a result, David will have to cut corners and only test certain aspects of the product. He is sure there will be bugs that go unnoticed. David is a victim of which organizational constraint?

- A) performance evaluations
- B) historical precedents
- C) system-imposed time constraints
- D) formal regulations
- E) reward systems

Answer: <https://biology-forums.com/index.php?topic=494778>

### Question 756

One of the most expensive motivation programs is that which recognizes an employee's superior performance.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495034>

### Question 757

Based on the information given, which employee would you expect to most desire the option to telecommute or arrange a more flexible work schedule?

- A) Gina and Sally
- B) All these employees would have the same desire for these options.
- C) Sally
- D) Gina
- E) Jonathan

Answer: <https://biology-forums.com/index.php?topic=494275>

### Question 758

Which of the following is a generic term that covers a broad range of feelings that people experience?

- A) cognition
- B) affect
- C) emotions
- D) emotional labor
- E) moods

Answer: <https://biology-forums.com/index.php?topic=494494>

### Question 759

Steven doesn't understand why Margarita isn't talking to him. He merely sent her an e-mail outlining what needs to be done to fix her project proposal. Which of the following e-mail limitations has Steven failed to understand?

- A) privacy concerns
- B) time consuming nature
- C) company confidentiality
- D) communicating negative messages
- E) misinterpreting messages

Answer: <https://biology-forums.com/index.php?topic=495335>

### Question 760

Which of the following is not a drawback of a narrow span of control?

- A) It makes vertical communication in the organization more complex.
- B) It encourages overly tight supervision.
- C) It helps increase organizational efficiency.
- D) Supervisors may lose control of their employees.
- E) It is expensive.

Answer: <https://biology-forums.com/index.php?topic=495763>

### Question 761

For task conflict to be productive, it should be \_\_\_\_\_.

- A) subject to managerial control
- B) kept at moderate levels
- C) kept at low-to-moderate levels
- D) kept low
- E) kept high

Answer: <https://biology-forums.com/index.php?topic=495647>

### Question 762

Members of which of the following groups are least likely to turn over in a job?

- A) women in a predominantly male work group
- B) non-Whites in a predominantly non-White work group
- C) Whites in a predominantly non-White work group
- D) non-Whites in a predominantly White work group
- E) men in a predominantly female work group

Answer: <https://biology-forums.com/index.php?topic=494313>

### Question 763

High-status members of groups are given less freedom to deviate from norms than other group members.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495134>

### Question 764

Whether a candidate has high emotional intelligence would not be a significant factor when considering candidates for which of the following jobs?

- A) A realtor arranging sales between homeowners and potential buyers.
- B) An interviewer who assesses candidates in an employment agency.
- C) A meeting planner who must set up meetings for candidates around the world.
- D) A copy-editor who seeks out spelling errors and grammatical mistakes in manuscripts.
- E) An engineer heading up a team designing a complex software/hardware interface.



Answer: <https://biology-forums.com/index.php?topic=494552>

### Question 765

Define conformity. Explain the relationship that conformity has with deviant work behavior, groupthink, and groupshift.

Answer: <https://biology-forums.com/index.php?topic=495154>

### Question 766

Discuss what is meant by dysfunctional outcomes of conflict.

Answer: <https://biology-forums.com/index.php?topic=495735>

### Question 767

Errors that are corrected by modifying the organization's objectives, policies, and standard routines are part of \_\_\_\_\_.

- A) single-loop learning
- B) the continuous improvement process
- C) process reengineering
- D) tertiary continuance
- E) double-loop learning

Answer: <https://biology-forums.com/index.php?topic=496149>

### Question 768

Sharon has an assertive personality and naturally tends to be the one to resolve conflicts with other teams or departments about the team direction. She is a strong defender and is fiercely loyal to the other members on her team. Sharon is most likely suited for which of the following team roles?

- A) controller
- B) linker
- C) producer
- D) assessor
- E) maintainer

Answer: <https://biology-forums.com/index.php?topic=495215>

### Question 769

Zach gulps his food, is constantly spinning his pen in class, always walks quickly, gets bored with slow intellectual movies, and is annoyed that it's taking four and a half years to graduate from business school. Zach is probably \_\_\_\_\_.

- A) a proactive personality
- B) a Type A personality
- C) a self-monitoring personality
- D) A Type B personality
- E) a narcissist

Answer: <https://biology-forums.com/index.php?topic=494635>

### Question 770

Men generally express anger more frequently than do women.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494580>

### Question 771

Patricia needs as many creative ideas as she can get for the new advertising campaign, and her small agency doesn't have a lot of money for high-tech meeting facilities. Given the information provided, which meeting technique will provide the highest number of quality ideas?

- A) brainstorming
- B) electronic
- C) social
- D) nominal
- E) interacting

Answer: <https://biology-forums.com/index.php?topic=495118>

### Question 772

Organizations operating in highly scarce, dynamic, and complex environments fare best if under organic structures.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495825>

### Question 773

\_\_\_\_\_ is a method of changing behavior through unstructured group interaction.

- A) Psychoanalysis
- B) Planned change
- C) Sensitivity training
- D) Action research
- E) Process consultation

Answer: <https://biology-forums.com/index.php?topic=496136>

### Question 774

Employees helping each other out at the workplace in an unplanned and unstructured environment, is called \_\_\_\_\_.

- A) off-job training
- B) informal training
- C) formal training
- D) interpersonal training
- E) ethics training

Answer: <https://biology-forums.com/index.php?topic=496016>

### Question 775

Proctor & Gamble departmentalizes by Tide, Pampers, Charmin, and Pringles. This is an example of departmentalization by \_\_\_\_\_.

- A) interest
- B) geography
- C) process
- D) function
- E) product

Answer: <https://biology-forums.com/index.php?topic=495754>

### Question 776

Canadians would most likely have more difficulty using work teams than the Japanese.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495262>

### Question 777

The chief advantage of the nominal group technique is that it permits the group to meet formally but does not restrict independent thinking, as does the interacting group.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495138>

### Question 778

What is the difference between the mechanistic model and the organic model of organizational structure?

Answer: <https://biology-forums.com/index.php?topic=495850>

### Question 779

Electronic communication includes all of the following except \_\_\_\_\_.

- A) text messaging
- B) blogs
- C) e-mail
- D) video conferencing
- E) teleconferencing

Answer: <https://biology-forums.com/index.php?topic=495334>

### Question 780

When Ariana's mom tells her that her dog has been killed by a car, her eyes widen in disbelief and tears begin to stream down her face. Later that day she is able to laugh and talk about the fun times she had with her dog. What is one of the reasons that Ariana's reaction can be categorized as an emotion?

- A) It is accompanied by facial expressions.
- B) Her reaction is cognitive in nature.
- C) It has a lengthy duration.
- D) It is a general, unambiguous feeling.
- E) It is a positive feeling.

Answer: <https://biology-forums.com/index.php?topic=494502>

### Question 781

According to Kotter, management focuses on coping with change; leadership focuses on coping with complexity.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495471>

### Question 782

Material symbols convey to employees the degree of egalitarianism that is desired by top management.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495949>

### Question 783

Because attribution is perceived differently in Eastern cultures, which response is not likely to be made by a manager from Japan whose department is failing.

- A) The organization has not been supportive.
- B) I will need to reevaluate my strategy.
- C) The organization has been very supportive.
- D) One of our employees was corrupt.
- E) I take full blame.

Answer: <https://biology-forums.com/index.php?topic=494789>

### Question 784

In this situation Mrs. Jonas has a/an \_\_\_\_\_ that is in conflict with a/an \_\_\_\_\_.

- A) behavior; attitude
- B) social need; social interest
- C) behavior; behavior
- D) social need; social need
- E) attitude; attitude

Answer: <https://biology-forums.com/index.php?topic=494381>

### Question 785

The performance review should be designed more as a counseling activity than as a judgment process, and it can best be accomplished by allowing the review to evolve out of the employee's own self-evaluation.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=496074>

### Question 786

Evidence shows that spirituality and profits may be compatible objectives.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495953>

### Question 787

It is illegal in the U.S. for employers to use I.Q. tests for employment selection.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494342>

### Question 788

Which of the following countries has the highest rate of telecommuting in the world?

- A) Netherlands
- B) China
- C) Britain
- D) United States
- E) Canada

Answer: <https://biology-forums.com/index.php?topic=495008>

### Question 789

A satisficing solution is satisfactory but not sufficient.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494804>

### Question 790

Double-loop learning is an error correction process that relies on past routines and present policies.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=496185>

### Question 791

Rational persuasion is the only power tactic that is effective across all organizational levels.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495593>

### Question 792

An example of a source of individual resistance to change is \_\_\_\_\_.

- A) structural inertia
- B) inertia
- C) a policy conflict
- D) threat to expertise
- E) a habit

Answer: <https://biology-forums.com/index.php?topic=496118>

### Question 793

Tannen's research indicates that men use talk to \_\_\_\_\_, while women use it to \_\_\_\_\_.

- A) emphasize status; create connections
- B) get promotions; problem-solve
- C) create networks; emphasize individualism
- D) establish interdependence; create relationships
- E) establish blame; gossip

Answer: <https://biology-forums.com/index.php?topic=495360>

### Question 794

When individuals compare their outcomes and inputs against those of others, the framework is \_\_\_\_\_.

- A) JCM
- B) expectancy
- C) SIC
- D) JAV
- E) equity

Answer: <https://biology-forums.com/index.php?topic=494882>

### Question 795

Which of the following best characterizes the communication problem occurring between employees and senior management?

- A) sabotage
- B) overload
- C) communication apprehension
- D) filtering
- E) selective perception

Answer: <https://biology-forums.com/index.php?topic=495388>

### Question 796

In China, the best power tactic to use is \_\_\_\_\_.

- A) ingratiation
- B) exchange
- C) rational persuasion
- D) inspirational appeals
- E) coalition

Answer: <https://biology-forums.com/index.php?topic=495587>

### Question 797

Which of the following is most likely to result from a strong organizational culture?

- A) high employee turnover
- B) low employee satisfaction
- C) high absenteeism
- D) low employee turnover
- E) none of the above

Answer: <https://biology-forums.com/index.php?topic=495870>

### Question 798

Job rotation, flex time, and job sharing are all designed to increase employee flexibility.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495019>

### Question 799

Compare and contrast the two types of selection interviews.

Answer: <https://biology-forums.com/index.php?topic=496099>

### Question 800

Which of the following is not a reason why OB is extremely relevant today?

- A) global warming
- B) a diverse workforce
- C) an aging workforce
- D) changing employee practices
- E) globalization

Answer: <https://biology-forums.com/index.php?topic=494182>

### Question 801

You have decided that since you are a novice at departmentalization, you will go with the most popular method. You will probably choose \_\_\_\_\_.

- A) customer
- B) matrix
- C) product
- D) function
- E) process

Answer: <https://biology-forums.com/index.php?topic=495833>

### Question 802

Which of the following statements is true concerning international selection practices?

- A) Policies and practices do not require modification from one country to the next.
- B) Beliefs about how one should conduct an interpersonal interview are consistent across countries.
- C) The use of educational qualifications in screening candidates seems to be a universal practice.
- D) Structured interviews are popular in all countries.
- E) Groups are typically much more effective at selecting candidates in individualistic cultures.

Answer: <https://biology-forums.com/index.php?topic=496054>

### Question 803

Establishing teams provides an effective means for increasing democratic practices within an organization.

- A) True

B) False

Answer: <https://biology-forums.com/index.php?topic=495242>

### Question 804

Intergroup development seeks to change attitudes, stereotypes, and perceptions that groups have of each other.

A) True

B) False

Answer: <https://biology-forums.com/index.php?topic=496181>

### Question 805

Surface acting deals only with strong emotions.

A) True

B) False

Answer: <https://biology-forums.com/index.php?topic=494585>

### Question 806

The advantages of oral communication are precision and tangibility.

A) True

B) False

Answer: <https://biology-forums.com/index.php?topic=495372>

### Question 807

Evidence shows that teams that switch from a competitive to a cooperative system do not \_\_\_\_\_.

A) distrust each other

B) have conflicts

C) make rushed decisions

D) share information

E) make poor decisions

Answer: <https://biology-forums.com/index.php?topic=495233>

### Question 808

\_\_\_\_\_ refers to a series of devices submitted by applicants in which preliminary rough cuts are made by the potential employer when it is decided whether or not an applicant meets basic job requirements.

A) Initial selection

B) A background check

C) A job offer

D) Contingent selection

E) Substantive selection

Answer: <https://biology-forums.com/index.php?topic=495989>

### Question 809

A strong culture can act as a substitute for which of the following?

A) formalization

B) organizational rules

C) social support

D) socialization

E) institutionalization

Answer: <https://biology-forums.com/index.php?topic=495872>

### Question 810

Which of the following is not a cost that an organization can incur due to the prevalence of sexual harassment?

A) increased legal and settlement costs

B) increased employee health costs

C) lower job satisfaction

D) decreased productivity

E) ineffective recruiting

Answer: <https://biology-forums.com/index.php?topic=495564>

### Question 811

What small-group network is most effective for facilitating the emergence of a leader?

- A) box
- B) wheel
- C) chain
- D) all-channel
- E) direct

Answer: <https://biology-forums.com/index.php?topic=495318>

### Question 812

David has the opinion that people who drive SUVs are dangerous drivers. He often perceives that people driving SUVs are doing so in a dangerous manner, even when other observers can see nothing wrong with the behavior of the SUV drivers. What factor in David is affecting his perception in this case?

- A) his motives
- B) his interests
- C) his work setting
- D) his background
- E) his expectations

Answer: <https://biology-forums.com/index.php?topic=494705>

### Question 813

If individuals resisting change are included in making change decisions in an attempt to gain their support, this approach is called \_\_\_\_\_.

- A) manipulation
- B) cooptation
- C) education
- D) exploitation
- E) coercion

Answer: <https://biology-forums.com/index.php?topic=496123>

### Question 814

To provide teams with adequate resources, a company must supply which of the following?

- A) adequate staffing
- B) proper equipment
- C) encouragement
- D) all the above
- E) none of the above

Answer: <https://biology-forums.com/index.php?topic=495200>

### Question 815

Some researchers doubt the existence of emotional intelligence. Which of the following is an argument they use against it?

- A) Emotions cannot be measured by testing as can be done for personality or intelligence.
- B) The concept of EI is so broad and variegated as to render it effectively meaningless.
- C) The tests used to measure EI are too simplistic in what they define as right and wrong answers.
- D) People with high EI appear to be high performers in the eyes of others rather than in reality.
- E) EI assumes that decisions made emotively are superior to those made dispassionately.

Answer: <https://biology-forums.com/index.php?topic=494549>

### Question 816

Turnover rates are higher for self-managed work teams than for employees working in traditional work structures.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495248>

### Question 817

The ability to expend a maximum of energy in one or a series of explosive acts is called \_\_\_\_\_.

- A) extent flexibility
- B) dynamic strength
- C) trunk strength
- D) explosive strength
- E) dynamic flexibility

Answer: <https://biology-forums.com/index.php?topic=494303>

### Question 818

Two of the team members seem to respond most effectively when Leo exhibits high levels of initiating structure. These are most likely which of the following?

- A) Amit and Maria
- B) Xiang and Amit
- C) Jean-Paul and Xiang
- D) Maria and Jean-Paul
- E) Amit and Xiang

Answer: <https://biology-forums.com/index.php?topic=495465>

### Question 819

Which of the following is not an organizational aspect that leads to innovation?

- A) organic structure
- B) slack amount of resources
- C) long tenured management
- D) high interunit communication
- E) rewards absence of failures

Answer: <https://biology-forums.com/index.php?topic=496144>

### Question 820

Clarification to employees about how well they are doing, and what can be done to improve performance, are examples of which function of communication?

- A) information
- B) control
- C) emotional expression
- D) motivation
- E) none of the above

Answer: <https://biology-forums.com/index.php?topic=495295>

### Question 821

What is channel richness? Describe two forms of electronic communications and evaluate their channel richness levels.

Answer: <https://biology-forums.com/index.php?topic=495396>

### Question 822

During an annual review Mitchel made the following assertion: "When I look at myself and my performance I see that what I have achieved is outstanding and has, not surprisingly, won me the admiration and envy of most of my colleagues. I notice that everyone keeps talking about me; they are all just waiting to find out what triumph I will pull off next! In short, I don't just deserve a raise, but need one, since without me, let's face it, the place would simply fall apart." Which of the following is probably the best descriptor of Mitchel's personality?

- A) Type A
- B) external locus of control
- C) narcissistic
- D) high-self monitoring
- E) high Mach

Answer: <https://biology-forums.com/index.php?topic=494630>

### Question 823

What are the differences gender can create in oral communication and the barriers that may result?

Answer: <https://biology-forums.com/index.php?topic=495398>

### Question 824

Tenure is negatively related to turnover.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494338>

### Question 825

If raters make evaluations on only those dimensions which they are in a good position to rate, this increases the agreement between raters and makes the evaluation a more valid process.



- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=496072>

### Question 826

Now that the CEO of Marie's company is aware of the supervisor's propensity for inappropriate behaviors, which of the following is most likely to be true in the case of a sexual harassment lawsuit against the supervisor?

- A) The company can be held liable, but not the supervisor.
- B) The supervisor can escape liability by claiming he was also being harassed.
- C) The supervisor can escape liability by claiming he was unaware of the harassment.
- D) Both the supervisor and the company can be held liable.
- E) The supervisor can be held liable, but not the company.

Answer: <https://biology-forums.com/index.php?topic=495605>

### Question 827

Which of the following is not effective as a lateral tactic of influence?

- A) rational persuasion
- B) pressure
- C) exchange
- D) coalitions
- E) consultation

Answer: <https://biology-forums.com/index.php?topic=495557>

### Question 828

Most organizations develop multiple suppliers rather than give their business to only one in order to \_\_\_\_\_.

- A) reduce dependency
- B) increase knowledge and information
- C) maximize power
- D) develop interdependence
- E) avoid uncertainty

Answer: <https://biology-forums.com/index.php?topic=495549>

### Question 829

All of the following are ways to overcome problems encountered with performance evaluations except \_\_\_\_\_.

- A) use multiple evaluators
- B) train evaluators
- C) provide employees with due process
- D) focus on identifiable traits
- E) evaluate selectively

Answer: <https://biology-forums.com/index.php?topic=496046>

### Question 830

In the job characteristics model (JCM), what three core job dimensions combine to create meaningful work?

- A) skill variety, autonomy, and feedback
- B) autonomy, task identity, and feedback
- C) skill variety, autonomy, and task significance
- D) feedback, task identity, and task significance
- E) skill variety, task identity, and task significance

Answer: <https://biology-forums.com/index.php?topic=494952>

### Question 831

Compare and contrast an ethical organizational culture and a positive organizational culture. How are they similar and different?

Answer: <https://biology-forums.com/index.php?topic=495977>

### Question 832

What is self-efficacy?

Answer: <https://biology-forums.com/index.php?topic=494937>

### Question 833

Top management has a major impact on the organization's culture through \_\_\_\_\_.

- A) properly rewarding management's initiatives
- B) ensuring a proper match of personal and organizational values
- C) establishing norms that filter down through the organization
- D) socializing new applicants in the pre-hiring phase
- E) providing a framework for metamorphosis of new hires

Answer: <https://biology-forums.com/index.php?topic=495886>

### Question 834

The telephone is the \_\_\_\_\_.

- A) sender
- B) decoder
- C) receiver
- D) medium
- E) message

Answer: <https://biology-forums.com/index.php?topic=495382>

### Question 835

Which of the following is not an individual factor related to political behavior?

- A) level of self-monitoring
- B) zero-sum reward practices
- C) expectations of success
- D) organizational investment
- E) perceived job alternatives

Answer: <https://biology-forums.com/index.php?topic=495576>

### Question 836

Beatrice is negotiating the terms of a project with a new client. Hubert is negotiating the terms for a different part of the project with the client as well. Both Beatrice and Hubert feel that the client has highly unreasonable deadline expectations. Based on gender differences in negotiating, which of the following outcomes is most likely?

- A) Hubert is not able to change the deadline, but Beatrice gets a two day extension.
- B) Beatrice refuses to take the project due to the unreasonable deadline.
- C) Beatrice is not able to change the deadline, but Hubert gets a two day extension.
- D) Neither Beatrice or Hubert are able to negotiate more time from the client.
- E) Beatrice and Hubert are both able to negotiate a two day extension.

Answer: <https://biology-forums.com/index.php?topic=495693>

### Question 837

Who sets MBO objectives?

- A) the employees performing the task in question
- B) they are set jointly by superior and subordinate
- C) the boss
- D) each working division in cooperation with management
- E) the boss and immediate subordinates

Answer: <https://biology-forums.com/index.php?topic=494866>

### Question 838

Your company is considering implementing work teams in your Vietnam facility. You should find this relatively easy because those employees will have strong \_\_\_\_\_ values.

- A) collectivist
- B) creative
- C) acculturation
- D) capitalistic
- E) cultural

Answer: <https://biology-forums.com/index.php?topic=495228>

### Question 839

You decide that your first job should be to remedy the hygiene factors. Which are they?

- A) recognition
- B) working conditions

- C) reprimands
- D) intrinsic rewards
- E) advancement

Answer: <https://biology-forums.com/index.php?topic=494925>

### Question 840

What is the difference between single-loop learning and double-loop learning?

Answer: <https://biology-forums.com/index.php?topic=496212>

### Question 841

There is no significant difference between the absenteeism rates of men and women.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494333>

### Question 842

Which dimension of the Big Five model is a measure of reliability?

- A) conscientiousness
- B) agreeableness
- C) feeling
- D) emotional stability
- E) extroversion

Answer: <https://biology-forums.com/index.php?topic=494621>

### Question 843

You have brought in the local extension agent to explain demographics and the changing nature of the area in which you live. The method for overcoming resistance that you have chosen is \_\_\_\_\_.

- A) coercion
- B) manipulation and cooptation
- C) education and communication
- D) participation
- E) negotiation

Answer: <https://biology-forums.com/index.php?topic=496195>

### Question 844

Work-life conflicts became noticeable in the 1980s when \_\_\_\_\_.

- A) work loads became historically heavier
- B) independent child care became a growing industry
- C) men were surveyed that family time was important
- D) baby boomer's parents began to age
- E) women with children entered the workforce

Answer: <https://biology-forums.com/index.php?topic=496051>

### Question 845

The best definition for centralization is a situation in which decision making \_\_\_\_\_.

- A) is diffused among a large segment of employees
- B) is concentrated at a single point in the organization
- C) depends on the situation
- D) is pushed down to lower level employees
- E) is completed in each department and then sent to the president for review

Answer: <https://biology-forums.com/index.php?topic=495767>

### Question 846

Which of the following is not one of the six universal emotions, as agreed upon by most contemporary researchers?

- A) anger
- B) sadness
- C) happiness
- D) hate
- E) fear

Answer: <https://biology-forums.com/index.php?topic=494504>

### Question 847

If behavioral leadership theories are correct, then \_\_\_\_\_.

- A) leaders' behavior should be altered
- B) leadership behaviors are consistent
- C) leadership can be taught
- D) women generally make better leaders than men
- E) leaders are born with leadership behaviors

Answer: <https://biology-forums.com/index.php?topic=495417>

### Question 848

Your boss never gives you the benefit of the doubt. When you arrived late from lunch, he assumed that you had simply taken too much time. He never considered that the elevators were out and you had to walk up 10 flights of stairs. Your boss is guilty of \_\_\_\_\_.

- A) stereotyping
- B) fundamental attribution error
- C) self-serving bias
- D) inconsistency
- E) selective perception

Answer: <https://biology-forums.com/index.php?topic=494721>

### Question 849

According to Luthans' research, successful managers, meaning those that were quickly promoted, spent more of their time on \_\_\_\_\_ than on any other activity.

- A) networking
- B) traditional management
- C) hiring and firing
- D) human resource management
- E) communicating

Answer: <https://biology-forums.com/index.php?topic=494158>

### Question 850

Explain Fiedler's contingency model. In your discussion, describe the role of the LPC (least preferred co-worker) questionnaire and identify the key situational factors that determine leadership effectiveness, according to this model.

Answer: <https://biology-forums.com/index.php?topic=495520>

### Question 851

\_\_\_\_\_ blends concepts from psychology and sociology and focuses on the influence people have on one another.

- A) Social psychology
- B) Corporate strategy
- C) Anthropology
- D) Archaeology
- E) Political science

Answer: <https://biology-forums.com/index.php?topic=494172>

### Question 852

To create a more ethical culture, management should do all of the following except \_\_\_\_\_.

- A) cover up unethical acts
- B) provide protective mechanisms
- C) provide ethical training
- D) serve as a visible role model
- E) communicate ethical expectations

Answer: <https://biology-forums.com/index.php?topic=495908>

### Question 853

Which of the following is not one of the core job dimensions in the job characteristics model (JCM)?

- A) status
- B) feedback
- C) task significance
- D) skill variety
- E) autonomy

Answer: <https://biology-forums.com/index.php?topic=494946>

### Question 854

Which of the following is not a part of the selection process for most organizations?

- A) substantive selection
- B) contingent selection
- C) job offer
- D) initial selection
- E) physical selection

Answer: <https://biology-forums.com/index.php?topic=495987>

### Question 855

Attending union meetings as a response to dissatisfaction would be what type of response?

- A) reification
- B) exit
- C) voice
- D) neglect
- E) loyalty

Answer: <https://biology-forums.com/index.php?topic=494410>

### Question 856

Identify and describe the seven primary characteristics that capture the essence of an organization's culture.

Answer: <https://biology-forums.com/index.php?topic=495983>

### Question 857

List and explain four of the barriers to effective communication.

Answer: <https://biology-forums.com/index.php?topic=495403>

### Question 858

According to a comprehensive review of the leadership literature, what is the most important trait of effective leaders?

- A) extraversion
- B) agreeableness
- C) emotional stability
- D) conscientiousness
- E) openness

Answer: <https://biology-forums.com/index.php?topic=495412>

### Question 859

You are seeking to fill the position of corporate accountant, and have administered Holland's Vocational Preference Inventory questionnaire to all candidates. You would suspect that the questionnaire would indicate that the best candidates for the position would have which of the following personality types?

- A) realistic
- B) conventional
- C) social
- D) investigative
- E) enterprising

Answer: <https://biology-forums.com/index.php?topic=494663>

### Question 860

The ability to identify visual similarities and differences quickly and accurately describes which intellectual ability?

- A) inductive reasoning
- B) memory
- C) spatial visualization
- D) perceptual speed
- E) number aptitude

Answer: <https://biology-forums.com/index.php?topic=494296>

### Question 861

Suddenly your boss begins sending people to training to help them develop more effective leadership styles. It is clear that he is reading an author

who supports \_\_\_\_\_.

- A) trait theories
- B) Fiedler's contingency model
- C) behavioral theories
- D) the reflection effect
- E) none of the above

Answer: <https://biology-forums.com/index.php?topic=495459>

### Question 862

Dependency is decreased when the resource you control is \_\_\_\_\_.

- A) insufficient
- B) scarce
- C) important
- D) static
- E) easily replaced

Answer: <https://biology-forums.com/index.php?topic=495550>

### Question 863

A person with a high level of job satisfaction holds positive attitudes toward the job.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494441>

### Question 864

Your organization is situated in an urban area where many students do not finish high school. You will probably first have to address the skill category termed \_\_\_\_\_.

- A) interpersonal
- B) basic literacy
- C) problem solving
- D) managerial
- E) technical

Answer: <https://biology-forums.com/index.php?topic=496080>

### Question 865

In employment settings, individuals tend to favor colleagues of their own race in performance evaluations, promotion decisions, and pay raises.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494334>

### Question 866

Conflict and power have been major topics of concern to social psychologists.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494213>

### Question 867

In addition to evaluating and rewarding employees for their individual contributions, management should consider using which of the following to reinforce team effort and commitment?

- A) consistent wages for all team members
- B) personalized incentives
- C) individual performance evaluations
- D) fixed hourly wages
- E) profit sharing

Answer: <https://biology-forums.com/index.php?topic=495205>

### Question 868

If your group must take action, which size should be most effective?

- A) 3
- B) 7
- C) 12

- D) 24
- E) 100

Answer: <https://biology-forums.com/index.php?topic=495098>

### Question 869

Which of the following is not a determinant of an organization's structure?

- A) organization size
- B) strategy
- C) environment
- D) diversity
- E) technology

Answer: <https://biology-forums.com/index.php?topic=495798>

### Question 870

Which of the following is not an example of a prediction based on path-goal theory?

- A) Directive leadership is likely to be perceived as redundant by employees with a lot of experience.
- B) Subordinates with an internal locus of control will be more satisfied with a directive style.
- C) Supportive leadership results in high employee performance when performing structured tasks.
- D) Directive leadership leads to greater satisfaction when tasks are ambiguous or stressful.
- E) All of the above are examples of predictions based on path-goal theory.

Answer: <https://biology-forums.com/index.php?topic=495439>

### Question 871

What is the process by which individuals organize and interpret their sensory impressions in order to give meaning to their environment?

- A) outlook
- B) environmental analysis
- C) perception
- D) social verification
- E) interpretation

Answer: <https://biology-forums.com/index.php?topic=494701>

### Question 872

In the punctuated-equilibrium model, the group's direction is reexamined frequently in the first half of the group's life and is likely to be altered.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495129>

### Question 873

When looking at an e-mail from one of her project managers, Patricia noticed that the e-mail was sent at nine-thirty in the evening. The next day she personally went to the employee's cubicle and told him how much she appreciated him staying late to get the project to the client on time. Which aspect of creating a positive organizational culture is Patricia utilizing?

- A) building on organization strengths
- B) rewarding more than punishing
- C) building on employee strengths
- D) emphasize individual growth
- E) emphasizing organizational vitality and growth

Answer: <https://biology-forums.com/index.php?topic=495913>

### Question 874

What is the main strength of job rotation?

- A) It increases productivity.
- B) It decreases supervisor work load.
- C) It increases motivation.
- D) It decreases training costs
- E) It eliminates management involvement.

Answer: <https://biology-forums.com/index.php?topic=494956>

### Question 875

You have decided to allow the conflict to exist so long as it doesn't hinder group performance. You will try to eliminate \_\_\_\_\_ conflict.

- A) task

- B) non-communicative
- C) individualized
- D) functional
- E) dysfunctional

Answer: <https://biology-forums.com/index.php?topic=495715>

### Question 876

One person's problem may be considered by another person to be a satisfactory state of affairs.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494803>

### Question 877

A bureaucracy is characterized by all of the following except \_\_\_\_\_.

- A) formalized rules and regulations
- B) specialization
- C) decentralized decision making
- D) highly routine operating tasks
- E) tasks that are grouped into functional departments

Answer: <https://biology-forums.com/index.php?topic=495777>

### Question 878

You should expect to earn more if you \_\_\_\_\_.

- A) increase your production
- B) cross-train in other jobs
- C) master common skills
- D) volunteer for overtime
- E) become a specialist

Answer: <https://biology-forums.com/index.php?topic=495039>

### Question 879

When Ms. McKay determines which employees will do what tasks, she is performing the \_\_\_\_\_ function of management.

- A) reacting
- B) leading
- C) controlling
- D) planning
- E) organizing

Answer: <https://biology-forums.com/index.php?topic=494226>

### Question 880

It is safe to say that this wouldn't be a problem if Mrs. Jones was \_\_\_\_\_.

- A) an undocumented worker
- B) working for the construction company
- C) indifferent to workers' rights
- D) more of an ethical character
- E) a worker rather than a supervisor

Answer: <https://biology-forums.com/index.php?topic=494382>

### Question 881

List six interventions that change agents might consider using.

Answer: <https://biology-forums.com/index.php?topic=496219>

### Question 882

On what data or evidence is the idea that employee engagement is beneficial for the employer? Explain your answer with a workplace example.

Answer: <https://biology-forums.com/index.php?topic=494468>

### Question 883

Organizations following a(n) \_\_\_\_\_ strategy try to both minimize risk and maximize opportunity for profit, moving into new products or new markets only after innovators have proven their viability.



- A) innovation
- B) imitation
- C) technology
- D) mechanistic
- E) cost-cutting

Answer: <https://biology-forums.com/index.php?topic=495799>

### Question 884

What form of electronic communications is in "real" time?

- A) networking software
- B) blogs
- C) text messaging
- D) instant messaging
- E) e-mail

Answer: <https://biology-forums.com/index.php?topic=495339>

### Question 885

The primary characteristics of the virtual organization are that it is decentralized and has little or no departmentalization.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495820>

### Question 886

Which of the following do employers need to take into consideration when dealing with transgender employees?

- A) bathroom use
- B) promotion
- C) group structure
- D) attire
- E) technology

Answer: <https://biology-forums.com/index.php?topic=494286>

### Question 887

Who developed expectancy theory?

- A) Maslow
- B) Vroom
- C) Sondak
- D) McClelland
- E) House

Answer: <https://biology-forums.com/index.php?topic=494894>

### Question 888

One's view of how one is supposed to act in a given situation is a role perception.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495131>

### Question 889

According to the goal-setting theory of motivation, highest performance is reached when goals are set to which level?

- A) impossible but inspirational
- B) only marginally challenging
- C) difficult but attainable
- D) slightly beyond a person's actual potential
- E) easily attained

Answer: <https://biology-forums.com/index.php?topic=494861>

### Question 890

Which is not a weakness of group decision making?

- A) It is time consuming.
- B) There is less originality.
- C) It suffers from ambiguous responsibility.

D) It's not clear who is accountable for bad decisions.

E) It can be dominated by one or a few members.

Answer: <https://biology-forums.com/index.php?topic=495110>

### Question 891

Reminding employees about the founders at each quarterly meeting is an example of which technique for transmitting culture?

A) language

B) rituals

C) tools

D) stories

E) material symbols

Answer: <https://biology-forums.com/index.php?topic=495970>

### Question 892

What cohort of workers in the U.S. is most loyal to their careers?

A) Veterans

B) Boomers

C) Xers

D) Millennials

E) Nexters

Answer: <https://biology-forums.com/index.php?topic=494650>

### Question 893

You find that in a team situation you prefer to be the one who examines details and is concerned with enforcing rules and regulations. Your role is that of the \_\_\_\_\_.

A) assessor

B) promoter

C) linker

D) controller

E) maintainer

Answer: <https://biology-forums.com/index.php?topic=495213>

### Question 894

In what way is negotiation different from other activities in the workplace?

A) A negative emotional state enhances performance.

B) A lack of emotion improves performance.

C) Displaying negative emotions, such as anger, is ineffective.

D) Negative outcomes do not mean that negative emotions will result.

E) Feeling bad about your performance in a negotiation is likely to improve future performance.

Answer: <https://biology-forums.com/index.php?topic=494557>

### Question 895

As the number of evaluators increases, the probability of attaining more accurate information increases.

A) True

B) False

Answer: <https://biology-forums.com/index.php?topic=496071>

### Question 896

What power tactics can employees use to translate their power bases into specific actions and how does each one work?

Answer: <https://biology-forums.com/index.php?topic=495630>

### Question 897

Provide an example of one way in which culture affects our understanding of race.

Answer: <https://biology-forums.com/index.php?topic=494365>

### Question 898

The technological change that employees are dealing with is a(n) \_\_\_\_\_ stress-producing factor.

A) organizational

B) environmental

- C) industrial
- D) individual
- E) none of the above

Answer: <https://biology-forums.com/index.php?topic=496205>

### Question 899

Marina loves to visit a new country every year. Her hobbies are visiting museums, painting, traveling, and learning new languages. Which dimension of the Big Five model best describes Marina, according to her hobbies?

- A) openness to experience
- B) emotional stability
- C) agreeableness
- D) conscientiousness
- E) extroversion

Answer: <https://biology-forums.com/index.php?topic=494622>

### Question 900

What does legislation require almost every company in Western Europe to do?

- A) set up quality circles
- B) provide flex time
- C) have flexible benefit options
- D) provide employee ownership
- E) have a form of representative participation

Answer: <https://biology-forums.com/index.php?topic=494977>

### Question 901

Which of the following types of teams allows for collaboration between team members who are physically dispersed?

- A) local
- B) global
- C) virtual
- D) real-time
- E) interactive

Answer: <https://biology-forums.com/index.php?topic=495194>

### Question 902

Which of the following is not a key characteristic of a charismatic leader?

- A) task orientation
- B) unconventional behavior
- C) vision and articulation
- D) sensitivity to follower needs
- E) willingness to take risks

Answer: <https://biology-forums.com/index.php?topic=495443>

### Question 903

Which of the following types of teams would most likely be assembled to improve the efficiency of a company's production process?

- A) problem-solving
- B) virtual
- C) self-managed
- D) co-evolving
- E) cross-functional

Answer: <https://biology-forums.com/index.php?topic=495187>

### Question 904

Explain "workforce diversity." Explain what key managerial skill you think is most important when dealing with workforce diversity.

Answer: <https://biology-forums.com/index.php?topic=494249>

### Question 905

Last year Elaine had her purse snatched on the street by two teens who wore their jeans very low. All she can remember is seeing, as the teens ran away, was their plaid boxer shorts sticking out above their pants. Whenever Elaine sees boys with low-riding jeans her face tightens and she mumbles something about "delinquents". She is extremely bothered that her own grandson, an honor student, has begun to wear his jeans low. Elaine's perception of her grandson is influenced by \_\_\_\_\_.

- A) reality
- B) motives
- C) setting
- D) interests
- E) experience

Answer: <https://biology-forums.com/index.php?topic=494708>

### Question 906

You are looking at flex time and realize that it will probably work least well for which of the following jobs?

- A) insurance billers
- B) IT personnel
- C) school nurses
- D) custodial workers
- E) equipment maintenance staff

Answer: <https://biology-forums.com/index.php?topic=495035>

### Question 907

Using the Rokeach Value Survey (RVS), name three terminal values that would be appropriate to describe the Millennial generation's search for meaningful work.

Answer: <https://biology-forums.com/index.php?topic=494694>

### Question 908

What are the three classes of factors that influence perception?

- A) factors in the character, factors in knowledge, and factors in experience
- B) factors in the senses, factors in the surroundings, and factors in the lighting
- C) factors in the setting, factors in the environment, and factors in the motives
- D) factors in the personality, factors in the character, and factors in the values
- E) factors in the perceiver, factors in the target, and factors in the situation

Answer: <https://biology-forums.com/index.php?topic=494702>

### Question 909

Which of the following is not true concerning international performance evaluations?

- A) Not all managers look at performance appraisal the same way as do managers in the U.S.
- B) Israel's culture values group activities.
- C) Individualistic countries emphasize formal performance evaluation systems.
- D) Caution should be used in generalizing across cultures.
- E) Every culture is concerned with performance appraisal.

Answer: <https://biology-forums.com/index.php?topic=496055>

### Question 910

\_\_\_\_\_ typically contain(s) a narrative of events about the organization's founders, rule breaking, or reactions to past mistakes.

- A) Rituals
- B) Language
- C) Stories
- D) Reflections
- E) Material symbols

Answer: <https://biology-forums.com/index.php?topic=495898>

### Question 911

The source of Don's resistance is \_\_\_\_\_.

- A) habit
- B) security
- C) economic
- D) structural inertia
- E) none of the above

Answer: <https://biology-forums.com/index.php?topic=496192>

### Question 912

Compare and contrast a manager that implements Theory Y and one that adheres to the expectancy theory. How would each choose to motivate their employees?

Answer: <https://biology-forums.com/index.php?topic=494934>

### Question 913

Which of the following statements is not an implication of increased workplace diversity?

- A) Managers should recognize differences between workers.
- B) Employee benefits should be revamped to accommodate the different needs of different employees.
- C) Innovation and creativity in organizations is likely to increase.
- D) Diversity training should be provided.
- E) It is critical that all workers be treated alike.

Answer: <https://biology-forums.com/index.php?topic=494187>

### Question 914

In assessment centers, job candidates are evaluated as they go through several days of exercises that simulate real problems they would confront on the job.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=496059>

### Question 915

Deanna just got a job after four years of working part time to raise her children. The whole family has been covered under her husband's excellent and affordable benefits package up until now. The family plan is more expensive with her new company, but 100% of her benefits are part of her new salary. Which of the following benefits plans is Deanna most likely to choose?

- A) modular core-plus plan
- B) none
- C) extra vacation time
- D) modular core plan
- E) one plan fits all

Answer: <https://biology-forums.com/index.php?topic=495001>

### Question 916

Which of the following is not a factor in the individual perceiver?

- A) expectation
- B) attitude
- C) location
- D) motive
- E) perception

Answer: <https://biology-forums.com/index.php?topic=494704>

### Question 917

Which decision criterion will you teach?

- A) assertion
- B) justice
- C) utilitarian
- D) rights
- E) privilege

Answer: <https://biology-forums.com/index.php?topic=494820>

### Question 918

Which of the following is not a typical written test used in organizations?

- A) intelligence
- B) work sample
- C) personality
- D) interest inventory
- E) integrity

Answer: <https://biology-forums.com/index.php?topic=495993>

### Question 919

Why have teams become so popular? Compare and contrast the rise of teams and virtual teams, mentioning their strengths and weaknesses.

Answer: <https://biology-forums.com/index.php?topic=495276>

### Question 920

An arrangement that allows two or more individuals to split a traditional 40-hour-a-week job is called \_\_\_\_\_.

- A) job rotation
- B) job enrichment
- C) flex time
- D) telecommuting
- E) job sharing

Answer: <https://biology-forums.com/index.php?topic=494965>

### Question 921

You need to hire an analyst for an important project team. It is essential that the new employee work well on the already established team in order to meet the project's challenging deadlines. The most talented candidate doesn't have any team experience and when asked in the interview about his team experience he replied, "I prefer to work alone. I'm much more efficient alone." What should you do?

- A) Look for a different candidate.
- B) Look for a different project.
- C) Hire him and train him.
- D) Hire him and hope that he learns.
- E) Hire him and redesign the job.

Answer: <https://biology-forums.com/index.php?topic=495230>

### Question 922

Explain the three consequences of stress.

Answer: <https://biology-forums.com/index.php?topic=496222>

### Question 923

Explain impression management and give an example of its use in the workplace.

Answer: <https://biology-forums.com/index.php?topic=495622>

### Question 924

Which of the following is not a weakness of electronic training?

- A) expensive
- B) lack of learning accountability
- C) flexibility of completion
- D) low social interaction
- E) disengaged students

Answer: <https://biology-forums.com/index.php?topic=496017>

### Question 925

Irma is an HR manager that values "winning" during the salary and benefits negotiation process when recruiting new hires. Which is the most likely affect of Irma's negotiating process?

- A) Irma's new recruits will be more satisfied.
- B) Irma's new recruits will begin their jobs with a positive relationship.
- C) Irma's new recruits will be less committed to the relationship.
- D) Irma's new recruits will be less aggressive negotiators for raises.
- E) Irma's new recruits will be less likely to turn over.

Answer: <https://biology-forums.com/index.php?topic=495687>

### Question 926

Research on employee stock ownership programs indicates that they are clearly successful in doing which of the following?

- A) increasing employee expectations
- B) reducing stress
- C) increasing productivity
- D) increasing employee satisfaction
- E) reducing salaries

Answer: <https://biology-forums.com/index.php?topic=494994>

### Question 927

Women generally show greater emotional expression than do men.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494579>

### Question 928

There is fairly strong evidence that traits can predict \_\_\_\_\_ more accurately than leadership effectiveness.

- A) leadership emergence
- B) leadership awareness
- C) extroversion in leaders
- D) the conscientiousness of leaders
- E) leadership competence

Answer: <https://biology-forums.com/index.php?topic=495415>

### Question 929

What action would probably most motivate the employees?

- A) fixing the heating system
- B) having the supervisor "hang around" more
- C) relying more on punishment for poor performance
- D) receiving recognition for a job well done
- E) improving working conditions

Answer: <https://biology-forums.com/index.php?topic=494927>

### Question 930

Eighty percent of the U.S. workforce today is made up of \_\_\_\_\_ jobs.

- A) textile
- B) technology
- C) restaurant
- D) service
- E) automobile

Answer: <https://biology-forums.com/index.php?topic=494188>

### Question 931

Lateral communications are often created to short-circuit the vertical hierarchy within an organization.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495371>

### Question 932

The application of direct threats or force upon resisters is called \_\_\_\_\_.

- A) coercion
- B) manipulation
- C) cooptation
- D) exploitation
- E) destruction

Answer: <https://biology-forums.com/index.php?topic=496125>

### Question 933

Describe how globalization affects a manager's people skills, and what human skills will be called upon to be effective.

Answer: <https://biology-forums.com/index.php?topic=494248>

### Question 934

Which theory is, strictly speaking, not a theory of motivation since it does not concern itself with what initiates behavior?

- A) ERG theory
- B) reinforcement theory
- C) Theory X and Theory Y
- D) expectancy theory
- E) equity theory

Answer: <https://biology-forums.com/index.php?topic=494873>

### Question 935

Using immediate subordinates in the performance evaluation process is contrary to recent trends in the workplace.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=496068>

### Question 936

The more specific the attitude and the more specific the behavior, the stronger the link between the two.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494439>

### Question 937

Which is not a common class of norms appearing in most work groups?

- A) status
- B) appearance
- C) social arrangement
- D) performance
- E) allocation of resources

Answer: <https://biology-forums.com/index.php?topic=495084>

### Question 938

In which stage of the conflict process does conflict become visible?

- A) illumination
- B) intentions
- C) potential opposition or incompatibility
- D) cognition and personalization
- E) behavior

Answer: <https://biology-forums.com/index.php?topic=495666>

### Question 939

The simple structure is most widely practiced in small businesses in which \_\_\_\_\_.

- A) training budgets are limited
- B) managers are hired directly by the company's owner
- C) the owner also manages the company
- D) management is limited to one individual
- E) managers have a high degree of influence with the company's owner

Answer: <https://biology-forums.com/index.php?topic=495776>

### Question 940

Which is the stage of group development characterized by the development of close relationships and cohesiveness?

- A) norming
- B) forming
- C) bonding
- D) performing
- E) initiating

Answer: <https://biology-forums.com/index.php?topic=495069>

### Question 941

Attitudes are often concrete matters of fact.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494426>

### Question 942

Bernice's effective management label for Catherine's phrase "scheming" is probably \_\_\_\_\_.

- A) distributing rewards
- B) planning ahead



- C) establishing expertise
- D) displaying charisma
- E) fixing responsibility

Answer: <https://biology-forums.com/index.php?topic=495607>

### Question 943

Conflict management techniques can \_\_\_\_\_ conflict.

- A) stimulate
- B) both resolve and stimulate
- C) lead to a higher probability of concurrent
- D) resolve
- E) none of the above

Answer: <https://biology-forums.com/index.php?topic=495667>

### Question 944

Research supports which of the following statements about men and women in the workplace?

- A) Men are the most receptive to socialization.
- B) Women have more absences.
- C) Women are more productive.
- D) Men are more productive.
- E) Women are less likely to resign.

Answer: <https://biology-forums.com/index.php?topic=494273>

### Question 945

Research shows that works councils tend to be ineffective for which of the following reasons?

- A) Works councils insert an extra element into decision making which slows the response of an organization to changing conditions.
- B) Works councils are dominated by management and their input has little impact on employees or the organization.
- C) Members of works council tend to side with management when making decisions for fear of being punished.
- D) Works councils represent the wishes of employees that are often at odds with the best direction of an organization.
- E) Members of works councils are, in general, not qualified to make large decisions concerning the direction of an organization.

Answer: <https://biology-forums.com/index.php?topic=494976>

### Question 946

The Fiedler contingency model proposes that effective group performance depends upon the proper match between a leader's style and the degree to which a situation gives control to the leader.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495484>

### Question 947

Innovation is nurtured where there are slack resources.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=496183>

### Question 948

The potential for conflict can actually be increased if too much information is communicated.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495702>

### Question 949

Which of the following is not a means of transmitting culture within an organization?

- A) language
- B) aversion therapy
- C) stories
- D) material symbols
- E) rituals

Answer: <https://biology-forums.com/index.php?topic=495897>

### Question 950

Which of the following is not one of the nine basic physical abilities that researchers have identified as important for job performance?

- A) body coordination
- B) dynamic flexibility
- C) stamina
- D) speed
- E) trunk strength

Answer: <https://biology-forums.com/index.php?topic=494298>

### Question 951

Which of the following statements is true?

- A) Allison is more efficient than Gail.
- B) Gail and Allison are equally efficient.
- C) Allison is more effective than Gail.
- D) Gail is more effective than Allison.
- E) Gail is more efficient than Allison.

Answer: <https://biology-forums.com/index.php?topic=494238>

### Question 952

What is the main difference between trait and behavioral leadership theories on the one hand, and contingency theories of leadership on the other?

Answer: <https://biology-forums.com/index.php?topic=495519>

### Question 953

A task that is subdivided into many separate jobs is considered to have \_\_\_\_\_.

- A) a low degree of structure
- B) a high degree of work specialization
- C) a high degree of departmentalization
- D) a high degree of matrix structuring
- E) a low degree of decentralization

Answer: <https://biology-forums.com/index.php?topic=495747>

### Question 954

According to a recent survey, about \_\_\_\_\_ percent of employees working in the 1,000 largest U.S. corporations receive ethics training.

- A) 75
- B) 10
- C) 50
- D) 90
- E) 25

Answer: <https://biology-forums.com/index.php?topic=496014>

### Question 955

Explain why the psychological contract could be difficult to enforce when working with a high-status individual. Define the psychological contract. Explain status and what makes an individual high status. Provide a workplace example of a high-status individual in conflict with the psychological contract.

Answer: <https://biology-forums.com/index.php?topic=495155>

### Question 956

Stamina, flexibility, and strength are dimensions of physical ability.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494343>

### Question 957

Applicants describe how they handled problems and situations in previous jobs in a(n) \_\_\_\_\_ interview.

- A) problem-solving
- B) reflection
- C) performance-simulation
- D) behavioral structured

E) audition-type

Answer: <https://biology-forums.com/index.php?topic=496004>

### Question 958

In order to predict human behavior, it is best to supplement your intuitive opinions with information derived in what fashion?

- A) systematic study
- B) organizational theory
- C) speculation
- D) common sense
- E) direct observation

Answer: <https://biology-forums.com/index.php?topic=494164>

### Question 959

In the socialization process, the period of learning that occurs before a new employee joins an organization is termed the encounter stage.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495946>

### Question 960

Leadership and management are two terms that are often confused.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495470>

### Question 961

Which is not one of the five conflict-handling intentions?

- A) avoiding
- B) resisting
- C) accommodating
- D) collaborating
- E) competing

Answer: <https://biology-forums.com/index.php?topic=495659>

### Question 962

What does the content attribute of a value state?

- A) that the value is complete
- B) the behavior associated with that value
- C) that the value is important
- D) that the value is not transient
- E) that the value is strongly or weakly held

Answer: <https://biology-forums.com/index.php?topic=494642>

### Question 963

The overall evidence on job enrichment generally shows that it increases satisfaction, reduces absenteeism, and reduces turnover costs.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495017>

### Question 964

In which stage of the process do you synthesize the information into primary concerns, problem areas, and possible actions?

- A) evaluation
- B) action
- C) analysis
- D) diagnosis
- E) feedback

Answer: <https://biology-forums.com/index.php?topic=496203>

### Question 965

To clear up role confusion, you have decided that you must come to an unwritten agreement with each employee about your mutual expectations. You

are developing a(n) \_\_\_\_\_.

- A) implicit role adherence schedule
- B) employment contract
- C) role expectation contract
- D) role playing document
- E) psychological contract

Answer: <https://biology-forums.com/index.php?topic=495142>

### Question 966

What is the term used for the degree to which people like or dislike themselves?

- A) locus of control
- B) efficacy
- C) Machiavellianism
- D) authoritarianism
- E) core self-evaluation

Answer: <https://biology-forums.com/index.php?topic=494626>

### Question 967

If an employee believes that no matter how hard he works, his boss will give him the same performance evaluation as last year and the year before, it is the \_\_\_\_\_ relationship that explains his lack of motivation.

- A) rewards-effort
- B) performance-achievement
- C) rewards-personal goals
- D) effort-performance
- E) performance-reward

Answer: <https://biology-forums.com/index.php?topic=494898>

### Question 968

Which approach to performance evaluation rank-orders employees from best to worst?

- A) paired comparison
- B) straight ranking
- C) group order ranking
- D) comparison ranking
- E) individual ranking

Answer: <https://biology-forums.com/index.php?topic=496045>

### Question 969

Jessica believes that she received an appropriate salary increase this year but she does not believe that the company's methods for determining salary increases were fair. She believes that there is a problem with the firm's \_\_\_\_\_ justice.

- A) interpersonal
- B) distributive
- C) equity
- D) outcome
- E) procedural

Answer: <https://biology-forums.com/index.php?topic=494892>

### Question 970

Who developed the LPC (least preferred co-worker) questionnaire?

- A) Blake and Mouton
- B) Wachner
- C) Surber
- D) House
- E) Fiedler

Answer: <https://biology-forums.com/index.php?topic=495427>

### Question 971

The dimension of assertiveness refers to situations \_\_\_\_\_.

- A) in which one party behaves generously
- B) involving a major behavior change
- C) in which one party attempts to satisfy his/her own concerns

- D) in which there is an expression of competition
- E) that lead to conflict

Answer: <https://biology-forums.com/index.php?topic=495658>

### Question 972

Studies show that financial incentives are more motivating in the long-run.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495033>

### Question 973

According to the punctuated-equilibrium model, groups tend to experience \_\_\_\_\_ for the first half of the project.

- A) mid-life crisis
- B) inertia
- C) discord
- D) markedly accelerated activity
- E) reorganization and redirection

Answer: <https://biology-forums.com/index.php?topic=495074>

### Question 974

Which of the following would not be a likely outcome of a workplace governed by a transformational leader?

- A) lower employee morale
- B) lower turnover rates
- C) higher productivity
- D) higher employee satisfaction
- E) lower employee stress

Answer: <https://biology-forums.com/index.php?topic=495446>

### Question 975

Organizational commitment is defined as \_\_\_\_\_.

- A) the amount of effort an employee will make in order to keep or advance their position in an organization
- B) an employee's belief that the organization they work for will go to considerable lengths to ensure that its employees are treated fairly
- C) the degree to which an employee's sense of fulfillment and self worth is related to their job
- D) the degree to which an employee identifies with the organization they work for and its goals
- E) the degree to which an employee believes their work impacts their organization

Answer: <https://biology-forums.com/index.php?topic=494391>

### Question 976

The labor group decides to make use of the "deadline" strategy to improve their leverage in the negotiations. The labor representative tells management that a deal needs to be made within twenty-four hours, or they're going on strike. Based on your understanding of bargaining tactics, is this approach likely to be successful?

- A) Yes, but only if the deadline is set with a 24 hour time frame.
- B) No, because the consequences of the deadline are not an urgent concern for management.
- C) No, because deadlines don't work in negotiations, just in work structure.
- D) No, because the trucking company's management team is likely to reject any threats.
- E) Yes, because deadlines will make the management team reconsider their position.

Answer: <https://biology-forums.com/index.php?topic=495725>

### Question 977

Mark believes that his manager is a good person and will work things out if Mark just gives him time to do so. Mark is dealing with his dissatisfaction through \_\_\_\_\_.

- A) loyalty
- B) exit
- C) neglect
- D) voice
- E) acceptance

Answer: <https://biology-forums.com/index.php?topic=494407>

### Question 978

The group later learns that the drug will be very expensive to manufacture, but the group decides to continue the project so that all the resources

already spent on it will not have been wasted. In this case the group has done which of the following?

- A) made an escalation of commitment
- B) used the anchoring bias
- C) used the availability bias
- D) satisfied
- E) made the ultimate attribution error

Answer: <https://biology-forums.com/index.php?topic=494819>

### Question 979

Maria is dissatisfied with the way that her manager treats her. She has quit her job and found a new position with another firm. She has expressed her dissatisfaction through \_\_\_\_\_.

- A) voice
- B) social voice
- C) exit
- D) neglect
- E) loyalty

Answer: <https://biology-forums.com/index.php?topic=494408>

### Question 980

Describe and discuss self-managed work teams.

Answer: <https://biology-forums.com/index.php?topic=495278>

### Question 981

James approaches his supervisor with data and a logical presentation supporting his request for additional personnel. He is using \_\_\_\_\_.

- A) legitimacy
- B) informational power
- C) rational persuasion
- D) exchange
- E) consultation

Answer: <https://biology-forums.com/index.php?topic=495556>

### Question 982

Which of the following statements best defines a work group?

- A) A work group interacts primarily to share information, rather than to engage in work that requires joint effort.
- B) A work group consists of 3 or more people from across departmental or functional lines.
- C) A work group is a group comprised of 10 or more people.
- D) The performance of a work group is generally greater than the sum of its inputs from individual members.
- E) A work group consists of 3 or more people who take on self-supervising responsibilities.

Answer: <https://biology-forums.com/index.php?topic=495170>

### Question 983

The traditional view of conflict argues that conflict \_\_\_\_\_.

- A) cannot be avoided
- B) can be avoided
- C) must be avoided
- D) improves productivity
- E) helps to generate discussion

Answer: <https://biology-forums.com/index.php?topic=495636>

### Question 984

Perception refers to the way we organize and interpret the world around us.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494791>

### Question 985

As a manager in charge of the relocation effort, you are offering a \$2,000 moving bonus for any employee who will go to the new location. In Lewin's terms, you are attempting to \_\_\_\_\_.

- A) refreeze the change
- B) bribe your employees

- C) move the process along
- D) unfreeze the status quo
- E) none of the above

Answer: <https://biology-forums.com/index.php?topic=496198>

### Question 986

Of the following attitudes, the best predictor of turnover is \_\_\_\_\_.

- A) cognitive dissonance
- B) supervision
- C) pay
- D) affective dissonance
- E) organizational commitment

Answer: <https://biology-forums.com/index.php?topic=494392>

### Question 987

Which of the following statements is not true about group diversity?

- A) Culturally diverse groups perform better over time.
- B) Group diversity is always beneficial in financial terms.
- C) Diverse groups perform worse in a short time period.
- D) Diversity increases group conflict.
- E) Diverse groups deliberate and have more ideas.

Answer: <https://biology-forums.com/index.php?topic=495126>

### Question 988

The science that seeks to measure, explain, and sometimes change the behavior of humans and other animals is known as \_\_\_\_\_.

- A) sociology
- B) political science
- C) organizational behavior
- D) psychology
- E) psychiatry

Answer: <https://biology-forums.com/index.php?topic=494171>

### Question 989

Explain and provide a workplace example for each of the following communication situations: oral communication in downward flowing direction; written communication in upward flowing direction; and non-verbal communication in lateral flowing direction.

Answer: <https://biology-forums.com/index.php?topic=495394>

### Question 990

Sensitivity training emphasizes changing behavior through structured group interaction.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=496178>

### Question 991

Cooptation is a form of both manipulation and participation.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=496173>

### Question 992

During communication, the \_\_\_\_\_ initiates a message by encoding a thought.

- A) sender
- B) channel
- C) speaker
- D) receiver
- E) leader

Answer: <https://biology-forums.com/index.php?topic=495299>

### Question 993

Which of the following is not something a manager should do to communicate better across cultures?

- A) Treat interpretations as a working hypothesis.
- B) Emphasize description rather than interpretation.
- C) Practice empathy.
- D) Suppose certain universal similarities.
- E) Assume differences until similarity is proven.

Answer: <https://biology-forums.com/index.php?topic=495364>

### Question 994

Which of the following are all forms of variable-pay programs?

- A) profit-sharing, lump-sum bonuses, extended vacations
- B) wage incentive plans, flex time, piece-rate
- C) retirement benefits, extended vacations, wage incentive plans
- D) piece-rate, merit-based pay, gainsharing
- E) wage rate increases, bonuses, flex time

Answer: <https://biology-forums.com/index.php?topic=494983>

### Question 995

Which of the following is not an interpersonal role of management according to Mintzberg?

- A) a manager interviewing potential employees
- B) a department head relocating the department after a fire
- C) a high school principal handing out graduation diplomas
- D) a project manager listening to a team presentation
- E) a shift foreman reprimanding a worker that arrived late

Answer: <https://biology-forums.com/index.php?topic=494151>

### Question 996

Jennifer is opening a new clothing boutique and she wants to cultivate a positive, hip, culture at the store. Which of the following is not something that Jennifer could do to create the culture that she desires?

- A) Offer the staff flexible schedules that coordinate with their hobbies or studies.
- B) Dress in very modern and hip fashions for her staff interviews.
- C) Hire sales staff that wears the style of clothing that she intends to promote.
- D) Clearly express in a mission statement the type of service desired at the store.
- E) Establish firm rules and dress codes during the staff orientation session.

Answer: <https://biology-forums.com/index.php?topic=495888>

### Question 997

A culture that rates high in power distance values equality and does not accept inequalities of power.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494685>

### Question 998

Holding a management position is an important step toward becoming a leader in an organization.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495473>

### Question 999

Julie is a HR manager for a small corporation. Two of the three employees in the accounting department have just announced that they are pregnant. What data support that this is a reason for concern for Julie?

Answer: <https://biology-forums.com/index.php?topic=494355>

### Question 1000

Which type of conflict is almost always dysfunctional?

- A) resource conflict
- B) efficacy conflict
- C) task conflict
- D) social conflict
- E) relationship conflict



Answer: <https://biology-forums.com/index.php?topic=495226>

### Question 1001

Which of the following is not a reason why business schools have begun to include classes on organizational behavior?

- A) to help increase organizations' profits
- B) to expand organizations' consulting needs
- C) to help organizations attract top quality employees
- D) to improve retention of quality workers
- E) to increase manager effectiveness in organizations

Answer: <https://biology-forums.com/index.php?topic=494143>

### Question 1002

In the communication process, Mary is \_\_\_\_\_.

- A) the channel
- B) the receiver
- C) the sender
- D) the message
- E) the encoder

Answer: <https://biology-forums.com/index.php?topic=495381>

### Question 1003

\_\_\_\_\_ developed a Vocational Preference Inventory questionnaire that contains 160 occupational titles.

- A) Surber
- B) Herzberg
- C) Holland
- D) Hofstede
- E) Maslow

Answer: <https://biology-forums.com/index.php?topic=494660>

### Question 1004

What is the best indicator of choice of channel?

- A) whether the sender is management or not
- B) whether the message is routine or nonroutine
- C) the time of day the message is sent
- D) the target audience for the message
- E) whether the message will be private or public

Answer: <https://biology-forums.com/index.php?topic=495348>

### Question 1005

\_\_\_\_\_ are the greatest disadvantages and threats to the success of a virtual organization.

- A) Constant flux and reorganization
- B) Increased technology costs and decentralization
- C) Lack of qualified contractors and poor management
- D) Lack of flexibility and leadership
- E) Poor communication and confusion

Answer: <https://biology-forums.com/index.php?topic=495789>

### Question 1006

A \_\_\_\_\_ means that when nothing is going on, people are generally in a good mood.

- A) high-positive affect
- B) negativity offset
- C) positivity offset
- D) high-negative affect
- E) low-positive affect

Answer: <https://biology-forums.com/index.php?topic=494506>

### Question 1007

A high I.Q. is a good prerequisite for all jobs.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494341>

### Question 1008

Jobs that have the intrinsic elements of variety, identity, significance, autonomy, and feedback are more satisfying and generate higher performance from people than jobs that lack these characteristics.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495014>

### Question 1009

Team members with good listening, feedback, and conflict resolution skills possess \_\_\_\_\_.

- A) technical expertise
- B) problem-solving skills
- C) cognitive appraisal skills
- D) decision-making skills
- E) interpersonal skills

Answer: <https://biology-forums.com/index.php?topic=495207>

### Question 1010

The role of the "linker" describes the person within the work team who coordinates and integrates the work of team members.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495254>

### Question 1011

Between the late 1960s and the mid-1980s, the use of written tests declined because they were characterized as \_\_\_\_\_.

- A) invalid
- B) mathematically flawed
- C) unreliable
- D) unprofessional
- E) discriminatory

Answer: <https://biology-forums.com/index.php?topic=495994>

### Question 1012

The person best suited for the role of adviser is probably \_\_\_\_\_.

- A) Iris
- B) James
- C) Betty
- D) you
- E) none of the above

Answer: <https://biology-forums.com/index.php?topic=495271>

### Question 1013

Which of the following statements best characterizes the use of work teams?

- A) Employees are usually responsible for suggesting that teams be created.
- B) In successful companies, teamwork is always preferable to individual work.
- C) Teams are unnecessary if an individual can do the job better.
- D) Teams are necessary for encouraging individuals to work independently.
- E) Within a company, teams perform best if they are structured similarly.

Answer: <https://biology-forums.com/index.php?topic=495197>

### Question 1014

Which employee would probably be best to leave in charge while you are on vacation?

- A) Mary
- B) Sarah
- C) Doug
- D) Tim
- E) Joe

Answer: <https://biology-forums.com/index.php?topic=494930>

### Question 1015

A temporary task group working under a time-constrained deadline would be expected to behave in which of the following manners?

- A) a period of activity where tasks are set and the bulk of the project is completed, followed by a period of inertia where what little work remains is performed
- B) develop plans, assign roles, determine and allocate resources, resolve conflicts, and set norms
- C) forming, then storming, then norming, then performing, and finally adjourning
- D) group energy will move rapidly from getting to know and understand each other to performing the task at hand
- E) exhibit long periods of inertia interspersed with brief revolutionary changes triggered by its members' awareness of looming deadlines

Answer: <https://biology-forums.com/index.php?topic=495073>

### Question 1016

If a team's members have similar mental models, what will they likely do?

- A) loaf on others' efforts
- B) focus on what needs to be done
- C) display low self efficacy
- D) become involved in relationship conflict
- E) demonstrate high reflexivity

Answer: <https://biology-forums.com/index.php?topic=495224>

### Question 1017

Alberto is working with a group of fifteen people to coordinate the merger of two corporations. Everyone in the group is highly qualified, offers relevant information, and has high norms. Still, the group seems to be slow at outlining a definitive plan for the merger. With the information provided, what would be the fastest and best way for Alberto to increase cohesiveness and productivity.

- A) immediately make the group smaller
- B) reward anyone who can devise a workable plan
- C) hold longer meetings at a restaurant or social setting
- D) invite more members into the group
- E) stimulate competition with other groups

Answer: <https://biology-forums.com/index.php?topic=495107>

### Question 1018

List the six specific forces for change.

Answer: <https://biology-forums.com/index.php?topic=496216>

### Question 1019

What term is used to describe voluntary and involuntary permanent withdrawal from an organization?

- A) social atrophy
- B) truancy
- C) turnover
- D) absenteeism
- E) downsizing

Answer: <https://biology-forums.com/index.php?topic=494202>

### Question 1020

What term is used for the tendency for individuals to spend less effort when working collectively?

- A) the rule of diminishing returns
- B) groupshift
- C) social loafing
- D) groupthink
- E) clustering

Answer: <https://biology-forums.com/index.php?topic=495099>

### Question 1021

Which of the following is not a recruiting method to enhance workforce diversity?

- A) placing advertisements in publications geared toward specific demographic groups
- B) establishing work policies that promote working in groups to complete projects
- C) recruiting at colleges, universities, and other institutions with significant numbers of under represented minorities
- D) forming partnerships with associations like the Society for Women Engineers
- E) targeting messages to specific demographic groups under represented in the workforce

Answer: <https://biology-forums.com/index.php?topic=494307>

### Question 1022

Unlike power, leadership requires a significant degree of goal compatibility.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495588>

### Question 1023

Leone thinks that because her employee, Josef, went to an Ivy League college he is very knowledgeable, and always asks his opinion on the firm's investments. In reality, Josef knows very little about investing, but makes sure he reads up on it so that he can give an informed opinion to Leone. What has occurred in this situation?

- A) a self-fulfilling prophecy
- B) profiling
- C) the fundamental attribution error
- D) a self-serving bias
- E) a projection event

Answer: <https://biology-forums.com/index.php?topic=494735>

### Question 1024

Mrs. Jonas can be expected to relieve the discomfort she is experiencing by \_\_\_\_\_.

- A) deciding this issue is unimportant
- B) attempting to stop the contractor using undocumented workers
- C) coming to accept that using undocumented workers does not harm workers' rights
- D) rationalizing that it is not her problem since she is not the contractor
- E) any of the above

Answer: <https://biology-forums.com/index.php?topic=494380>

### Question 1025

The source of Tony's resistance is \_\_\_\_\_.

- A) security
- B) selective information processing
- C) habit
- D) group inertia
- E) none of the above

Answer: <https://biology-forums.com/index.php?topic=496190>

### Question 1026

\_\_\_\_\_ is characterized by a low degree of departmentalization, wide spans of control, authority centralized in a single person, and little formalization.

- A) Team structure
- B) Simple structure
- C) Bureaucracy
- D) Matrix organization
- E) Centralized structure

Answer: <https://biology-forums.com/index.php?topic=495773>

### Question 1027

If individuals perceive the dissonance to be an uncontrollable result, they are less likely to be receptive to attitude change.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494435>

### Question 1028

Provide examples of how an ethical culture can be transmitted through stories, rituals, and material symbols?

Answer: <https://biology-forums.com/index.php?topic=495974>

### Question 1029

According to Bandura, what is the most important source of increasing self-efficacy?

- A) verbal persuasion
- B) arousal
- C) enactive mastery
- D) focused training
- E) verbal modeling

Answer: <https://biology-forums.com/index.php?topic=494871>

### Question 1030

Susan is well organized and enjoys providing structure for the group. Her role within the work team may be described as the "maintainer."

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495256>

### Question 1031

When Ms. McKay develops a strategy for achieving her department's goals, she is performing the \_\_\_\_\_ function of management.

- A) leading
- B) reacting
- C) controlling
- D) planning
- E) organizing

Answer: <https://biology-forums.com/index.php?topic=494225>

### Question 1032

John Kotter's view argues that management focuses on coping with complexity, whereas leadership focuses on coping with \_\_\_\_\_.

- A) conflict
- B) success
- C) defeat
- D) change
- E) morale

Answer: <https://biology-forums.com/index.php?topic=495408>

### Question 1033

A leader designated as high on initiating structure would be likely to clearly define the roles of his or her subordinates.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495482>

### Question 1034

What is the term used for a general impression about an individual based on a single characteristic such as intelligence, sociability, or appearance?

- A) the halo effect
- B) prejudice
- C) projection
- D) personal bias
- E) contrast effects

Answer: <https://biology-forums.com/index.php?topic=494728>

### Question 1035

Craig is trying to teach his two-year old son to gently caress their cat. Craig softly strokes the animal and every time his son does the same he rewards him with kind words. "Good job!" The child is very attentive during the process and claps his hands when his father praises him. However, as soon as Craig stands up to leave, the boy lunges for the cat and grabs a chunk of hair. Which process of social-learning theory is failing?

- A) attentional processes
- B) reinforcement processes
- C) motor reproduction processes
- D) retention processes
- E) justification processes

Answer: <https://biology-forums.com/index.php?topic=494879>

### Question 1036

Which of the following is not an important issue relating to goal-setting theory?

- A) defining the goal

- B) feedback
- C) equity among co-workers
- D) goal difficulty
- E) goal specificity

Answer: <https://biology-forums.com/index.php?topic=494862>

### Question 1037

Today's managers and employees must learn to cope with temporariness; learning to live with flexibility, spontaneity, and unpredictability.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494218>

### Question 1038

Emotional intelligence appears to be especially relevant in jobs that demand which of the following?

- A) social interaction
- B) commitment
- C) task structure
- D) leadership skills
- E) charisma

Answer: <https://biology-forums.com/index.php?topic=494550>

### Question 1039

A strong company that encourages pushing the limits can be a powerful force in shaping unethical behavior.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495951>

### Question 1040

You have heard that the teacher believes that men perform better in oral presentations than women. What shortcut has the teacher used in this case?

- A) stereotyping
- B) projection
- C) the contrast effect
- D) prototyping
- E) the halo effect

Answer: <https://biology-forums.com/index.php?topic=494816>

### Question 1041

Carlos is currently undergoing the hormonal procedure to transition from being a man to becoming a woman. He has requested that the office staff begin to call him by his chosen feminine name, Melissa. Several workers in the office refuse to use the new name, and others use an exaggerated pronunciation, dragging out the name in a long, high, intonation.

What kind of discrimination is represented in this example?

- A) discriminatory practices
- B) exclusion
- C) mockery and insults
- D) sexual harassment
- E) intimidation

Answer: <https://biology-forums.com/index.php?topic=494264>

### Question 1042

Autonomy and formalization are positively related.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495816>

### Question 1043

Carisa is negotiating for the labor union. Today she is presenting the evidence and papers that demonstrate the true living wage in the area, the cost of health care for the average worker, and a pie graph demonstrating how these costs affect the new salary request. In which phase of the negotiation process is Carisa?

- A) preparation and planning
- B) definition of ground rules

- C) closure and implementation
- D) bargaining and problem solving
- E) clarification and justification

Answer: <https://biology-forums.com/index.php?topic=495688>

### Question 1044

Which of the following is not a true statement about motivation theories.

- A) All the theories of motivation are interrelated.
- B) Goals help direct behavior.
- C) Only expectancy theory is valid for determining contemporary motivation.
- D) An organization's rewards reinforce the individual's performance.
- E) High achievers are internally driven.

Answer: <https://biology-forums.com/index.php?topic=494903>

### Question 1045

Beyond redesigning the nature of the work itself and involving employees in decisions, another approach to making the work environment more motivating is to alter work arrangements. Which of the following is designed to give an employee greater control of their schedule?

- A) telecommuting
- B) job rotation
- C) flex time
- D) job enrichment
- E) job sharing

Answer: <https://biology-forums.com/index.php?topic=494964>

### Question 1046

Self-managed teams are typically comprised of how many members?

- A) 2-5
- B) 5-10
- C) 8-12
- D) 10-15
- E) over 100

Answer: <https://biology-forums.com/index.php?topic=495189>

### Question 1047

Which of the following is not a recommendation to effectively manage e-mail?

- A) Check e-mail throughout the day.
- B) Stop sending e-mail.
- C) Unsubscribe to e-mail subscriptions.
- D) Check e-mail in batches.
- E) Don't check e-mail in the morning.

Answer: <https://biology-forums.com/index.php?topic=495338>

### Question 1048

What percentage of today's workforce is single with no dependents, and thus requiring fewer benefits.

- A) 5
- B) 10
- C) 25
- D) 40
- E) 70

Answer: <https://biology-forums.com/index.php?topic=494997>

### Question 1049

Negotiation is a process that begins when one party perceives that another party has negatively affected, or is about to negatively affect, something that the first party cares about.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495708>

### Question 1050

Jessica needs to describe her vision for an important ad campaign to three of the new team members. Jessica should \_\_\_\_\_.

- A) send an e-mail.
- B) leave voicemail for them
- C) write a memo
- D) schedule a meeting
- E) publish a formal report

Answer: <https://biology-forums.com/index.php?topic=495349>

### Question 1051

A small, core organization that outsources major business functions is a \_\_\_\_\_ organization.

- A) team
- B) boundaryless
- C) simple
- D) matrix
- E) virtual

Answer: <https://biology-forums.com/index.php?topic=495787>

### Question 1052

Teamwork takes more time and often more resources than individual work.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495261>

### Question 1053

High job specialization can lead to \_\_\_\_\_ conflict.

- A) team
- B) structural
- C) job-related
- D) communication
- E) personal-variable

Answer: <https://biology-forums.com/index.php?topic=495653>

### Question 1054

Studies have shown that \_\_\_\_\_ percent of the information transmitted through the grapevine is accurate.

- A) 55
- B) 65
- C) 75
- D) 85
- E) 100

Answer: <https://biology-forums.com/index.php?topic=495328>

### Question 1055

\_\_\_\_\_ allow(s) people to communicate and work together even though they may be thousands of miles apart.

- A) Widespread use of computers
- B) Stratified work environments
- C) Networked organizations
- D) Flexible cubicles
- E) Cyber-empowerment machines

Answer: <https://biology-forums.com/index.php?topic=494194>

### Question 1056

Giving an attribution an external causation means you assume that the individual is responsible for his or her own behavior.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494795>

### Question 1057

Which is not a reason why it is difficult to base decision making on ethics when working abroad?

- A) Because some countries accept corruption as a part of business practices .
- B) Because the United States is the only nation without corruption.
- C) Because it is difficult to know what the ethical standards are for each nation.



D) Because there are no global ethical standards.  
E) Because there are different consequences for corruption.  
Answer: <https://biology-forums.com/index.php?topic=494790>

### Question 1058

Institutionalization can be an asset and a liability. In which of the following situations is it a liability?  
A) Maintaining the organization becomes an end in itself.  
B) Acceptable modes of behavior are self evident to all.  
C) It doesn't go out of business when a leader is changed.  
D) The organization is valued for itself.  
E) The organization has a life apart from the founders.  
Answer: <https://biology-forums.com/index.php?topic=495877>

### Question 1059

Leadership can be defined as the ability to influence a group toward the achievement of order and consistency.  
A) True  
B) False  
Answer: <https://biology-forums.com/index.php?topic=495472>

### Question 1060

If a person responds the same way over time, attribution theory states that the behavior shows \_\_\_\_\_.  
A) stability  
B) consensus  
C) consistency  
D) distinctiveness  
E) continuity  
Answer: <https://biology-forums.com/index.php?topic=494716>

### Question 1061

The major contribution of the Asch study was to demonstrate the impact of \_\_\_\_\_.  
A) cognitive dissonance  
B) group pressures  
C) status  
D) seating arrangements  
E) convergence  
Answer: <https://biology-forums.com/index.php?topic=495091>

### Question 1062

In countries, such as Mexico, where \_\_\_\_\_ is high, self-managed teams are not usually productive or successful.  
A) individualism  
B) diversity  
C) power distance  
D) population  
E) collectivism  
Answer: <https://biology-forums.com/index.php?topic=495239>

### Question 1063

Compare and contrast the benefits of intrinsic rewards such as recognition and extrinsic rewards such as pay as forms of motivation.  
Answer: <https://biology-forums.com/index.php?topic=495049>

### Question 1064

\_\_\_\_\_ is when management is aware of and sensitive to the individual needs and difference of employees.  
A) General Mental Ability (GMA)  
B) Cultural intelligence  
C) Unfair discrimination  
D) Dynamic strength  
E) Diversity management  
Answer: <https://biology-forums.com/index.php?topic=494306>

### Question 1065

Design an HR recruiting strategy for a corporation that wants to increase diversity in its workforce.

Answer: <https://biology-forums.com/index.php?topic=494363>

### Question 1066

Summing up responses to a number of job factors achieves a more accurate evaluation of job satisfaction than does a single global rating.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494450>

### Question 1067

Rewards can offset dissonance.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494436>

### Question 1068

When Martha submitted a formal complaint to OSHA about unsafe work conditions in her company's warehouse, she acted as a \_\_\_\_\_.

- A) utilitarian thinker
- B) whistle-blower
- C) creative thinker
- D) humanitarian
- E) judge

Answer: <https://biology-forums.com/index.php?topic=494780>

### Question 1069

In attribution theory, "distinctiveness" refers to whether an individual displays different behaviors in different situations.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494796>

### Question 1070

Evidence indicates that Asch's findings about group conformity are culture bound.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495133>

### Question 1071

All organizations within an industry use the terminology designated by the industry so that their employees can move freely from organization to organization.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495950>

### Question 1072

Maya just got out of a meeting. She is extremely frustrated because nothing got done and now she has to deal with workplace drama. Sophia is threatening to quit because various people publicly humiliated her by disparaging her ideas. The entire meeting turned into conflict management for Maya. Which kind of meeting technique did Maya most likely use?

- A) brainstorming
- B) social
- C) electronic
- D) nominal
- E) interacting

Answer: <https://biology-forums.com/index.php?topic=495120>

### Question 1073

Bernice's label for what Catherine describes as "passing the buck" might be \_\_\_\_\_.

- A) showing responsibility

- B) delegating authority
- C) facilitating cooperation
- D) demonstrating conscientiousness
- E) encouraging dependency

Answer: <https://biology-forums.com/index.php?topic=495606>

### Question 1074

Only one-third of employees from \_\_\_\_\_ would likely say their organization has a high level of teamwork.

- A) Mexico
- B) Indonesia
- C) the United States
- D) Canada
- E) Japan

Answer: <https://biology-forums.com/index.php?topic=495238>

### Question 1075

Which of the following is not a way to increase creativity?

- A) avoid risks and trying new things
- B) travel to another country
- C) establish a happy work environment
- D) increase your knowledge about the subject
- E) spend time with creative people

Answer: <https://biology-forums.com/index.php?topic=494783>

### Question 1076

According to Hersey and Blanchard, readiness encompasses the \_\_\_\_\_.

- A) degree of confidence, trust, and respect members have in their leader
- B) level of morale and satisfaction of the employees
- C) amount of influence a leader has over variables such as hiring, firing, and salaries
- D) ability and willingness of the followers to accomplish a task
- E) all of the above

Answer: <https://biology-forums.com/index.php?topic=495436>

### Question 1077

How does organizational culture develop?

Answer: <https://biology-forums.com/index.php?topic=495980>

### Question 1078

When is conflict functional?

Answer: <https://biology-forums.com/index.php?topic=495740>

### Question 1079

Investors bragged about their investing expertise during the stock market rally between 1996 and early 2000. Knowing individuals rely on the self-serving bias to explain failure, which of the following explanations would an investor be most likely to state after the market imploded in 2000?

- A) The Federal Reserve did all they could.
- B) My broker advised me to pull out, but I was blind.
- C) I really should have seen it coming.
- D) I really should have been diversifying my earnings.
- E) The analysts did not look at the numbers properly.

Answer: <https://biology-forums.com/index.php?topic=494724>

### Question 1080

If a job is highly formalized, it would not include which of the following?

- A) a consistent and uniform output
- B) high employee job discretion
- C) clearly defined procedures on work processes
- D) a large number of organizational rules
- E) explicit job description

Answer: <https://biology-forums.com/index.php?topic=495770>

### Question 1081

Dependency is inversely proportional to \_\_\_\_\_.

- A) the financial resources required to solve a problem
- B) a leader's influence over policy decisions
- C) the type of informational analysis conducted in a situation
- D) the number of alternative sources of a particular resource
- E) the level of an individual's personal power

Answer: <https://biology-forums.com/index.php?topic=495548>

### Question 1082

How would you compare the MBTI to the Big Five Personality Model? Which one is most accepted by researchers and why?

Answer: <https://biology-forums.com/index.php?topic=494687>

### Question 1083

The process through which employees are adapted to an organization's culture is called \_\_\_\_\_.

- A) personalization
- B) institutionalization
- C) intimidation
- D) mentoring
- E) socialization

Answer: <https://biology-forums.com/index.php?topic=495887>

### Question 1084

Your supervisor arranges for you to become involved in an apprenticeship program to learn the ins and outs of your job from an experienced employee. What effect is this apprenticeship program likely to have on your assimilation into the company?

- A) It is likely to have a negative effect, because serial and random socialization processes only benefit employees at later stages in their tenure with an organization.
- B) It is likely to have an insignificant effect, because serial socialization is not correlated with helping employees to adjust to a company's values and norms.
- C) It is likely to have a positive effect, because random socialization is most critical at the time of an employee's entry into an organization.
- D) It is likely to have a positive effect, because serial socialization works more effectively than random socialization in helping new employees to accept a company's culture.
- E) It is likely to have a negative effect, because random socialization works more effectively than serial socialization in helping new employees to adjust to a company's culture.

Answer: <https://biology-forums.com/index.php?topic=495969>

### Question 1085

According to Festinger, people seek consistency among their attitudes and their behaviors.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494431>

### Question 1086

Which of the following qualities is not found in work groups?

- A) enthusiasm
- B) synergy
- C) objectives
- D) security
- E) energy

Answer: <https://biology-forums.com/index.php?topic=495171>

### Question 1087

If an employee expresses organizationally desired emotions during interpersonal transactions, the employee is performing emotional labor.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494581>

### Question 1088

Which of the following is likely to generate the least innovative alternatives?

- A) nominal group technique
- B) face-to-face interacting groups
- C) Delphi technique
- D) brainstorming
- E) electronic meeting

Answer: <https://biology-forums.com/index.php?topic=495116>

### Question 1089

Outline the relationship between job enrichment, and the importance of social and physical context of work. What patterns do you discern between the two?

Answer: <https://biology-forums.com/index.php?topic=495045>

### Question 1090

Which of the following is not a dimension of intellectual ability?

- A) perceptual speed
- B) spatial visualization
- C) memory
- D) social aptitude
- E) number aptitude

Answer: <https://biology-forums.com/index.php?topic=494290>

### Question 1091

Which of the following personality types is generally recognized as the best type of distributive negotiator?

- A) agreeable introvert
- B) disagreeable introvert
- C) agreeable extrovert
- D) disagreeable extrovert
- E) personality does not affect negotiating

Answer: <https://biology-forums.com/index.php?topic=495691>

### Question 1092

In one study of the grapevine, it was found that only \_\_\_\_\_ percent of the executives participated by passing the information on to more than one other person.

- A) 10
- B) 15
- C) 20
- D) 25
- E) 30

Answer: <https://biology-forums.com/index.php?topic=495327>

### Question 1093

Over the past 50 years the earnings gap between Whites and other racial and ethnic groups has decreased significantly.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494315>

### Question 1094

Most people assume that a police officer should behave in a lawful manner, not show any favoritism to any particular group, and do their best to uphold the law. What term is used for this kind of belief?

- A) a role expectation
- B) a norm
- C) a norm identity
- D) a role perception
- E) a norm violation

Answer: <https://biology-forums.com/index.php?topic=495077>

### Question 1095

Power does not require goal compatibility, merely \_\_\_\_\_.

- A) communication

- B) understanding
- C) dependence
- D) reliance
- E) confidence

Answer: <https://biology-forums.com/index.php?topic=495527>

### Question 1096

What did the passage of the Americans with Disabilities Act (ADA) require employers to do?

- A) include mental illness in health insurance policies
- B) comprise 2% of the workforce with disabled individuals
- C) allow lower performance expectations for disabled individuals
- D) make the workplace accessible to disabled individuals
- E) provide sensitivity training about disabled individuals

Answer: <https://biology-forums.com/index.php?topic=494278>

### Question 1097

According to status characteristics theory, which of the following does not determine status?

- A) contribution to goals
- B) personality
- C) conformity
- D) power
- E) talent

Answer: <https://biology-forums.com/index.php?topic=495096>

### Question 1098

Culture creation occurs in all of the following ways except when \_\_\_\_\_.

- A) founders hire and keep employees who think and feel the way they do
- B) founders refuse to be constrained by previous ideologies
- C) founders' behavior acts as a role model
- D) founders indoctrinate and socialize employees to their way of thinking and feeling
- E) founders develop their vision covertly

Answer: <https://biology-forums.com/index.php?topic=495882>

### Question 1099

Technology-based communication, like electronic mail, is the least rich form of written communication.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495377>

### Question 1100

Actively and constructively attempting to improve conditions is expressing dissatisfaction through loyalty.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494453>

### Question 1101

When Phineas Gage had an iron bar driven through his brain he \_\_\_\_\_.

- A) became uncontrollably violent
- B) lost the ability to encode new memories
- C) died immediately
- D) lost the ability to experience emotions
- E) became much less intelligent

Answer: <https://biology-forums.com/index.php?topic=494514>

### Question 1102

What is the goal of assessing a potential employee's GMA using tests such as the Wonderlic Personnel Tests, and is the testing a legitimate factor in achieving this goal?

Answer: <https://biology-forums.com/index.php?topic=494358>

### Question 1103

All of the following are examples of downward communication flows except \_\_\_\_\_.

- A) employees completing attitude surveys
- B) managers assigning goals
- C) managers pointing out problems that need attention
- D) managers informing employees of procedures
- E) managers telling employees to work more quickly

Answer: <https://biology-forums.com/index.php?topic=495309>

### Question 1104

Terry has been told that he is a final candidate for a job, he merely has to submit a urine sample for a drug test. Terry is indignant and feels that the request is a violation of his rights. Which of the following statements is not true about Terry's situation?

- A) Terry won't have any problems if he has only consumed alcohol.
- B) The supreme court does not support Terry's view on drug testing.
- C) Drug testing is expensive, so the company must value Terry as a candidate.
- D) Drug testing is not going away and Terry should accept it.
- E) Terry can 'fake' the drug test if he has only smoked marijuana.

Answer: <https://biology-forums.com/index.php?topic=496008>

### Question 1105

A(n) \_\_\_\_\_ communication network occurs when a checkout clerk reports to a department manager, who in turn reports to a store manager, who reports to a regional manager.

- A) chain
- B) all-channel
- C) direct
- D) horizontal
- E) vertical

Answer: <https://biology-forums.com/index.php?topic=495321>

### Question 1106

Who proposed that intentions to work toward a goal are a major source of work motivation?

- A) Abraham Maslow
- B) Jake Herzberg
- C) Douglas Surber
- D) Edwin Locke
- E) Stephen McClelland

Answer: <https://biology-forums.com/index.php?topic=494860>

### Question 1107

According to LMX theory, which of the following employees is likely to be included in the out-group?

- A) Jennifer only
- B) Rebecca only
- C) Sarah and Joe only
- D) Sarah and Jennifer only
- E) Sarah, Joe, Sally, and John only

Answer: <https://biology-forums.com/index.php?topic=495462>

### Question 1108

Discuss whether employee satisfaction is related to positive customer outcomes.

Answer: <https://biology-forums.com/index.php?topic=494492>

### Question 1109

In Japan, a person that smiles all the time is considered to be less intelligent. This is an example of how \_\_\_\_\_.

- A) emotional norms of expression differ across cultures
- B) emotional use in the workplace differs across cultures
- C) positive affect differs across cultures
- D) experience of emotional intensity differs across cultures
- E) workplace deviant behavior differs across cultures

Answer: <https://biology-forums.com/index.php?topic=494564>

### Question 1110

Which of the following statements about the determinants of personality is true?

- A) Personality appears to be a result of only hereditary factors.
- B) Personality appears to be a result of external factors.
- C) Personality appears to be a result of both hereditary and environmental factors.
- D) Personality appears to be a result of only environmental factors.
- E) Personality appears to have no determinants.

Answer: <https://biology-forums.com/index.php?topic=494608>

### Question 1111

Helen is an office worker who processes health insurance forms. She has worked at her present job for three years. Initially she was criticized by her supervisor for sloppy work, but in the months after that improved considerably. Now she consistently processes her forms without errors and above quota. However, she has found her supervisor has not responded to the extra effort she puts in, giving her no praise and no financial reward. Helen will most likely perceive that there is a problem in which of the following relationships?

- A) effort-performance
- B) performance-reward
- C) rewards-effort
- D) performance-achievement
- E) rewards-personal goals

Answer: <https://biology-forums.com/index.php?topic=494897>

### Question 1112

Tim is Javier's manager at an engineering firm. Tim expects Javier to report to him daily with the status of a very important project. Javier is bothered by the amount of time that the daily report takes away from his actual work, but he complies to the expectation and everyday, for five days, sends a one page report to Tim detailing what he has done. At the end of the fifth day, Tim has not replied to Javier's e-mails confirming receipt, nor given any feedback. What can you expect to happen due to the breakdown of the psychological contract?

- A) Javier will continue to send the long reports.
- B) Javier will send fewer or smaller reports.
- C) Tim will fire Javier for failing to comply.
- D) Javier will report Tim to upper management.
- E) Javier will abandon the project.

Answer: <https://biology-forums.com/index.php?topic=495079>

### Question 1113

Define the initial selection stage. Name and describe two substantive selection techniques that you would use to select an employee for a job that requires a high security clearance.

Answer: <https://biology-forums.com/index.php?topic=496088>

### Question 1114

There is an ongoing shift in the diversification of the white male managerial workforce.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494316>

### Question 1115

The time when a new employee sees what the organization is really like and realizes that expectations and reality may diverge is called the \_\_\_\_\_ stage.

- A) exploration
- B) metamorphosis
- C) mirroring
- D) establishment
- E) encounter

Answer: <https://biology-forums.com/index.php?topic=495893>

### Question 1116

Ana's parents paid her an allowance every week to feed the cats and a few other chores around the house. When Ana's mom lost her job her parents were no longer able to pay her an allowance. Although Ana quit making her bed every morning, she still fed the cats as soon as she woke up. Which of the following best explains Ana's behavior?

- A) Without the extrinsic reward the task relies on an internal motivation.



- B) Without the extrinsic reward the task itself is eliminated.
- C) Without the intrinsic reward the task relies on an external motivation.
- D) With the intrinsic reward the task relies on an external motivation.
- E) With the extrinsic reward the task relies on an internal motivation.

Answer: <https://biology-forums.com/index.php?topic=494851>

### Question 1117

Which of the following is not a result of silence as a communication barrier?

- A) Silent employees have stress.
- B) Problems will not escalate.
- C) Management can not react to problems.
- D) Problems remain ongoing.
- E) Managers lack information.

Answer: <https://biology-forums.com/index.php?topic=495356>

### Question 1118

Hubert wants to expand his import business to Malaysia. Knowing that Malaysia ranked higher than any other country in power distance in Hofstede's cultural values study, which of the following is most likely true about what Hubert will discover when visiting potential business partners?

- A) Employees enjoy high benefits and equality.
- B) Most of the businesses are run by women.
- C) Employees are fairly compensated.
- D) Employee work conditions are poor.
- E) Management socializes with staff.

Answer: <https://biology-forums.com/index.php?topic=494672>

### Question 1119

Nikhil is a design manager for a production company. He independently assigns teams, chooses projects, researches trends, and is able to work from home two to three days a week. He provides a status report to the design director once a month. Based on this description, it's safe to say that Nikhil's job is high in which job characteristic?

- A) feedback
- B) skill variety
- C) autonomy
- D) task significance
- E) task identity

Answer: <https://biology-forums.com/index.php?topic=494950>

### Question 1120

The success of a merger depends most strongly upon the example set by the top management of the merged organizations.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495944>

### Question 1121

Gerardo believes that every time he picks up a penny he is blessed with good fortune, since the last time he picked up a penny he had a lottery win, and the time before that he got a big bonus at work. Gerardo's perception is likely a product of a(n) \_\_\_\_\_.

- A) self-serving bias
- B) high-positive affect
- C) emotional dimensions
- D) affect intensity
- E) illusory correlation

Answer: <https://biology-forums.com/index.php?topic=494522>

### Question 1122

If an employee is considering sharing a new creative idea with a supervisor, which of the following would most help to support the employee's level of trust in making the decision to share her idea?

- A) The supervisor has demonstrated himself to be an effective problem solver.
- B) The supervisor has a track record of giving employees credit for their contributions.
- C) The supervisor is working under a stable, long-term contract with the organization.
- D) The employee has had strong performance appraisals from other supervisors in the past.
- E) The employee is working under a short-term contract with the organization.

Answer: <https://biology-forums.com/index.php?topic=495451>

### Question 1123

What is sexual harassment? Define the role of power and dependency in cases of sexual harassment.

Answer: <https://biology-forums.com/index.php?topic=495626>

### Question 1124

According to the Ohio State studies, the extent to which a leader is likely to have job relationships characterized by mutual trust and respect for his/her employees is \_\_\_\_\_.

- A) LPC
- B) matrix
- C) consensus-building
- D) maximization
- E) consideration

Answer: <https://biology-forums.com/index.php?topic=495420>

### Question 1125

What are some special challenges that virtual teams face? For virtual teams to be effective, what should management ensure?

Answer: <https://biology-forums.com/index.php?topic=495284>

### Question 1126

Jasmine is trying to gain control of her department. Although she will be greatly compensated if she achieves this aim and will gain control over many subordinates, the main reason she is pursuing this position is that she thinks she can do the job better than her predecessors and wants people to know that this is so. What need would McClelland say primarily drives Jasmine in this case?

- A) the need for influence
- B) the need for power
- C) the need for control
- D) the need for attainment
- E) the need for achievement

Answer: <https://biology-forums.com/index.php?topic=494845>

### Question 1127

Static strength is the ability to exert force against external objects.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494345>

### Question 1128

In what sort of companies is gainsharing most popular?

- A) small, non-unionized manufacturing companies
- B) large manufacturing companies
- C) large service organizations
- D) non-profit organizations
- E) small, privately-held companies

Answer: <https://biology-forums.com/index.php?topic=494992>

### Question 1129

A local government work crew cleans up parks and other public spaces. In this crew the dirtiest jobs are generally given to the newest members, while the more senior members of the crew tend to do little except draw their pay. What is the class of norms that encompasses arrangements like this?

- A) resource allocation
- B) financial rewards
- C) appearance
- D) confluence
- E) performance.

Answer: <https://biology-forums.com/index.php?topic=495087>

### Question 1130

Why are flexible benefit plans consistent with expectancy theory's thesis?

- A) Organizational rewards should be linked to each individual employee's goals.

- B) The motivation to gain extra benefits promotes productivity.
- C) They provide a suite of tangible rewards that can be offered as motivation.
- D) They make employment at firms providing such programs more attractive.
- E) They allow organizations to minimize costs associated with benefits.

Answer: <https://biology-forums.com/index.php?topic=494996>

### Question 1131

Personal characteristics that are objective and easily obtained from personnel records (such as age, sex, and length of tenure) are called biographical characteristics.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494323>

### Question 1132

Individuals with different backgrounds in an organization will tend to describe the organization's culture in similar terms.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495941>

### Question 1133

Statistics show that 50% of high school graduates in the U.S. don't possess adequate \_\_\_\_\_ skills to perform with maximum productivity in today's demanding work place.

- A) social
- B) interpersonal
- C) literacy
- D) problem solving
- E) technical

Answer: <https://biology-forums.com/index.php?topic=496011>

### Question 1134

\_\_\_\_\_ intervene(s) between people's perceptions and their overt behavior.

- A) Attributions
- B) Attitudes
- C) Intuition
- D) Cognition
- E) Intention

Answer: <https://biology-forums.com/index.php?topic=495656>

### Question 1135

Joe misses the one o'clock meeting because he misunderstood which meeting Mary was referring to. Joe forgot to ask Mary to clarify which meeting she meant. Joe's misunderstanding therefore occurred due to a lack of \_\_\_\_\_.

- A) encoding
- B) decoding
- C) feedback
- D) channel
- E) noise

Answer: <https://biology-forums.com/index.php?topic=495383>

### Question 1136

Which of the following is not considered a major job attitude by OB researchers?

- A) organizational commitment
- B) positive personality
- C) job involvement
- D) job satisfaction
- E) employee engagement

Answer: <https://biology-forums.com/index.php?topic=494394>

### Question 1137

What is participative management? Give some examples of its use in organizations.

Answer: <https://biology-forums.com/index.php?topic=495046>

### Question 1138

People giving different responses to identical emotion-provoking stimuli is a result of \_\_\_\_\_.

- A) consensus
- B) intensity
- C) personality
- D) consistency
- E) pervasiveness

Answer: <https://biology-forums.com/index.php?topic=494516>

### Question 1139

\_\_\_\_\_ power is generally related to an individual's unique characteristics.

- A) Legitimate
- B) Reward
- C) Idiosyncratic
- D) Personal
- E) Expert

Answer: <https://biology-forums.com/index.php?topic=495541>

### Question 1140

James is a salaried employee whose job is to proofread legal documents. He discovers that he is paid substantially more than his colleagues, even though their jobs and performances are very similar. What is likely to be his reaction to this discovery according to equity theory?

- A) The quantity of documents he proofreads will decrease.
- B) He will begin to look for a position outside of the company.
- C) The quality of documents he proofreads will decrease.
- D) He will seek a position within the company commensurate with his pay.
- E) The quantity and/or the quality of documents he proofreads will increase.

Answer: <https://biology-forums.com/index.php?topic=494887>

### Question 1141

When a manager is evaluated on the cost per unit of production in his or her department, the evaluation criterion being used is behaviors.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=496066>

### Question 1142

An organization's \_\_\_\_\_ refers to the way in which it transfers its inputs into outputs.

- A) technology
- B) environment
- C) imitation
- D) profits
- E) strategy

Answer: <https://biology-forums.com/index.php?topic=495800>

### Question 1143

Which of the following is not an organizational constraint to decision making?

- A) formal regulations
- B) personality
- C) reward systems
- D) performance evaluations
- E) system-imposed time constraints

Answer: <https://biology-forums.com/index.php?topic=494777>

### Question 1144

Which of the following statements most accurately describes interest groups?

- A) They are formed because of some common objective.
- B) They develop because individual members have one or more common characteristics.
- C) They are likely to involve great social conflict.
- D) They are longer lasting than friendship groups.
- E) They are governed by labor laws.

Answer: <https://biology-forums.com/index.php?topic=495061>

### Question 1145

Which of the following is an example of deep acting?

- A) David invites a co-worker that he doesn't like to lunch in the hopes of getting to know him better.
- B) Liz is worried about her sick dog, but makes her morning sales calls with a smile.
- C) Javier is angry at his boss so he calls in sick on Friday, the day the project is due, to get back at him.
- D) Andy tells his employee that he isn't doing a good job and that he needs to shape up.
- E) Sonora smiles at her cubicle neighbor when she walks by even though her behavior annoys her.

Answer: <https://biology-forums.com/index.php?topic=494535>

### Question 1146

You should expect that the faculty member from \_\_\_\_\_ will probably contribute information about large-scale group behavior.

- A) anthropology
- B) social psychology
- C) industrial engineering
- D) psychology
- E) sociology

Answer: <https://biology-forums.com/index.php?topic=494233>

### Question 1147

The majority of women say \_\_\_\_\_ date a co-worker.

- A) they aren't sure they would
- B) they already
- C) yes they would
- D) no one should
- E) no they wouldn't

Answer: <https://biology-forums.com/index.php?topic=494562>

### Question 1148

The regular distribution of lollipops, toys, or treats every Friday is an example of a \_\_\_\_\_ that helps reinforce Nunya's culture.

- A) tool
- B) story
- C) symbolism
- D) ritual
- E) material symbol

Answer: <https://biology-forums.com/index.php?topic=495971>

### Question 1149

The JCM model consists of task significance, feedback, meaningfulness, and autonomy.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495011>

### Question 1150

What is the term used for a pay plan where pay levels are based on how many skills employees have or how many jobs they can do?

- A) gainsharing
- B) a variable pay plan
- C) ESOP
- D) skill-based pay
- E) flexible pay

Answer: <https://biology-forums.com/index.php?topic=494986>

### Question 1151

A discrepancy between the current state of affairs and some desired state is a \_\_\_\_\_.

- A) problem
- B) stereotype
- C) decision
- D) self-fulfilling prophecy
- E) expectation

Answer: <https://biology-forums.com/index.php?topic=494739>

### Question 1152

Mrs. Jonas is likely experiencing \_\_\_\_\_.

- A) uncertainty avoidance
- B) social pressure
- C) cognitive dissonance
- D) ethical evasion
- E) unresolved anger

Answer: <https://biology-forums.com/index.php?topic=494378>

### Question 1153

Alpha wants to bring in a neutral third party who will facilitate a negotiated solution by using reasoning, persuasion, suggesting alternatives, and the like. This person is a(n) \_\_\_\_\_.

- A) mediator
- B) consultant
- C) officiant
- D) conciliator
- E) arbitrator

Answer: <https://biology-forums.com/index.php?topic=495727>

### Question 1154

Studies indicate that which of the following tends to decrease with increased tenure?

- A) productivity
- B) raises and promotion
- C) absenteeism
- D) job satisfaction
- E) efficiency

Answer: <https://biology-forums.com/index.php?topic=494282>

### Question 1155

One reason to consider graphic rating scales is \_\_\_\_\_.

- A) their breadth of information
- B) their accuracy
- C) the quality of their results
- D) their usability in quantitative analysis
- E) their reliability

Answer: <https://biology-forums.com/index.php?topic=496041>

### Question 1156

Which of the following types of power requires acceptance of the leader's authority by members of the organization?

- A) positional
- B) balanced
- C) organizational
- D) legitimate
- E) personal

Answer: <https://biology-forums.com/index.php?topic=495539>

### Question 1157

Outline and discuss the conflict process.

Answer: <https://biology-forums.com/index.php?topic=495744>

### Question 1158

Discuss four ways to reduce misinterpretations when communicating with people from a different culture.

Answer: <https://biology-forums.com/index.php?topic=495404>

### Question 1159

Unlike leadership research, research on power tends to focus on \_\_\_\_\_.

- A) strategies for goal attainment

- B) the administration of rewards
- C) individual styles in using power
- D) tactics for gaining compliance
- E) the effective use of threats

Answer: <https://biology-forums.com/index.php?topic=495531>

### Question 1160

According to Festinger, people seek consistency among their attitudes.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494430>

### Question 1161

Moods are feelings that tend to be less intense than emotions.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494566>

### Question 1162

Elvira wants to hire three new customer service representatives. She is considering using a measure of EI to help select her new employees. Explain what EI is and how it could be useful for Elvira for the jobs that she's hiring for, and the reasons why she should not depend entirely on the EI measures for her selection.

Answer: <https://biology-forums.com/index.php?topic=494601>

### Question 1163

Emotions that are organizationally required and considered appropriate in a given job are termed displayed emotions.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494582>

### Question 1164

Based on the contingency theory, if the leadership style does not match the situation, you should \_\_\_\_\_.

- A) change the leader to fit the situation
- B) change the situation to fit the leader
- C) retrain the leader in a more appropriate style
- D) either A or B
- E) accept this circumstance as unchangeable

Answer: <https://biology-forums.com/index.php?topic=495433>

### Question 1165

The categories of causes or sources of conflict include all of the following except \_\_\_\_\_.

- A) personal variables
- B) structure
- C) communication
- D) group interaction
- E) All of the above are causes or sources of conflict.

Answer: <https://biology-forums.com/index.php?topic=495651>

### Question 1166

Which of the following is not a type of background check commonly used by employers?

- A) letter of recommendation
- B) phone interview of former employer
- C) criminal record check
- D) credit history check
- E) intelligence test

Answer: <https://biology-forums.com/index.php?topic=495992>

### Question 1167

Which of the following conflict-handling orientations might involve attempting to find a win-win solution?

- A) compromising
- B) accommodating
- C) mollifying
- D) collaborating
- E) avoiding

Answer: <https://biology-forums.com/index.php?topic=495663>

### Question 1168

The evidence indicates that satisfied employees increase customer satisfaction and loyalty.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494458>

### Question 1169

Most political activities in organizations would be described as \_\_\_\_\_ political behaviors.

- A) professional
- B) functional
- C) effective
- D) illegitimate
- E) legitimate

Answer: <https://biology-forums.com/index.php?topic=495572>

### Question 1170

When a bank robber points a gun at a bank employee, his base of power is \_\_\_\_\_.

- A) punitive
- B) coercive
- C) positional
- D) authoritative
- E) fractional

Answer: <https://biology-forums.com/index.php?topic=495534>

### Question 1171

Jillian is project lead for a team that is writing, programming, testing, and performing quality assurance on a new Spanish language software program. Jillian is in Boston where the developing house is located. Her writers are in Spain. Her programmers are in India. Her testers are in Texas. And her quality assurance team is in Argentina. After given clear specifications, each team has authority to make the necessary decisions to complete their task, or send a task back to another part of the team. Which of the following best describes Jillian's team?

- A) problem-solving face-to-face
- B) cross-functional virtual
- C) problem-solving virtual
- D) self-managed face-to-face
- E) cross-functional face-to-face

Answer: <https://biology-forums.com/index.php?topic=495192>

### Question 1172

Julia, Bree, and David work in different departments but often eat lunch together. They are an example of what type of group?

- A) formal
- B) reactant
- C) informal
- D) task
- E) command

Answer: <https://biology-forums.com/index.php?topic=495058>

### Question 1173

Which of the following is not a management benefit of telecommuting?

- A) decreased office expenditures
- B) improved morale in general
- C) decreased benefits expenses
- D) larger labor pool for recruitment
- E) higher productivity of employees

Answer: <https://biology-forums.com/index.php?topic=494970>



### Question 1174

Effective teams have confidence in themselves and believe they can succeed. This confidence is termed \_\_\_\_\_.

- A) goal congruence
- B) social facilitation
- C) team efficacy
- D) social loafing
- E) self serving bias

Answer: <https://biology-forums.com/index.php?topic=495221>

### Question 1175

The selection process helps sustain the organization's culture by \_\_\_\_\_.

- A) establishing and enforcing norms
- B) identifying individuals who have the skills to perform certain jobs
- C) socializing the applicant
- D) ensuring that candidates fit well within the organization
- E) rewarding conformity

Answer: <https://biology-forums.com/index.php?topic=495884>

### Question 1176

Piece-rate wages are a traditional form of variable pay compensation.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495025>

### Question 1177

Which of the following is not a way in which extroverts excel?

- A) They have high interpersonal job performance.
- B) They are prone to impulsive behavior.
- C) They are strong, assertive leaders.
- D) They are happier in their jobs and lives.
- E) They experience more positive emotions.

Answer: <https://biology-forums.com/index.php?topic=494624>

### Question 1178

The justice criterion for decision making requires that individuals impose and enforce rules fairly and impartially so there is an equitable distribution of benefits and costs.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494810>

### Question 1179

Employee involvement programs could provide employees with intrinsic motivation by increasing opportunities for growth and responsibility.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495023>

### Question 1180

The dress code worn by Nunya employees is an example of a \_\_\_\_\_ through which organization culture is transmitted.

- A) ritual
- B) symbolic act
- C) material symbol
- D) tool
- E) story

Answer: <https://biology-forums.com/index.php?topic=495972>

### Question 1181

Describe the three common organizational designs: simple structure, bureaucracy, and matrix structure.

Answer: <https://biology-forums.com/index.php?topic=495853>

### Question 1182

Your \_\_\_\_\_ determines the lowest value acceptable to you for a negotiated agreement.

- A) hidden value
- B) margin of error
- C) BATNA
- D) bid price
- E) asking price

Answer: <https://biology-forums.com/index.php?topic=495684>

### Question 1183

Individuals use conformity to manipulate the impressions that others hold of them.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495600>

### Question 1184

According to a recent poll, people are getting \_\_\_\_\_ sleep than they did in the past.

- A) more
- B) deeper
- C) lighter
- D) less
- E) higher quality

Answer: <https://biology-forums.com/index.php?topic=494526>

### Question 1185

The approach that compares each employee with every other employee and rates each as either the superior or weaker member of the pair is called group order ranking.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=496070>

### Question 1186

The idea of what a person would like to achieve out of a negotiation is called the \_\_\_\_\_.

- A) target point
- B) resistance point
- C) distribution
- D) fixed point
- E) bargaining point

Answer: <https://biology-forums.com/index.php?topic=495679>

### Question 1187

Communication messages that are passed through a great many people will most likely suffer from which of the following?

- A) decoding
- B) lack of non-verbal cues
- C) formal communication decay
- D) distortion
- E) disruption

Answer: <https://biology-forums.com/index.php?topic=495312>

### Question 1188

Describe the five common forms of departmentalization, or ways that an organization can group activities. Give an example of each.

Answer: <https://biology-forums.com/index.php?topic=495851>

### Question 1189

Which of the following would be least likely to pose a barrier to cross-cultural communications?

- A) tolerance of conflict
- B) political correctness
- C) word connotations

- D) semantics
- E) tone differences

Answer: <https://biology-forums.com/index.php?topic=495361>

### Question 1190

Harriet has been charged with the task of evaluating two employees for possible promotions. She is interested in learning which employee has the most effective leadership skills. One of the employees is assigned to Team B, and the other is assigned to Team C. Which network structure should Harriet choose for these teams if she wishes to place the two employees in clear leadership positions on the teams?

- A) concentric
- B) wheel
- C) diverse
- D) all-channel
- E) chain

Answer: <https://biology-forums.com/index.php?topic=495385>

### Question 1191

Gene is regarded by his peers as an extremely creative designer of watercraft. He attributes much of his success to his family: he was raised by a traditional boat builder and from a very early age was surrounded by boats and the people who made them. To what element of the three-component model of creativity does Gene attribute his success?

- A) task motivation
- B) intuitiveness
- C) creativity skills
- D) insight
- E) expertise

Answer: <https://biology-forums.com/index.php?topic=494785>

### Question 1192

The power tactic of using flattery and creating goodwill before making a request is known as \_\_\_\_\_.

- A) ingratiation
- B) motivational appeal
- C) inspirational appeal
- D) affective appeal
- E) exchange

Answer: <https://biology-forums.com/index.php?topic=495558>

### Question 1193

What is an argument against drug testing?

- A) Drug tests are costly in terms of people's safety.
- B) The results of drug tests are easily faked.
- C) Drug tests are generally inaccurate.
- D) Drug use is a private matter.
- E) Drug tests screen out individuals who use marijuana and alcohol.

Answer: <https://biology-forums.com/index.php?topic=496007>

### Question 1194

What does MBO provide for the individual employee?

- A) clear direction and purpose
- B) specific personal performance objectives
- C) precise job descriptions
- D) higher salaries
- E) explicit task objectives.

Answer: <https://biology-forums.com/index.php?topic=494867>

### Question 1195

During which phase of the negotiation process do the parties exchange their initial proposals or demands?

- A) definition of ground rules
- B) bargaining and problem-solving
- C) clarification and justification
- D) integration of preferences
- E) opening and initiating

Answer: <https://biology-forums.com/index.php?topic=495685>

### Question 1196

Joan, your director of accounting, has created a team of seven employees from the accounts payable department who meet for three hours a week to discuss ways of improving quality, efficiency and the work environment. This is an example of a \_\_\_\_\_ team.

- A) self-managed
- B) virtual
- C) problem-solving
- D) cross-functional
- E) task-resolution

Answer: <https://biology-forums.com/index.php?topic=495264>

### Question 1197

Describe the role of assessment centers in the employee selection process.

Answer: <https://biology-forums.com/index.php?topic=496092>

### Question 1198

Which of the following is not an advantage that virtual organizations have over the common organization structures?

- A) decreases costs
- B) minimizes bureaucratic overhead
- C) uses the best talent for each project
- D) decreases flexibility of the project
- E) lessens long-term risks associated with investment

Answer: <https://biology-forums.com/index.php?topic=495788>

### Question 1199

Which of the following is not a strategy to reduce the negative impact of the post-downsizing environment?

- A) provision of post-downsizing assistance
- B) early discussion of downsizing with employees
- C) employee participation in the downsizing process
- D) investment in high-involvement work practices
- E) removal of vertical boundaries

Answer: <https://biology-forums.com/index.php?topic=495794>

### Question 1200

What is the name of the theory that has demonstrated that employees react emotionally to things that happen to them at work and that this reaction influences their job performance and satisfaction?

- A) the theory of planned behavior
- B) cognitive dissonance theory
- C) psychoanalytic theory
- D) affective events theory
- E) the actor/observer bias

Answer: <https://biology-forums.com/index.php?topic=494543>

### Question 1201

Organizational commitment is a more global response to the organization than is job satisfaction.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494444>

### Question 1202

How would someone who is described as an ESTJ on the Myers-Briggs Type Indicator best be described?

- A) as a visionary
- B) as a leader
- C) as an innovator
- D) as an organizer
- E) as a conceptualizer

Answer: <https://biology-forums.com/index.php?topic=494615>

### Question 1203

Which of the following is not true concerning cultural influences impacting emotions?

- A) Recognition of some emotions does not appear to generalize across cultures.
- B) People from collectivistic cultures are more likely to interpret the emotions in a target person's facial expressions by examining the social context.
- C) Foreigners are sometimes better at recognizing emotions among the citizens in their adopted country than its citizens are.
- D) Subjects from individualistic cultures, such as the United States, interpret an individual's emotion by focusing on the person.
- E) Proud facial expressions are accurately recognized across many cultures.

Answer: <https://biology-forums.com/index.php?topic=494531>

### Question 1204

The grapevine is perceived by most employees as being more believable and reliable than formal communiqués issued by management.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495374>

### Question 1205

Darius is a training manager for a large retail clothing store. He is organizing a leadership development institute for the company's top executives. Though there are 35 executives who might potentially benefit from the training, the institute can only accommodate 20 participants. Which of the following participants should Darius invite to attend in order to be sure to maximize the success of the training?

- A) leaders who are high self-monitors
- B) front-line managers in retail stores
- C) executives who manage the distribution division
- D) individuals who have taken the Myers-Briggs test
- E) supervisors from collectivist cultures

Answer: <https://biology-forums.com/index.php?topic=495454>

### Question 1206

Which of the following is not a company consideration to help employees address work-life conflicts?

- A) tie manager pay to customer satisfaction
- B) reducing workloads
- C) offering on-site quality child-care
- D) employee participation evaluation
- E) keeping work-related travel reasonable

Answer: <https://biology-forums.com/index.php?topic=496052>

### Question 1207

Which one of the following problems is most likely to occur in a matrix structure?

- A) increases in groupthink
- B) decreased response to environmental change
- C) decreased employee motivation
- D) employees receiving conflicting directives
- E) loss of economies of scale

Answer: <https://biology-forums.com/index.php?topic=495785>

### Question 1208

Irma does not like a few of the standard operating procedures adapted for the new project. However, she discussed the items with the team and told them that she realized she was in the minority and that she would adapt the new procedures to maintain smooth operations within the team. This type of intention is called \_\_\_\_\_.

- A) collaborating
- B) accommodating
- C) compromising
- D) competing
- E) sacrificing

Answer: <https://biology-forums.com/index.php?topic=495665>

### Question 1209

Performance evaluations today are generally based on which three types of behavior?

- A) leadership, training, efficiency
- B) productivity, efficiency, absenteeism

- C) task performance, citizenship, counterproductivity
- D) citizenship, counterproductivity, personality
- E) task performance, productivity, tenure

Answer: <https://biology-forums.com/index.php?topic=496030>

### Question 1210

Because he has an internationally based team, Leo and the team do most of their business communications via e-mail. Which of the following represents what is least likely to be true of Leo's experience working with the team in an online environment?

- A) Team members tend to have high levels of identification-based trust.
- B) Leo uses written communication to reinforce what he conveys to team members verbally.
- C) Leo relies heavily on his written skills to communicate support and inspiration.
- D) Team members must be particularly adept at reading emotions in others' messages
- E) Negotiations between team members sometimes stall due to lack of trust.

Answer: <https://biology-forums.com/index.php?topic=495463>

### Question 1211

Which of the following is not a way in which negative emotions contribute to increased injuries at work?

- A) Scared employees panic in threatening situations.
- B) Pessimistic employees disregard safety rules.
- C) Negative employees are distracted and careless.
- D) Anxious employees cope poorly with hazards.
- E) Deviant employees spend time surfing the Internet.

Answer: <https://biology-forums.com/index.php?topic=494560>

### Question 1212

Which of the following statements is true about the term "ability," as it is used in the field of organizational behavior?

- A) It refers to an individual's willingness to perform various tasks.
- B) It is a prediction of future aptitude based on current attitudes.
- C) It is a current assessment of what an individual can do.
- D) It refers exclusively to physical skills.
- E) It refers exclusively to intellectual skills.

Answer: <https://biology-forums.com/index.php?topic=494289>

### Question 1213

Studies regarding the Fiedler model have shown that respondents' questionnaire scores tend to be relatively stable.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495492>

### Question 1214

What are the key dimensions to any organization's environment?

- A) stable, abundant, and simple
- B) innovative, cost-cutting, and imitation
- C) specialization, departmentalization, centralization
- D) complex, scarce, and dynamic
- E) complexity, volatility, and capacity

Answer: <https://biology-forums.com/index.php?topic=495805>

### Question 1215

A strategy that emphasizes the introduction of major new products and services is a(n) \_\_\_\_\_ strategy.

- A) progressive
- B) innovation
- C) matrix
- D) organic
- E) enhancement

Answer: <https://biology-forums.com/index.php?topic=495801>

### Question 1216

Jobs that are high on motivating potential must be high on at least one of the three factors that lead to experienced meaningfulness, and they must be high on both autonomy and feedback.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495013>

### Question 1217

When managers initiate and oversee new projects that will improve their organization's performance, they are acting in the capacity of an entrepreneur, which is an example of an informational role.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494210>

### Question 1218

An informal communication network is typically called a \_\_\_\_\_.

- A) grapevine
- B) chain
- C) free acting system
- D) contextual system
- E) gossip monger

Answer: <https://biology-forums.com/index.php?topic=495325>

### Question 1219

Equity theory proposes that equity tension is the negative tension state which provides the motivation to do something to correct it.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494915>

### Question 1220

Which of the following values would be most likely to be considered a terminal value by Rokeach?

- A) helpfulness
- B) self-control
- C) a sense of accomplishment
- D) ambition
- E) broad-mindedness

Answer: <https://biology-forums.com/index.php?topic=494646>

### Question 1221

The emotional, or feeling component of a person's attitude is called \_\_\_\_\_.

- A) the behavior component
- B) a complex attitude
- C) complex understanding
- D) the affective component
- E) the cognitive component

Answer: <https://biology-forums.com/index.php?topic=494366>

### Question 1222

If there is low formalization, a comprehensive information network, and high participation in decision making, one would expect a(n) \_\_\_\_\_ structure.

- A) organic
- B) simple
- C) matrix
- D) stable
- E) mechanistic

Answer: <https://biology-forums.com/index.php?topic=495796>

### Question 1223

Utilitarianism dominates business decision making.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494809>

### Question 1224

The two dimensions of leadership behavior explained in the Ohio State studies are \_\_\_\_\_.

- A) operant conditioning and classical conditioning
- B) concern for people and concern for production
- C) initiating structure and consideration
- D) coercion and motivation
- E) employee-oriented and production-oriented

Answer: <https://biology-forums.com/index.php?topic=495418>

### Question 1225

Which of the following is not a general perception that the international business community has of U.S. managers?

- A) arrogant
- B) loud
- C) capitalist
- D) self-absorbed
- E) unethical

Answer: <https://biology-forums.com/index.php?topic=495939>

### Question 1226

Kyle runs a dog boarding kennel. He has seven employees that all report directly to him and he makes all the decisions regarding the dogs, accounting, and technology. Which type of organizational structure does Kyle's kennel have?

- A) virtual structure
- B) simple structure
- C) matrix structure
- D) bureaucracy
- E) complex structure

Answer: <https://biology-forums.com/index.php?topic=495775>

### Question 1227

Using covert influence to overcome resistance to change is called \_\_\_\_\_.

- A) education
- B) negotiation
- C) cooptation
- D) manipulation
- E) coercion

Answer: <https://biology-forums.com/index.php?topic=496122>

### Question 1228

Describe and discuss work sample tests and assessment centers and the contexts in which they can be used effectively.

Answer: <https://biology-forums.com/index.php?topic=496103>

### Question 1229

Messages conveyed through body movements and facial expressions are \_\_\_\_\_.

- A) physical characteristics
- B) semantics
- C) kinesics
- D) nonverbal communication
- E) connotations

Answer: <https://biology-forums.com/index.php?topic=495315>

### Question 1230

Critics of EI have criticized it for being poorly defined.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494590>

### Question 1231

What form of electronic communications uses a portable communication device?



- A) instant messaging
- B) blogs
- C) text messaging
- D) e-mail
- E) networking software

Answer: <https://biology-forums.com/index.php?topic=495340>

### Question 1232

In job rotation, the nature of the work performed is changed.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495015>

### Question 1233

Which of the following is most likely to promote the success of mediation?

- A) shared perceptions of the mediator as coercive
- B) high motivation of the disputing parties
- C) high level of conflict intensity
- D) shared perceptions of the mediator as biased
- E) extensive experience of the mediator

Answer: <https://biology-forums.com/index.php?topic=495694>

### Question 1234

Which of the following is not true about electronic meetings?

- A) Money spent is increased.
- B) Member satisfaction is increased
- C) Members speak anonymously.
- D) Problem solving time is reduced.
- E) Group effectiveness is decreased.

Answer: <https://biology-forums.com/index.php?topic=495123>

### Question 1235

\_\_\_\_\_ can be used to increase the perception that employees are treated fairly.

- A) Due process
- B) Selective evaluation
- C) Focusing on subjective evaluations
- D) Multiple raters
- E) Documenting with a journal

Answer: <https://biology-forums.com/index.php?topic=496047>

### Question 1236

Which one of the following characteristics is not necessarily true about groups?

- A) Groups have two or more members.
- B) Group members are interdependent.
- C) Groups have particular objectives.
- D) Groups interact.
- E) Groups have assigned goals.

Answer: <https://biology-forums.com/index.php?topic=495056>

### Question 1237

If an employee expresses organizationally desired emotions during interpersonal transactions, which of the following is being expressed?

- A) deviance
- B) positive affect
- C) emotional labor
- D) emotional intelligence
- E) negative affect

Answer: <https://biology-forums.com/index.php?topic=494532>

### Question 1238

What will happen if group cohesiveness is high and performance norms are low?

- A) Productivity will be high.
  - B) Internal conflict will be low.
  - C) Productivity will be low.
  - D) Internal conflict will be high.
  - E) It will have little effect on internal conflict or productivity.
- Answer: <https://biology-forums.com/index.php?topic=495108>

### Question 1239

- Traditional benefit packages were designed for the typical employee of the 1950s; a stereotype that now fits fewer than 10% of employees.
- A) True
  - B) False
- Answer: <https://biology-forums.com/index.php?topic=495031>

### Question 1240

- New employees are usually comfortable with their organizations by the end of the \_\_\_\_\_ stage of socialization.
- A) metamorphosis
  - B) encounter
  - C) exploration
  - D) establishment
  - E) adaptation
- Answer: <https://biology-forums.com/index.php?topic=495896>

### Question 1241

- Which of the following statements is not true about workforce diversity?
- A) Sexual orientation is a part of workforce diversity.
  - B) Workforce diversity is a global concern.
  - C) Workforce diversity is a concern only in the U.S.
  - D) Managing workforce diversity presents many challenges.
  - E) Workforce diversity focuses on differences within a country.
- Answer: <https://biology-forums.com/index.php?topic=494185>

### Question 1242

- Hersey and Blanchard's leadership theory differs from other leadership theories primarily because it \_\_\_\_\_.
- A) deals strictly and exclusively with contingencies
  - B) focuses on the followers
  - C) holds that leadership style should be dependent on the situation
  - D) is normative
  - E) explores the role of the expectations of the leader for the follower
- Answer: <https://biology-forums.com/index.php?topic=495435>

### Question 1243

- In Fiedler's model, if a respondent describes his or her least preferred co-worker in relatively positive terms, then the respondent is considered to be \_\_\_\_\_.
- A) unrealistic
  - B) relationship-oriented
  - C) consideration-focused
  - D) people-oriented
  - E) consensus-building
- Answer: <https://biology-forums.com/index.php?topic=495428>

### Question 1244

- Carlos is upset because his boss gave him work to finish over the weekend. It is Friday. Which of the following will least help Carlos lift his spirits?
- A) going out to dinner with his friends
  - B) making his Friday night soccer match
  - C) going to the party at his girlfriend's house
  - D) having his card club over for dinner at his house
  - E) playing video games with his friends
- Answer: <https://biology-forums.com/index.php?topic=494525>

### Question 1245

"Dissonance" means \_\_\_\_\_.

- A) resistance
- B) consistency
- C) inconsistency
- D) constance
- E) reactance

Answer: <https://biology-forums.com/index.php?topic=494376>

### Question 1246

Studies show that people who are depressed tend to make poorer decisions than those with a more positive outlook. Why is this thought to be the case?

- A) They rarely weigh up all the options when making a decision.
- B) They avoid stereotyping and other behaviors that allow them to come to a rapid decision.
- C) They tend to put too great a value on their own ability to affect outcomes.
- D) They tend to choose an outcome that will confirm their negative world view.
- E) They search for the perfect solution when rarely is any solution perfect.

Answer: <https://biology-forums.com/index.php?topic=494554>

### Question 1247

When engaging in upward communication an employee should not \_\_\_\_\_.

- A) prepare a speech
- B) reduce distractions
- C) communicate in headlines
- D) prepare an agenda
- E) support ideas with action

Answer: <https://biology-forums.com/index.php?topic=495311>

### Question 1248

Formal channels traditionally follow the \_\_\_\_\_ within an organization.

- A) influence chain
- B) communication chain
- C) transmission chain
- D) social chain
- E) authority chain

Answer: <https://biology-forums.com/index.php?topic=495302>

### Question 1249

Which of the following helps explain the current popularity of teams? Teams \_\_\_\_\_.

- A) are easier to manage
- B) promote socialization and cohesion
- C) greatly increase efficiency
- D) better utilize employee talents
- E) are less expensive

Answer: <https://biology-forums.com/index.php?topic=495167>

### Question 1250

What refers to a positive feeling about a job, resulting from an evaluation of its characteristics?

- A) social investment
- B) job stability
- C) job involvement
- D) organizational commitment
- E) job satisfaction

Answer: <https://biology-forums.com/index.php?topic=494387>

### Question 1251

Experience shows that the greatest value of representative participation is which of the following?

- A) symbolic
- B) increased commitment
- C) increased satisfaction
- D) increased motivation

E) decreased absenteeism

Answer: <https://biology-forums.com/index.php?topic=494980>

### Question 1252

The unbroken line of authority that extends from the top of the organization to the lowest echelon and clarifies who reports to whom is termed \_\_\_\_\_.

- A) span of control.
- B) unity of command
- C) authority
- D) chain of command
- E) web of authority

Answer: <https://biology-forums.com/index.php?topic=495756>

### Question 1253

The step in the action research process where information is gathered about problems, concerns, and needed changes is known as the \_\_\_\_\_ stage.

- A) evaluation
- B) feedback
- C) action
- D) prognosis
- E) diagnosis

Answer: <https://biology-forums.com/index.php?topic=496132>

### Question 1254

Mariana has purchased her paper from Acme Paper Company for years. When she started her business they offered the best paper for the lowest price, and they delivered it to her office with friendly service. Recently Mariana's office manager submitted a report on various prices for paper supply companies in the city. Mariana quickly skimmed the report and saw that Acme was in the same ball park price per ream, although a little more expensive than two of the companies, but they continued to deliver free of charge. Mariana decided to stay with Acme. Her decision was based on \_\_\_\_\_.

- A) anchoring bias
- B) overconfidence bias
- C) confirmation bias
- D) randomness error
- E) availability bias

Answer: <https://biology-forums.com/index.php?topic=494770>

### Question 1255

Why is it important to complement intuition with systematic study in our attempts to understand behavior within organizations?

Answer: <https://biology-forums.com/index.php?topic=494244>

### Question 1256

In assessing intentions, cooperativeness is the degree to which \_\_\_\_\_.

- A) one party can empathize with the other
- B) both parties work toward a common goal
- C) there is an absence of conflict
- D) one party attempts to satisfy the other party's concerns
- E) one party attempts to resolve conflict

Answer: <https://biology-forums.com/index.php?topic=495657>

### Question 1257

Which of the following is a job that does not lend itself to telecommuting?

- A) a telemarketer who uses the phone to contact clients
- B) a writer of copy for an advertising firm
- C) a product support specialist who fields calls from irate customers
- D) a car salesman who demonstrates the features of a new model of car
- E) an attorney who spends most of her time researching on the computer

Answer: <https://biology-forums.com/index.php?topic=494969>

### Question 1258

How do most employees react to job enrichment?

- A) decreased job satisfaction
- B) increased turnover
- C) increased job satisfaction
- D) increased absenteeism
- E) decreased production

Answer: <https://biology-forums.com/index.php?topic=494958>

### Question 1259

John was good with numbers, but he wasn't sure what he wanted to study in college. His senior year in high school he had a math teacher that he thought was awesome. Mr. Roury was the first mathematician that spoke to John on his level and got him really excited about numbers. John joined the Math Club to spend more time with Mr. Roury. John went on to study math and later engineering in college and today tells his kids that he owes his career to Mr. Roury. Mr. Roury exhibited \_\_\_\_\_ power over John.

- A) legitimate
- B) referent
- C) reward
- D) coercive
- E) leadership

Answer: <https://biology-forums.com/index.php?topic=495544>

### Question 1260

A hypothesis that has evolved out of path-goal theory is that directive leadership leads to greater satisfaction when tasks are ambiguous or stressful.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495498>

### Question 1261

Tenure is negatively related to absenteeism.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494337>

### Question 1262

Austin is a graduate student helping to organize a study about individual job satisfaction. The study focuses on the top five reasons that a person is satisfied or dissatisfied in his current job. His department is surveying 200 individuals in 100 different types of organizations. Austin is most likely a graduate student in the department of \_\_\_\_\_.

- A) social psychology
- B) anthropology
- C) political science
- D) archaeology
- E) psychology

Answer: <https://biology-forums.com/index.php?topic=494173>

### Question 1263

Power can be defined as \_\_\_\_\_.

- A) upward influence on one's leaders
- B) downward influence on one's followers
- C) the actualization of the dependency of others
- D) the ability to influence the behavior of others
- E) congruence between the goals of the leader and those being led

Answer: <https://biology-forums.com/index.php?topic=495522>

### Question 1264

Which of the following is an important insight that Affective Events Theory provides?

- A) Surface acting is not an innate behavior, but must be learned, and is emotionally exhausting.
- B) The market does not necessarily financially reward emotional labor, since jobs with low cognitive demands and high emotional labor pay little.
- C) Women are more emotionally expressive than men, they experience emotions more intensely, and they tend to hold onto emotions longer.
- D) Poor sleep impairs job satisfaction because people feel fatigued, irritable, and less alert.
- E) Emotions provide valuable insights into how workplace hassles and uplifting events influence employee performance and satisfaction.

Answer: <https://biology-forums.com/index.php?topic=494546>

### Question 1265

What term is used for the mutual expectations of what management expects from workers and what workers expect from management?

- A) role expectation
- B) group norm
- C) role identity
- D) reactive goals
- E) psychological contract

Answer: <https://biology-forums.com/index.php?topic=495078>

### Question 1266

When Ms. McKay motivates her employees and attempts to resolve conflicts among department members, she is performing the \_\_\_\_\_ function of management.

- A) organizing
- B) reacting
- C) controlling
- D) planning
- E) leading

Answer: <https://biology-forums.com/index.php?topic=494227>

### Question 1267

Explain the differences between charismatic, transformational, and authentic leadership. Could an individual display all three types of leadership?

Answer: <https://biology-forums.com/index.php?topic=495518>

### Question 1268

Because it is impossible for us to assimilate everything we perceive, we engage in \_\_\_\_\_.

- A) mental desensitization
- B) linear clustering
- C) periodic listening
- D) memorization
- E) selective perception

Answer: <https://biology-forums.com/index.php?topic=494726>

### Question 1269

On which of the following days do people tend to be in their best moods?

- A) Wednesday
- B) Sunday
- C) Tuesday
- D) Friday
- E) Monday

Answer: <https://biology-forums.com/index.php?topic=494519>

### Question 1270

Which of the following is not a means to prevent social loafing?

- A) apply peer evaluation
- B) set group goals
- C) base group rewards on the whole group
- D) select members who prefer to work in groups
- E) increase group competition

Answer: <https://biology-forums.com/index.php?topic=495102>

### Question 1271

One way to manage e-mail overload is to completely wipe out your in-box.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495376>

### Question 1272

Which of the following statements is not true about attitudes in the workplace?

- A) Attitudes give warnings of potential problems .
- B) High pay alone is not likely to create a satisfying workplace.
- C) Changing employee attitudes is necessary if you are to manage dissonance.
- D) Attitudes help determine how well employees perform on the job.
- E) Generating positive job attitudes helps lower absenteeism and turnover.

Answer: <https://biology-forums.com/index.php?topic=494420>

### Question 1273

Which of the following do you think would motivate Jonathan the most?

- A) greater discretion over his job
- B) more vacation time
- C) more responsibility
- D) a greater sense of inner peace
- E) more money

Answer: <https://biology-forums.com/index.php?topic=494921>

### Question 1274

Phil loves sales. He has been a stellar sales person since he was 12. Recently he was awarded a full paid trip for two to Puerto Rico for breaking a company sales record. Phil is so motivated to work, he has set a new goal to break his old record in the coming year. Taking into account self-determination theory, why did the company recognition and award, an extrinsic reward, motivate Phil?

- A) The reward was imposed to work toward a standard that Phil could not believe in and his intrinsic motivation suffered.
- B) The reward increased Phil's sense of competence by providing feedback that diminished his intrinsic motivation.
- C) The reward was seen as a coercive method of increasing sales and motivated Phil to prove himself intrinsically.
- D) The reward decreased Phil's sense of competence by providing feedback that improved his intrinsic motivation. He was unaware of the goals and deadlines.
- E) The reward increased Phil's sense of competence by providing feedback that improved his intrinsic motivation.

Answer: <https://biology-forums.com/index.php?topic=494854>

### Question 1275

Shortcuts in judging others include all of the following except \_\_\_\_\_.

- A) halo effect
- B) projection
- C) self-serving bias
- D) the Pygmalion effect
- E) stereotyping

Answer: <https://biology-forums.com/index.php?topic=494725>

### Question 1276

The \_\_\_\_\_ refers to the number of subordinates that a manager directs.

- A) leadership web
- B) chain of command
- C) unity of command
- D) decentralization principle
- E) span of control

Answer: <https://biology-forums.com/index.php?topic=495760>

### Question 1277

Why is span of control important within an organization, and which common organizational design would most likely have the widest span of control? Explain your answer.

Answer: <https://biology-forums.com/index.php?topic=495846>

### Question 1278

Jerry is feeling very stressed because his boss expects a project to be delivered to the client with a very unreasonable deadline. Jerry has to work nights and weekends to make the deadline. Jerry is feeling \_\_\_\_\_ stress.

- A) opportunity
- B) environmental
- C) economic
- D) marital
- E) organizational

Answer: <https://biology-forums.com/index.php?topic=496159>

### Question 1279

Political uncertainties, economic uncertainties, and technological change are examples of which category of potential sources of stress?

- A) economic
- B) environmental
- C) organizational
- D) social
- E) group

Answer: <https://biology-forums.com/index.php?topic=496156>

### Question 1280

Which of the following is not an individual factor that influences the effectiveness of a negotiator?

- A) mood
- B) emotions
- C) age
- D) gender
- E) personality

Answer: <https://biology-forums.com/index.php?topic=495690>

### Question 1281

The boundaryless organization strives to \_\_\_\_\_ the company, its customers, and suppliers.

- A) reduce bureaucracy cost associated with
- B) break down barriers between
- C) create a higher level of formalization in and with
- D) centralize power within
- E) outsource projects relating to

Answer: <https://biology-forums.com/index.php?topic=495791>

### Question 1282

Which of the following is not true about our perceptions of a target?

- A) Targets are usually looked at in isolation.
- B) Objects that are distant from one another will be perceived separately rather than as a group.
- C) Persons that are similar to each other tend to be grouped together.
- D) Motion, sounds, size, and other attributes of a target shape the way we see it.
- E) Objects that are close together will be perceived together rather than separately.

Answer: <https://biology-forums.com/index.php?topic=494706>

### Question 1283

\_\_\_\_\_ orientation is the characteristic of organizational culture that addresses the degree to which management decisions take into consideration the effect of outcomes on people within the organization.

- A) Relationship
- B) People
- C) Humanistic
- D) Community
- E) Team

Answer: <https://biology-forums.com/index.php?topic=495860>

### Question 1284

Thomas is opening a manufacturing plant with a mechanistic and centralized structure. Which of the following countries would be less comfortable with the plant?

- A) Peru
- B) France
- C) Canada
- D) Greece
- E) Chile

Answer: <https://biology-forums.com/index.php?topic=495810>

### Question 1285

Moods are intense feelings that are directed at someone or something.

- A) True



B) False

Answer: <https://biology-forums.com/index.php?topic=494565>

### Question 1286

Filtering is most likely to occur in organizations in which there are many vertical levels.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495379>

### Question 1287

Why is it difficult to discuss the three components of an attitude separately? Provide a workplace example that demonstrates this difficulty.

Answer: <https://biology-forums.com/index.php?topic=494462>

### Question 1288

Cultures within an organization that are defined by departmental designations are often called \_\_\_\_\_.

- A) divisional cultures
- B) microcosms
- C) counter cultures
- D) micro-cultures
- E) subcultures

Answer: <https://biology-forums.com/index.php?topic=495865>

### Question 1289

What factors that operate to shape and sometimes distort perception reside in the perceiver, what factors reside in the target being perceived, and what factors reside in the context of the situation?

Answer: <https://biology-forums.com/index.php?topic=494829>

### Question 1290

In measuring job satisfaction, the two most widely used measuring approaches are a single global rating and a score made by weighting the contribution of a number of job facets to overall satisfaction.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494448>

### Question 1291

Evidence tends to suggest that performance across teams will be higher if an organization \_\_\_\_\_.

- A) seeds each team with a few people who score high on conscientiousness
- B) forms both teams high in conscientious and teams low in conscientiousness
- C) forms only teams high in conscientiousness
- D) seeds each team with a few people who score low on conscientiousness
- E) forms only teams low in conscientiousness

Answer: <https://biology-forums.com/index.php?topic=495209>

### Question 1292

James is a scientist for a local manufacturer that employs a large percentage of the small town where he lives. Until recently James has loved his job. However, it has been discovered that the company is releasing small amounts of toxins into the local river. James is extremely bothered by this information. Based on what you know about James, describe the cognitive dissonance that he is experiencing, and two ways that James might alter his behavior or attitude to reduce the dissonance.

Answer: <https://biology-forums.com/index.php?topic=494465>

### Question 1293

There are two general approaches to negotiation: distributive bargaining and integrative bargaining.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495709>

### Question 1294

SLT is an example of a trait theory.

- A) True

B) False

Answer: <https://biology-forums.com/index.php?topic=495496>

### Question 1295

Situational leadership theory has been well validated by research but not well received by practitioners because there are so many factors to examine.

A) True

B) False

Answer: <https://biology-forums.com/index.php?topic=495495>

### Question 1296

Juan Carlos was recently promoted to lead sales, a position in which he assumes responsibility for more than 100 new clients. Which of the following intellectual abilities is he likely to use the most?

A) perceptual speed

B) spatial visualization

C) memory

D) inductive reasoning

E) number aptitude

Answer: <https://biology-forums.com/index.php?topic=494295>

### Question 1297

Gina and Hanna are teachers. Gina dislikes her students, but pretends she likes them by making sure she acts in a friendly manner toward them. Hanna also dislikes her students, but is trying to change the way she feels about them. Which of these teachers is most likely to feel the most stress from their actions and why?

A) Hanna, since she has to engage in deep acting

B) Their actions are unlikely to cause stress.

C) Hanna, since it is difficult to change displayed emotion.

D) Gina, since her surface emotions conflict with what her job requires

E) Gina, since she has to engage in surface acting

Answer: <https://biology-forums.com/index.php?topic=494541>

### Question 1298

In carrying out a transformational approach to overseeing the project, Leo strives to implement the universal elements of transformational leadership. He most likely implements all of the following except \_\_\_\_\_.

A) silent leadership

B) positiveness

C) vision

D) providing encouragement

E) proactiveness

Answer: <https://biology-forums.com/index.php?topic=495469>

### Question 1299

Leadership is best defined as \_\_\_\_\_.

A) the ability to influence a group in goal achievement

B) not a relevant variable in modern organizations

C) implementing the vision and strategy provided by management

D) keeping order and consistency in the midst of change

E) coordinating and staffing the organization and handling day-to-day problems

Answer: <https://biology-forums.com/index.php?topic=495409>

### Question 1300

What can we assume from the difference in behavior by the participants in Zimbardo's prison experiment and those in the BBC prison experiment?

A) Role abuse can be hindered and controlled by close monitoring.

B) All people have the same role expectations and behave accordingly.

C) Role perceptions are viewed the same regardless of the situation.

D) Role abuse can not be stopped as it is an inherent part of role expectation.

E) Individuals with emotional stability are more easily controlled by roles.

Answer: <https://biology-forums.com/index.php?topic=495082>

### Question 1301

Group decisions are generally preferable to individual decisions when which of the following is sought?

- A) efficiency
- B) clear responsibility
- C) a conjunctive solution
- D) acceptance of the solution
- E) speed

Answer: <https://biology-forums.com/index.php?topic=495109>

### Question 1302

Team A must operate very quickly to meet stringent deadlines. The quality of the final project depends highly on Team A's output, so Team A must also work very accurately. Which of the following network structures should Harriet choose for this team?

- A) informal
- B) wheel
- C) chain
- D) all-channel
- E) grapevine

Answer: <https://biology-forums.com/index.php?topic=495384>

### Question 1303

Surface acting deals only with \_\_\_\_\_ emotions.

- A) negative
- B) felt
- C) strong
- D) weak
- E) displayed

Answer: <https://biology-forums.com/index.php?topic=494540>

### Question 1304

Which of the following is a drawback of a narrow span of control? It \_\_\_\_\_.

- A) empowers employees
- B) increases participatory decision-making
- C) encourages overly tight supervision and discourages employee autonomy
- D) reduces effectiveness
- E) is more efficient

Answer: <https://biology-forums.com/index.php?topic=495762>

### Question 1305

An example of change in competition is \_\_\_\_\_.

- A) collapse of Enron Corporation
- B) Iraq-U.S. war
- C) increased interest in urban living
- D) a decrease in interest rates
- E) U.S. manufactured Toyota vehicles

Answer: <https://biology-forums.com/index.php?topic=496112>

### Question 1306

Which of the following is an effective means of countering social loafing?

- A) increase the amount by which the group's progress is monitored
- B) provide means by which individual efforts can be identified
- C) increase the rewards the group is given if it succeeds
- D) increase the size of the group
- E) increase the group's work load

Answer: <https://biology-forums.com/index.php?topic=495101>

### Question 1307

The concept of bounded rationality assumes that the decision maker will complicate the problem.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494805>

### Question 1308

Which is not one of the most common types of teams?

- A) cross-functional
- B) problem-solving
- C) self-managed
- D) interdepartmental
- E) virtual

Answer: <https://biology-forums.com/index.php?topic=495185>

### Question 1309

Jim is a student who cannot work at writing a paper for more than 30 minutes, yet he can spend many hours writing comments on blogs. What accounts for the change in motivation in this case?

- A) his ability
- B) his personality
- C) the situation
- D) the congruence
- E) the structure of the task

Answer: <https://biology-forums.com/index.php?topic=494832>

### Question 1310

Erin works on a software help desk. After being yelled at by a customer about the state of her company's software, she becomes angry, and has to take a short break to calm down. What makes her anger an emotion, rather than a mood?

- A) It can be controlled given some time.
- B) It has a contextual stimulus.
- C) It is a simple, unambiguous feeling.
- D) It interferes with her capacity to work effectively.
- E) It cannot be controlled when it is elicited.

Answer: <https://biology-forums.com/index.php?topic=494500>

### Question 1311

The culture of the Young Woman's Club will be a liability if \_\_\_\_\_.

- A) newcomers embrace it
- B) it enhances social system stability
- C) it does not further the organization's effectiveness
- D) it reduces ambiguity
- E) none of the above

Answer: <https://biology-forums.com/index.php?topic=495960>

### Question 1312

The degree to which employees are encouraged to be innovative and take risks is termed aggressiveness.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495940>

### Question 1313

Work samples yield validities almost consistently superior to written aptitude tests.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=496058>

### Question 1314

Contrast the advantages and disadvantages of oral versus written communication.

Answer: <https://biology-forums.com/index.php?topic=495406>

### Question 1315

Job enrichment increases the degree to which the worker controls the execution of company plans.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495016>

### Question 1316

When nothing in particular is going on, most individuals experience a mildly positive mood. This is known as positivity offset.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494570>

### Question 1317

The correlation between the emotional demands of jobs and compensation is high.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494587>

### Question 1318

What is the name of the theory that deals with how we explain behavior differently depending on the meaning we assign to the behavior of the actor?

- A) judgment theory
- B) equality theory
- C) attribution theory
- D) behavioral theory
- E) selective perception theory

Answer: <https://biology-forums.com/index.php?topic=494710>

### Question 1319

The virtual organization is also called the \_\_\_\_\_ or \_\_\_\_\_ organization.

- A) network; modular
- B) pyramid; multi-level
- C) team; social
- D) simple; unitary
- E) boundaryless; global

Answer: <https://biology-forums.com/index.php?topic=495786>

### Question 1320

Flexible spending plans allow employees to set aside up to the dollar amount offered in the plan to pay for particular services.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495032>

### Question 1321

When teams are under acute stress, they are particularly likely to have \_\_\_\_\_.

- A) resource conflict
- B) relationship conflict
- C) high reflexivity
- D) inaccurate mental models
- E) high self efficacy

Answer: <https://biology-forums.com/index.php?topic=495223>

### Question 1322

Which of the following statements about values is true?

- A) Values are synonymous with attitudes.
- B) Values are fairly stable over time.
- C) Values change easily when they are called into question.
- D) Values are flexible.
- E) Values tend to be consistent among occupational groups.

Answer: <https://biology-forums.com/index.php?topic=494644>

### Question 1323

What is the self-fulfilling prophecy?

Answer: <https://biology-forums.com/index.php?topic=494823>

### Question 1324

In expectancy theory, the strength of a person's motivation to perform depends, in part, on how strongly he believes he can achieve what he attempts.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494918>

### Question 1325

Which of the following is not a strength of bureaucracies?

- A) unified jargon or "language" among employees
- B) minimum duplication of personnel and equipment
- C) high concern with rules and regulations
- D) functional departments resulting in economies of scale
- E) ability to perform standardized tasks efficiently

Answer: <https://biology-forums.com/index.php?topic=495779>

### Question 1326

Appreciative inquiry refers to a change process based on systematic collection of data and then selection of a change action based on what the analyzed data indicates.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=496176>

### Question 1327

Distributive justice refers to the perceived fairness of the process used to determine the distribution of rewards.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494917>

### Question 1328

The \_\_\_\_\_ communication network is best illustrated by self-managed teams.

- A) wheel
- B) interpersonal
- C) circle
- D) all-channel
- E) box

Answer: <https://biology-forums.com/index.php?topic=495324>

### Question 1329

Cross-functional teams are made up of employees from about the same hierarchical level, but from different work areas, who come together to accomplish a task.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495249>

### Question 1330

In a work environment, \_\_\_\_\_ refers to any characteristic that makes people different from one another.

- A) biographical characteristics
- B) surface-level diversity
- C) unfair discrimination
- D) workplace diversity
- E) deep-level diversity

Answer: <https://biology-forums.com/index.php?topic=494261>

### Question 1331

Provide an example of planned change and list two tactics that a change agent would be wise to apply when instituting a planned change.

Answer: <https://biology-forums.com/index.php?topic=496210>

### Question 1332

How is gainsharing an improvement on profit sharing?

- A) It focuses on productivity gains rather than profits.
- B) Superior employees can receive incentive awards even when the organization isn't profitable.
- C) It does not distribute profits, only gains in profits.
- D) It rewards specific behaviors.
- E) It rewards behaviors that are less influenced by external factors.

Answer: <https://biology-forums.com/index.php?topic=494991>

### Question 1333

Research indicates that, in general, people express high job satisfaction in the U.S. However, which of the following is the lowest category of satisfaction in recent polls?

- A) pay
- B) physical environment
- C) supervisors
- D) coworkers
- E) work schedule

Answer: <https://biology-forums.com/index.php?topic=494396>

### Question 1334

Paul is miserable and stressed with the new corporate reorganization. He now reports to a foreign office that has usurped many of his responsibilities, including the contract labor for his projects, therefore he's working with less qualified and new contractors with whom he doesn't have a relationship. However, the managers of the other departments find themselves in the same boat and everyday they are able to laugh over lunch about their new managerial impotence. \_\_\_\_\_ is helping Paul handle his stress.

- A) Perception
- B) Job experience
- C) Personality
- D) Social support
- E) Marital status

Answer: <https://biology-forums.com/index.php?topic=496161>

### Question 1335

What relationship exists between self-determination theory and goal setting theory?

Answer: <https://biology-forums.com/index.php?topic=494936>

### Question 1336

Even when their performance and the outcomes they achieve are similar to men, female managers demonstrate less confidence in anticipating their negotiations and are less satisfied with their performance after the process is complete.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495711>

### Question 1337

What is the main difference between Hofstede's cultural dimensions and the GLOBE framework?

Answer: <https://biology-forums.com/index.php?topic=494698>

### Question 1338

What would you expect from Amber?

- A) She will have poor problem-solving skills.
- B) She will take a great deal of time trying to make a good decision.
- C) She will make poor decisions.
- D) She will not be very creative when making decisions.
- E) She will find better solutions to problems.

Answer: <https://biology-forums.com/index.php?topic=494593>

### Question 1339

There are three components of an attitude: cognition, affect, and behavior.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494427>

### Question 1340

What cohort of workers in the U.S. is most likely to balk at having to work extensive overtime and weekends?

- A) Xers
- B) Veterans
- C) Boomers
- D) Traditionalists
- E) Nexters

Answer: <https://biology-forums.com/index.php?topic=494658>

### Question 1341

The degree to which an individual believes that performing at a particular level will generate a desired outcome is defined by expectancy theory as what kind of relationship?

- A) agent-actor
- B) performance-reward
- C) reward-personal goal
- D) effort-performance
- E) effort-satisfaction

Answer: <https://biology-forums.com/index.php?topic=494899>

### Question 1342

Describe the communication process. Include the communication process model and explain the eight parts of this model.

Answer: <https://biology-forums.com/index.php?topic=495405>

### Question 1343

What theory attempts to measure the strength of one's expectations and predict motivation?

- A) goal setting theory
- B) expectancy theory
- C) equity theory
- D) Surberist theory
- E) ERG theory

Answer: <https://biology-forums.com/index.php?topic=494895>

### Question 1344

Hands-on simulation of part of a job is known as a \_\_\_\_\_.

- A) work sample
- B) behavioral role exposition
- C) job simulation assessment
- D) performance-simulation interview
- E) practical assessment

Answer: <https://biology-forums.com/index.php?topic=495997>

### Question 1345

Lynda is going to travel to Japan to bid on a large engineering project for her firm. Knowing that Japan ranked the highest in masculinity in Hofstede's cultural values study, which of the following behaviors would be safest for Lynda?

- A) She should wear colorful, feminine attire.
- B) She should be bold and boisterous.
- C) She should wear only conservative attire.
- D) She should pay for all food and drinks.
- E) She should make lots of jokes.

Answer: <https://biology-forums.com/index.php?topic=494671>

### Question 1346

For process conflict to be productive, it must be active and significant.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495701>

### Question 1347



Of all the functions served by communication, providing information is the most important.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495369>

### Question 1348

Which type of team meets to discuss ways to improve quality, efficiency, and the work environment?

- A) committee
- B) problem-solving
- C) self-managed
- D) cross-functional
- E) virtual

Answer: <https://biology-forums.com/index.php?topic=495186>

### Question 1349

An illusory correlation occurs when people associate two events but in reality there is no connection between the events.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494575>

### Question 1350

What term is used for acceptable standards of behavior that are shared by a group's members?

- A) explicit contracts
- B) codes of behavior
- C) standards
- D) rules
- E) norms

Answer: <https://biology-forums.com/index.php?topic=495083>

### Question 1351

In high-context cultures, enforceable contracts tend to be in writing and precisely worded.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495380>

### Question 1352

You extol the virtues and benefits of standardization. You are probably promoting the \_\_\_\_\_.

- A) simple structure
- B) team structure
- C) bureaucracy
- D) organizational pyramid
- E) matrix structure

Answer: <https://biology-forums.com/index.php?topic=495836>

### Question 1353

Discuss the three components of an attitude.

Answer: <https://biology-forums.com/index.php?topic=494461>

### Question 1354

The team agrees that a large component of the project will be carried out at the Chinese headquarters, with Xiang responsible for leading that support team. Based on what Leo knows about Chinese culture, he expects that Xiang will be most effective if he implements which of the following decision-making styles?

- A) highly participatory decision-making
- B) infrequent decision-making
- C) decision-making without initiating structure
- D) autocratic decision-making
- E) moderately participatory decision-making

Answer: <https://biology-forums.com/index.php?topic=495467>

### Question 1355

Janet needs to assign a very important advertising account to one of her writers. First she reviewed each writer's work load, then she studied the sales data of the products for the last three campaigns of each writer, then she reviewed each writer's annual review to familiarize herself with their goals. Finally, she gave the account to Paula, a very creative, efficient, writer who has had high sales results with her last three clients' products. Janet's management style is based on \_\_\_\_\_.

- A) intuition or "gut feeling"
- B) substantive evidence approach
- C) organizational behavioral studies
- D) preconceived notions
- E) systematic study

Answer: <https://biology-forums.com/index.php?topic=494165>

### Question 1356

Which of the following is a mood dimension consisting of positive emotions?

- A) emotional range
- B) positive affect
- C) static regard
- D) negative affect
- E) positive regard

Answer: <https://biology-forums.com/index.php?topic=494509>

### Question 1357

An idea champion in Germany will be more effective by ignoring budgets and procedures.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=496189>

### Question 1358

The conflict-handling intention of accommodating is \_\_\_\_\_.

- A) reflective and emotional
- B) unassertive and cooperative
- C) unassertive and uncooperative
- D) assertive and uncooperative
- E) assertive and cooperative

Answer: <https://biology-forums.com/index.php?topic=495662>

### Question 1359

There are four contextual factors that appear to be most significantly related to team performance. Which of the following is not one of those factors?

- A) work autonomy
- B) adequate resources
- C) effective leadership
- D) a performance evaluation and reward system that reflects team contributions
- E) All of the above are contextual factors.

Answer: <https://biology-forums.com/index.php?topic=495199>

### Question 1360

The activities included in team building include all of the following except \_\_\_\_\_.

- A) defining priorities
- B) team interpersonal relations
- C) team process analysis
- D) goal setting
- E) personal development

Answer: <https://biology-forums.com/index.php?topic=496138>

### Question 1361

Organizational behavior (OB) is not a readily definable concept, but a convenient term used to encompass a variety of activities for managing change.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=496177>

### Question 1362

Globalization serves to reinforce external boundaries within organizations.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495827>

### Question 1363

The first stage of the conflict process is termed \_\_\_\_\_.

- A) intention
- B) potential opposition or incompatibility
- C) habituation
- D) behavioral manifestation
- E) cognition and personalization

Answer: <https://biology-forums.com/index.php?topic=495650>

### Question 1364

The business department holds some unique values in addition to the \_\_\_\_\_ of the dominant culture.

- A) sub-values
- B) spiritual orientation
- C) formal values
- D) core values
- E) holistic values

Answer: <https://biology-forums.com/index.php?topic=495957>

### Question 1365

Which of the following statements is true?

- A) All command groups are also informal groups.
- B) All task groups are also command groups.
- C) All informal groups are also command groups.
- D) All task groups are also friendship groups.
- E) All command groups are also task groups.

Answer: <https://biology-forums.com/index.php?topic=495059>

### Question 1366

\_\_\_\_\_ are the emotions an individual actually is experiencing, despite what they might outwardly show.

- A) Felt emotions
- B) Suppressed emotions
- C) Exposed emotions
- D) Displayed emotions
- E) Conditional emotions

Answer: <https://biology-forums.com/index.php?topic=494534>

### Question 1367

Which of the following is not an important characteristic of social identity?

- A) uncertainty reduction
- B) equity
- C) distinctiveness
- D) similarity
- E) status

Answer: <https://biology-forums.com/index.php?topic=495062>

### Question 1368

In equity theory, individuals assess the \_\_\_\_\_.

- A) quantity-quality trade-off
- B) efficiency-effectiveness trade-off
- C) outcome-input ratio
- D) cost-benefit ratio
- E) efficient outcome

Answer: <https://biology-forums.com/index.php?topic=494881>

### Question 1369

Why is decision making a perceptual issue?

- A) There may be more than one way to solve a problem.
- B) Middle and lower level managers may have different perceptions on how to solve a problem than their underlings or top level managers.
- C) Decision making is generally by consensus.
- D) Before a decision is made, a problem must be perceived to exist.
- E) Decisions must be made on how to move from the current state of affairs to some desired state.

Answer: <https://biology-forums.com/index.php?topic=494738>

### Question 1370

Which of the following defines skill variety?

- A) the degree to which a job requires a variety of different activities
- B) the degree to which work activities generates direct and clear information about performance
- C) the degree to which a job requires completion of a whole and identifiable piece of work
- D) the degree to which a job has an impact on the lives or work of other people
- E) the degree to which a job provides the worker freedom in scheduling and procedure

Answer: <https://biology-forums.com/index.php?topic=494947>

### Question 1371

When Neal Patterson, CEO of Cerner Corporation, sent his seething e-mail to 400 managers, he erred by selecting the wrong \_\_\_\_\_.

- A) distribution
- B) channel for his message
- C) emotional charge
- D) message
- E) none of the above

Answer: <https://biology-forums.com/index.php?topic=495345>

### Question 1372

Avoiding making decisions on Friday the 13th can be an example of which bias?

- A) representative
- B) confirmation
- C) substitution
- D) randomness
- E) commitment

Answer: <https://biology-forums.com/index.php?topic=494773>

### Question 1373

One of your employees is very stressed out as a result of being asked to assume too many roles in his job. This source of stress is \_\_\_\_\_.

- A) individual
- B) organizational
- C) environmental
- D) industrial
- E) none of the above

Answer: <https://biology-forums.com/index.php?topic=496206>

### Question 1374

The benefits of employee mentoring are primarily career-related, including higher compensation and improved job performance.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495506>

### Question 1375

Which performance evaluation method requires no complex forms or extensive training to complete?

- A) intellectual assessment
- B) written essays
- C) graphic rating scales
- D) critical incidents
- E) behaviorally anchored rating scales

Answer: <https://biology-forums.com/index.php?topic=496038>

### Question 1376

Researchers report that which of the following was considered by employees to be the most powerful workplace motivator?

- A) recognition
- B) vacation time
- C) autonomy
- D) opportunity for advancement
- E) money

Answer: <https://biology-forums.com/index.php?topic=495007>

### Question 1377

Sheila works for a manufacturer of styrofoam trays for school lunches. Last year her son come home from school and told her that the trays she makes go straight to the landfill where they sit for hundreds of years without ever biodegrading. Although this information bothers Sheila, she does not look for another job because she enjoys her very high salary.

Which dissonance moderating factor is illustrated by this example?

- A) High dissonance is tolerated because of a high reward.
- B) There is no dissonance moderating factor in the example.
- C) Dissonance is reduced because of the importance to the individual.
- D) Dissonance is reduced because of the sense of control by the individual.
- E) Dissonance is increased because of the sense of control by the individual.

Answer: <https://biology-forums.com/index.php?topic=494373>

### Question 1378

It's Marisol's first day on a new job. At first she was very nervous, but when she was introduced to her cubicle neighbor, Hanna, she was taken aback by Hanna's soothing smile. Marisol knew that a person with such a beautiful smile could not be bad, and that she would enjoy having her in such close proximity.

- A) contrast effects
- B) the halo effect
- C) selective perception
- D) profiling
- E) prototyping

Answer: <https://biology-forums.com/index.php?topic=494729>

### Question 1379

The difference between the amount of rewards workers receive and the amount they believe they should receive is termed job satisfaction.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494224>

### Question 1380

Julia works as a receptionist at a real estate company. Her boss just came in the door and yelled at her, telling her that the front office was a mess and that she needed to get up and clean it immediately. After her boss left the room Julia grabbed three magazines and violently slammed them into the trash can. Which of the following best describes Julia's action?

- A) a mental process
- B) an affect
- C) an emotion
- D) a mood
- E) a thought

Answer: <https://biology-forums.com/index.php?topic=494498>

### Question 1381

When "yes" people are hired and promoted, \_\_\_\_\_ outcomes are likely to result.

- A) dysfunctional
- B) harmonious
- C) enhanced policy
- D) functional
- E) improved organizational

Answer: <https://biology-forums.com/index.php?topic=495718>

### Question 1382

Which field of study has contributed to OB through its research on organizational culture and formal organization theory and structure?

- A) political science
- B) sociology
- C) psychology
- D) operations management
- E) corporate strategy

Answer: <https://biology-forums.com/index.php?topic=494176>

### Question 1383

Compared to traditional departments, teams tend to be less flexible and less responsive to changing events.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495241>

### Question 1384

What personality characteristic centers on whether a person is unemotional and pragmatic and believes that ends can justify means?

- A) risk-taking
- B) authoritarianism
- C) Narcissism
- D) Machiavellianism
- E) Type A personality

Answer: <https://biology-forums.com/index.php?topic=494628>

### Question 1385

The macro view of culture that gives an organization its distinct personality is its \_\_\_\_\_ culture.

- A) sub-
- B) dominant
- C) national
- D) strong
- E) marginal

Answer: <https://biology-forums.com/index.php?topic=495863>

### Question 1386

Which of the following statements is not true about the difference between men and women when it comes to emotional reactions?

- A) Men express emotions more intensely.
- B) Men express anger more frequently.
- C) Women show greater emotional expression.
- D) Women express emotions more intensely.
- E) Women tend to hold on to emotions longer.

Answer: <https://biology-forums.com/index.php?topic=494529>

### Question 1387

The de-emphasis of hierarchical authority and control in organizational development is referred to as \_\_\_\_\_.

- A) vertical blending
- B) power equalization
- C) participation
- D) trust and support
- E) respect for people

Answer: <https://biology-forums.com/index.php?topic=496135>

### Question 1388

According to a recent study, in which of the following places do employees report the highest levels of teamwork?

- A) United States
- B) Asia-Pacific
- C) Mexico
- D) Canada
- E) Finland

Answer: <https://biology-forums.com/index.php?topic=495237>

### Question 1389

Which of the following is the principal drawback from job sharing?

- A) too much job flexibility is hard to manage
- B) increased benefits costs for two employees
- C) difficulty in finding compatible partners
- D) difficulty in coordinating schedules
- E) drawing on multiple talents for one job

Answer: <https://biology-forums.com/index.php?topic=494966>

### Question 1390

Who appears to have the highest levels of job satisfaction?

- A) employees in Eastern Europe
- B) employees in most Asian countries
- C) employees in the U.S. and Western Europe
- D) employees in Canada and the U.S.
- E) employees in Mexico and Venezuela

Answer: <https://biology-forums.com/index.php?topic=494423>

### Question 1391

\_\_\_\_\_ involves evaluating one's performance against the performance of one or more others.

- A) A critical incident diary
- B) Likert analysis
- C) Forced comparison
- D) BARS
- E) A graphic rating scale

Answer: <https://biology-forums.com/index.php?topic=496043>

### Question 1392

Due process systems provide individuals with adequate notice of what is expected of them.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=496073>

### Question 1393

Which of the following is not a predictable choice when employees perceive an inequity?

- A) leave the field
- B) change their inputs
- C) acquire more tenure
- D) change their outcomes
- E) choose a different referent

Answer: <https://biology-forums.com/index.php?topic=494886>

### Question 1394

Sheila is a new hire at a retail organization. Her sales group is entirely male. Sheila is more likely to \_\_\_\_\_ than her male counterparts.

- A) be promoted quicker
- B) earn more money
- C) stay on the job longer
- D) make more sales
- E) find another job quicker

Answer: <https://biology-forums.com/index.php?topic=494312>

### Question 1395

Behaviors that Catherine views as "arrogant" are probably viewed by Bernice as \_\_\_\_\_.

- A) confident
- B) astute
- C) practical-minded
- D) competent
- E) responsible

Answer: <https://biology-forums.com/index.php?topic=495608>

### Question 1396

The effect of scarcity on dependency can be observed in the supply/demand relationships that exist regarding personnel within various industries.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495592>

### Question 1397

Alex is a video game designer. He is designing a series of maps for a multiplayer strategy game. Which of the following intellectual abilities is he likely to use the most?

- A) inductive reasoning
- B) spatial visualization
- C) perceptual speed
- D) number aptitude
- E) verbal comprehension

Answer: <https://biology-forums.com/index.php?topic=494293>

### Question 1398

Name and describe the value dimensions of culture identified by Hofstede.

Answer: <https://biology-forums.com/index.php?topic=494697>

### Question 1399

AgriProducers has customers all over the United States that need their soil tested in their labs as well as their products for their crops. The crops and soil are different in the various large areas of the nation, such as the West Coast, and the Mid-West. Which type of departmentalization would be best for AgriProducers?

- A) temporal
- B) product
- C) process
- D) functional
- E) geographic

Answer: <https://biology-forums.com/index.php?topic=495753>

### Question 1400

Which of the following is a form of illegitimate political behavior?

- A) bypassing the chain of command
- B) symbolic protests
- C) complaining to supervisors
- D) forming coalitions
- E) excessive adherence to rules

Answer: <https://biology-forums.com/index.php?topic=495571>

### Question 1401

How are non-verbal communication and silence different?

Answer: <https://biology-forums.com/index.php?topic=495397>

### Question 1402

Self-determination theory proposes that when a person is forced to do something, or perceives that they are being forced, they lose motivation.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494912>

### Question 1403

A paper sales company designs and offers a new method of purchasing and shipping commercial quantities of paper through their Web site, versus contacting their sales representative. This is an example of \_\_\_\_\_.

- A) the nature of the workforce
- B) planned change
- C) competition demands
- D) a change agent
- E) accidental change

Answer: <https://biology-forums.com/index.php?topic=496111>



### Question 1404

Elaine is very good at what she does, but she is constantly stressed by internal deadlines to co-workers, obligatory meetings, and time lost in unrelated idle cubicle chatter. Today, after a meeting with her supervisor, she has been given more responsibility for her work, is able to set her own deadlines, decline attendance to various department meetings, and telecommute two days a week. Elaine's boss is using which of the following organizational strategies to reduce her stress?

- A) wellness
- B) organizational communication
- C) organizational development
- D) employee involvement
- E) job redesign

Answer: <https://biology-forums.com/index.php?topic=496169>

### Question 1405

Which of the following is not a benefit of e-mail as a communications tool?

- A) E-mail messages can be quickly written, edited, and stored.
- B) E-mail messages cost pennies to generate.
- C) E-mail messages have less emotional content.
- D) E-mail messages can be distributed to one person or thousands with a click of a mouse.
- E) E-mail messages can be read at the recipient's convenience.

Answer: <https://biology-forums.com/index.php?topic=495336>

### Question 1406

Which of the following is Theory X consistent with?

- A) the autocratic style of managing people
- B) the cognitive evaluation theory
- C) participative management
- D) job enrichment
- E) none of the above

Answer: <https://biology-forums.com/index.php?topic=494981>

### Question 1407

It is likely that most people within a given culture would agree on what a particular emotion means.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494592>

### Question 1408

A trucking company routinely makes all of its office staff work for a week in the warehouse area: loading trucks, cleaning trucks, and doing other work which they are capable of. This program is an example of which of the following?

- A) job enrichment
- B) job sharing
- C) job enlargement
- D) job rotation
- E) flex time

Answer: <https://biology-forums.com/index.php?topic=494955>

### Question 1409

According to Katz, the skills that Mr. Nobles was hired for were what type of skill?

- A) human
- B) directing
- C) conceptual
- D) technical
- E) controlling

Answer: <https://biology-forums.com/index.php?topic=494229>

### Question 1410

Discuss four ways that employees learn culture.

Answer: <https://biology-forums.com/index.php?topic=495986>

### Question 1411

You instruct the trainees to ask about the degree of rules and regulations that direct employees and managers. You want to help them understand the \_\_\_\_\_.

- A) chain of command
- B) degree of departmentalization
- C) degree of formalization
- D) span of control
- E) idea of matrix restructuring

Answer: <https://biology-forums.com/index.php?topic=495832>

### Question 1412

If the aspiration ranges of two parties overlap, then a settlement range for the conflict exists.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495710>

### Question 1413

Describe and discuss three substantive selection devices uses to assess job candidates once they have passed an initial screening.

Answer: <https://biology-forums.com/index.php?topic=496097>

### Question 1414

More than other generations, \_\_\_\_\_ tend to be questioning, socially conscious, and entrepreneurial.

- A) Veterans
- B) Nexters
- C) Xers
- D) Traditionalists
- E) Boomers

Answer: <https://biology-forums.com/index.php?topic=494656>

### Question 1415

The source of Doug's resistance is \_\_\_\_\_.

- A) fear of the unknown
- B) habit
- C) selective information processing
- D) economic
- E) none of the above

Answer: <https://biology-forums.com/index.php?topic=496193>

### Question 1416

Zach is a pharmaceutical sales representative and must put on a smile everyday at work with his clients. Explain the types of emotional labor that are demanded of Zach in order to be successful, and how he applies his emotions and moods in his job.

Answer: <https://biology-forums.com/index.php?topic=494600>

### Question 1417

You have decided to try to find a win-win situation to help labor and management resolve their differences. You are attempting to engage in \_\_\_\_\_.

- A) mediation
- B) integrative bargaining
- C) distributive bargaining
- D) BATNA
- E) arbitration

Answer: <https://biology-forums.com/index.php?topic=495723>

### Question 1418

Which of the following is not true?

- A) Implementing decisions can help satisfy an employee's needs for achievement.
- B) Theory X aligns with the autocratic management style.
- C) Theory Y aligns with the participative management style.

D) Employee involvement is incompatible with two-factor theory.  
E) Employee involvement programs provide intrinsic motivation.  
Answer: <https://biology-forums.com/index.php?topic=494982>

### Question 1419

Which of the following is not a benefit achieved from work specialization?

- A) increased efficiency and productivity
- B) decreased time in changing tasks
- C) decreased training costs
- D) increased investment in machinery
- E) decreased time in putting away tools

Answer: <https://biology-forums.com/index.php?topic=495748>

### Question 1420

Evidence demonstrates that impression management techniques are rarely successful.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495599>

### Question 1421

Unfair discrimination is based on the assumption that everyone in a group is the same.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494319>

### Question 1422

Divina and Shawna are identical twins that were adopted at birth by very different families. Divina grew up in Houston, Texas, and attended a large urban high school. Shawna grew up in a small rural town and attended a high school with fewer than one hundred students. Which of the following statements is most likely to be true about the two girls?

- A) Both Divina and Shawna are shy because the environments in which they were raised demanded that they be shy to be successful.
- B) Divina is shy because she was just a number in a crowd. Shawna is outgoing because her school was small.
- C) Both Divina and Shawna were highly influenced by their different environments and have very different personalities.
- D) Both Divina and Shawna are shy because they share many common personality traits based on their genetic heredity.
- E) Divina is outgoing because she had to fight to get people to recognize her in a large school. Shawna is shy because she didn't want to stand out.

Answer: <https://biology-forums.com/index.php?topic=494611>

### Question 1423

Diversity management means an employer will have a more narrow pool of candidates from whom to choose when hiring.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494314>

### Question 1424

Employees who band together to seek improved working conditions form a(n) \_\_\_\_\_ group.

- A) emancipated
- B) union
- C) support
- D) interest
- E) work

Answer: <https://biology-forums.com/index.php?topic=495060>

### Question 1425

You ask questions and interview your employees in which step of the process?

- A) action
- B) diagnosis
- C) evaluation
- D) analysis
- E) feedback

Answer: <https://biology-forums.com/index.php?topic=496202>

### Question 1426

If no one is aware of conflict, it is generally agreed that \_\_\_\_\_.

- A) employee-employer relations will be good
- B) conflict is subversive
- C) conflict is psychologically driven as opposed to physically manifest
- D) no conflict exists
- E) conflict is inevitable

Answer: <https://biology-forums.com/index.php?topic=495633>

### Question 1427

Employees will alter their job behavior to reflect the criteria that management uses to evaluate their performance.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=496064>

### Question 1428

Research suggests that weather has no effect on mood.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494574>

### Question 1429

Recognizing that individuals have different abilities that can be taken into account when making hiring decisions is unfair discrimination.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494347>

### Question 1430

Interviewers make perceptual judgments that are generally accurate during an employment interview.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494801>

### Question 1431

John is expected to help customers in the retail store as well as perform computer repair work. He feels that every time he gets started on a repair, he is interrupted and doesn't know whether to finish his repair or wait on the customer. John suffers from role \_\_\_\_\_.

- A) duality
- B) expectations
- C) perception
- D) conflict
- E) identity

Answer: <https://biology-forums.com/index.php?topic=495143>

### Question 1432

Gloria thinks that she is paid less than other workers in her division and feels extremely resentful. She starts taking long breaks and generally wasting time. Her actions were a result of her perceiving what kind of injustice?

- A) distributive
- B) procedural
- C) interactional
- D) interpersonal
- E) interactive

Answer: <https://biology-forums.com/index.php?topic=494891>

### Question 1433

You would expect that Jane is trying to satisfy her \_\_\_\_\_ needs.

- A) physiological
- B) psychophysical
- C) social

- D) esteem
- E) self-actualization

Answer: <https://biology-forums.com/index.php?topic=494920>

### Question 1434

What do we call the tendency for people to base their judgments on information that they can easily obtain?

- A) anchoring bias
- B) representative bias
- C) principality
- D) availability bias
- E) confirmation bias

Answer: <https://biology-forums.com/index.php?topic=494771>

### Question 1435

What is another term for cross-training?

- A) work enlargement
- B) job enhancement
- C) work enrichment
- D) job rotation
- E) job sharing

Answer: <https://biology-forums.com/index.php?topic=494954>

### Question 1436

\_\_\_\_\_ encompasses a collection of planned-change interventions built on humanistic-democratic values that seek to improve organizational effectiveness and employee well-being.

- A) Organizational development
- B) Action research
- C) Economic validity
- D) Process consultation
- E) Reflected change

Answer: <https://biology-forums.com/index.php?topic=496134>

### Question 1437

The medium through which communication travels is called a \_\_\_\_\_.

- A) channel
- B) vessel
- C) transmission
- D) media
- E) message

Answer: <https://biology-forums.com/index.php?topic=495297>

### Question 1438

Describe the advantages and disadvantages of the selection interview.

Answer: <https://biology-forums.com/index.php?topic=496093>

### Question 1439

Which of the following is a phenomenon in which group pressures for conformity deter the group from critically appraising unusual, minority, or unpopular views?

- A) groupthink
- B) groupshift
- C) risk transfer
- D) compromise
- E) group conformity

Answer: <https://biology-forums.com/index.php?topic=495112>

### Question 1440

Contemporary research on equity theory focuses on \_\_\_\_\_ justice.

- A) interpersonal
- B) organizational
- C) procedural

- D) distributive
- E) interactional

Answer: <https://biology-forums.com/index.php?topic=494890>

### Question 1441

Which one of the following might not be a functional outcome of the conflict process?

- A) avoids risk
- B) relieves tensions
- C) increases innovation
- D) fosters environment of self-evaluation
- E) stimulates creativity

Answer: <https://biology-forums.com/index.php?topic=495671>

### Question 1442

James is the CEO of a small corporation that is suffering from high turnover and low employee satisfaction of its new hires. In a meeting with his HR manager, it is indicated to James that the workforce is composed of mostly older, White, males. Why could this be a basis for James' HR problems, and what are some possible recruiting solutions that James could implement?

Answer: <https://biology-forums.com/index.php?topic=494362>

### Question 1443

Power tactics can be defined as \_\_\_\_\_.

- A) organizational structural characteristics
- B) the only legitimate sources of power
- C) techniques for translating power bases into specific action
- D) approaches for winning arguments
- E) strategies for gathering and maintain support

Answer: <https://biology-forums.com/index.php?topic=495553>

### Question 1444

Explain the primary methods of maintaining an organization's culture.

Answer: <https://biology-forums.com/index.php?topic=495985>

### Question 1445

Define status and discuss the global implications that status has for an international manager in both Western and Eastern cultures.

Answer: <https://biology-forums.com/index.php?topic=495157>

### Question 1446

What would be the predicted result of overpaying a piece-rate worker, according to equity theory?

- A) Quality will increase.
- B) Quality will decrease.
- C) Quantity will increase.
- D) There will be no effect.
- E) The employee will seek a higher wage.

Answer: <https://biology-forums.com/index.php?topic=494888>

### Question 1447

The point below which either negotiating party would break off negotiations is known as the party's \_\_\_\_\_ point.

- A) target
- B) negative
- C) refusal
- D) assistance
- E) resistance

Answer: <https://biology-forums.com/index.php?topic=495681>

### Question 1448

In contrasting organizational culture with job satisfaction, organizational culture is a(n) \_\_\_\_\_ term, while job satisfaction is a(n) \_\_\_\_\_ term.

- A) predictive; reactive
- B) reflective; affective
- C) implied; stated

D) descriptive; evaluative

E) inductive; deductive

Answer: <https://biology-forums.com/index.php?topic=495862>

### Question 1449

Evidence indicates that \_\_\_\_\_ is positively related to job satisfaction.

A) centralization

B) decentralization

C) high specialization

D) complexity

E) span of control

Answer: <https://biology-forums.com/index.php?topic=495809>

### Question 1450

Competitive reward structures reinforce the importance of collaboration in work teams.

A) True

B) False

Answer: <https://biology-forums.com/index.php?topic=495259>

### Question 1451

Describe the three essential management skills that differentiate effective managers from ineffective ones. Provide a workplace example of how these skills could be used when dealing with the challenge of a workplace recession.

Answer: <https://biology-forums.com/index.php?topic=494241>

### Question 1452

What term is used for the tendency to underestimate the influence of external factors and overestimate the influence of internal factors when making judgments about the behavior of others?

A) actor bias

B) consistency

C) selective perception

D) fundamental attribution error

E) self-serving bias

Answer: <https://biology-forums.com/index.php?topic=494720>

### Question 1453

What are the three primary behavior determinants of organizational behavior?

A) individuals, groups, and job satisfaction

B) profit structure, organizational complexity, job satisfaction

C) individuals, profit structure, and job satisfaction

D) groups, structure, and profit structure

E) individuals, groups, and structure

Answer: <https://biology-forums.com/index.php?topic=494162>

### Question 1454

If a survey respondent sees his or her least preferred co-worker in unfavorable terms, Fiedler would categorize the respondent as \_\_\_\_\_.

A) insightful

B) overly critical

C) laissez-faire

D) emotionally deficient

E) task-oriented

Answer: <https://biology-forums.com/index.php?topic=495430>

### Question 1455

Tony loves programming. He was on the ground level of the computer revolution. This year his boss has set personal goals for each of the programmers, one of which includes a presentation from each programmer about a project. Tony is very annoyed because he has a tremendous amount of work to do and he'll have to spend the weekend, his personal time, preparing the presentation. Taking into account self-determination theory, why did his boss' goals and the presentation reduce Tony's motivation?

A) The externally imposed goal feels coercive, causing Tony's intrinsic motivation to increase.

B) The externally imposed goal feels coercive, causing Tony's intrinsic motivation to suffer.

C) The self-imposed goal increases his sense of competence, causing the intrinsic motivation to suffer.

D) The internally imposed goal feels coercive, causing Tony's intrinsic motivation to suffer.  
E) The externally imposed goal is an external reward, causing Tony's intrinsic motivation to increase.  
Answer: <https://biology-forums.com/index.php?topic=494855>

### Question 1456

Work teams often provide intrinsic rewards, such as camaraderie.  
A) True  
B) False  
Answer: <https://biology-forums.com/index.php?topic=495260>

### Question 1457

The receiver of a communication is most likely to \_\_\_\_\_ a message.  
A) reflect  
B) explain  
C) reproduce  
D) translate  
E) discard  
Answer: <https://biology-forums.com/index.php?topic=495301>

### Question 1458

In which stage are conflict issues defined?  
A) potential opposition  
B) cognition and personalization  
C) intuitions  
D) reaction and transference  
E) behavior  
Answer: <https://biology-forums.com/index.php?topic=495655>

### Question 1459

The \_\_\_\_\_ principle helps preserve the concept of an unbroken line of authority.  
A) unity-of-command  
B) chain of command  
C) cross-functionality  
D) centralization  
E) span of control  
Answer: <https://biology-forums.com/index.php?topic=495758>

### Question 1460

The Acme Products case study notes that the senior management at Acme is concerned because the company takes so long to bring new products to market. Which of the following approaches would your trainees identify as most likely to help resolve this problem?  
A) decreased work specialization  
B) decentralization of the decision-making process  
C) reduced diversity within the company's work force  
D) reduction of cross-functional work teams  
E) decreased formalization of policies and procedures  
Answer: <https://biology-forums.com/index.php?topic=495831>

### Question 1461

What continuum in the two-factor theory is made up of the hygiene factors?  
A) dissatisfaction to exit behavior  
B) satisfaction to no satisfaction  
C) no dissatisfaction to dissatisfaction  
D) no dissatisfaction to satisfaction  
E) satisfaction to dissatisfaction  
Answer: <https://biology-forums.com/index.php?topic=494843>

### Question 1462

Variables that influence the language a person uses include all of the following except \_\_\_\_\_.  
A) cultural background  
B) nationality



- C) education
- D) incentives
- E) age

Answer: <https://biology-forums.com/index.php?topic=495357>

### Question 1463

Aeronautics Inc., a parts supplier, has departments for government aircraft and contracts, large commercial aircraft clients, and small personal aircraft clients. This is an example of \_\_\_\_\_ departmentalization.

- A) function
- B) geography
- C) service
- D) product
- E) customer

Answer: <https://biology-forums.com/index.php?topic=495755>

### Question 1464

Which of the following steps could your supervisor take to best help you develop a commitment to your new company?

- A) encourage you to develop friendship ties within the organization
- B) discourage you from putting too much emphasis on your perception of the organization
- C) encourage you to work independently at first to learn the ropes
- D) encourage you to look carefully at your own assumptions, which may be biased
- E) discourage you from putting too much weight on your initial expectations

Answer: <https://biology-forums.com/index.php?topic=495967>

### Question 1465

Command and task groups are dictated by the formal organization, whereas interest and friendship groups are not.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495127>

### Question 1466

What factor would most likely increase the negative impact of an arbitration session?

- A) establishment of an agreement that is non-binding
- B) limited options of the arbitrator
- C) compulsory nature of the arbitration
- D) voluntary nature of the arbitration
- E) heavy-handedness of the arbitrator

Answer: <https://biology-forums.com/index.php?topic=495696>

### Question 1467

To avoid politicking during performance evaluations, an organization should \_\_\_\_\_.

- A) use a single outcome measure
- B) use objective criteria
- C) use democratic decision making
- D) use subjective criteria
- E) allow a long time lapse

Answer: <https://biology-forums.com/index.php?topic=495581>

### Question 1468

Which of the following is not a topic or concern related to OB?

- A) management
- B) family behavior
- C) leader behavior
- D) productivity
- E) turnover

Answer: <https://biology-forums.com/index.php?topic=494160>

### Question 1469

All the following are moderating variables in the attitude behavior relationship: importance of the attitude, its applicability, its accessibility, social pressures, and direct experience.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494440>

### Question 1470

Elsa joined her new law firm expecting to have a part in exciting environmental law cases, and cutting edge research. After one month at the firm she still hasn't been assigned a case and spends most of her time filing standardized appeals for title disputes with insurance companies. In which stage of the socialization process is Elsa?

- A) systemic
- B) prearrival
- C) encounter
- D) ritual
- E) metamorphosis

Answer: <https://biology-forums.com/index.php?topic=495890>

### Question 1471

What do the authors of the textbook advise?

- A) Disregard your intuition because it's usually wrong and will lead to incorrect assumptions .
- B) Don't trust preconceived notions unless you have substantive evidence to back them up .
- C) Use evidence as much as possible to inform your intuition and experience .
- D) Make predictions of individuals' behaviors based on others' actions .
- E) Rely on research since it is almost always right and researchers don't make mistakes .

Answer: <https://biology-forums.com/index.php?topic=494168>

### Question 1472

What is an advantage of bonuses over merit pay?

- A) Employees are rewarded for recent performance.
- B) Bonuses are based on an objective output.
- C) Pay levels are based on employees' skills.
- D) Employees don't view bonuses as pay.
- E) Bonuses are paid based on a formula.

Answer: <https://biology-forums.com/index.php?topic=494988>

### Question 1473

When you start to work through the problems that you discover about the organization, you move into the \_\_\_\_\_ stage of socialization.

- A) encounter
- B) acceptance
- C) metamorphosis
- D) prearrival
- E) none of the above

Answer: <https://biology-forums.com/index.php?topic=495968>

### Question 1474

All of the following are examples of nonverbal communication except \_\_\_\_\_.

- A) physical distance
- B) intonations or emphasis
- C) hand gestures
- D) facial expressions
- E) instant messaging

Answer: <https://biology-forums.com/index.php?topic=495316>

### Question 1475

If behavioral theories of leadership are valid, we could have an infinite supply of effective leaders.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495479>

### Question 1476

Which of the following is most likely to help Jerrod earn higher performance evaluations?

- A) self-promotion

- B) apologies
- C) ingratiation
- D) excuses
- E) buffing

Answer: <https://biology-forums.com/index.php?topic=495616>

### Question 1477

Each of the six personality types developed in Holland's personality-job fit theory has a \_\_\_\_\_.

- A) supplemental personality style
- B) supplemental occupational environment
- C) congruent occupational environment
- D) congruent personality style
- E) supplemental skill set

Answer: <https://biology-forums.com/index.php?topic=494661>

### Question 1478

What term is used for antisocial actions by organizational members who voluntarily violate established norms and that result in negative consequences for the organization, its members, or both?

- A) ethical dilemmas
- B) deviant workplace behavior
- C) discommitment behavior
- D) reactive affirmation behavior
- E) abnormal behavior

Answer: <https://biology-forums.com/index.php?topic=495092>

### Question 1479

Describe the first step of the negotiation process. How does the negotiating parties' relationship affect this step, and help determine the kind of bargaining that will be done (integrative or distributive)?

Answer: <https://biology-forums.com/index.php?topic=495730>

### Question 1480

Robert has decided to create a work sampling and let applicants demonstrate their abilities. He should use this to evaluate candidates' \_\_\_\_\_ skills.

- A) technical
- B) ethical
- C) reactive
- D) interpersonal
- E) associative

Answer: <https://biology-forums.com/index.php?topic=496077>

### Question 1481

To perform effectively, a team requires three different types of skills: technical expertise, problem-solving and decision-making skills, and interpersonal skills.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495253>

### Question 1482

Jack's department has three employees that are Chinese nationals. Keeping in mind that in China, negative emotions are viewed positively and pride is viewed negatively, how might Jack need to change his leadership and motivation methods with these three employees.

Answer: <https://biology-forums.com/index.php?topic=494602>

### Question 1483

What organizational factors are related to political behavior?

Answer: <https://biology-forums.com/index.php?topic=495629>

### Question 1484

Alicia's supervisor is constantly giving her positive feedback for her work as a book keeper. Alicia, who is often in a good mood, is excited about her work and making the balance sheets work. Alicia's supervisor is using mood for \_\_\_\_\_.

- A) motivation
- B) creativity
- C) selection
- D) workplace safety
- E) negotiation

Answer: <https://biology-forums.com/index.php?topic=494556>

### Question 1485

Which of the following is not a measure of the effectiveness of a training program?

- A) the transfer of information to the job
- B) the amount of information learned
- C) the financial return on investment
- D) teacher satisfaction with students
- E) student satisfaction with the training

Answer: <https://biology-forums.com/index.php?topic=496029>

### Question 1486

What is one way that emotions can be classified?

- A) positive and complex
- B) simple and complex
- C) complex and negative
- D) simple and negative
- E) positive and negative

Answer: <https://biology-forums.com/index.php?topic=494508>

### Question 1487

Research supports the notion that employees prefer centralized business structures.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495826>

### Question 1488

Performance norms include things like appropriate dress and when to look busy.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495132>

### Question 1489

Describe five of the seven tactics that change agents can use when dealing with resistance to change. Mention the advantages and drawbacks of each one.

Answer: <https://biology-forums.com/index.php?topic=496217>

### Question 1490

The purpose of \_\_\_\_\_ is for an outside consultant to assist a client, usually a manager, to perceive, understand, and act upon process events with which the manager must deal.

- A) social reinforcement
- B) a change agent
- C) survey feedback
- D) process consultation
- E) action research

Answer: <https://biology-forums.com/index.php?topic=496137>

### Question 1491

All contingency theories are based on the idea that effective leadership performance depends on \_\_\_\_\_.

- A) using a leadership style that is appropriate to the situational conditions
- B) selecting the right leadership style based on the level of the followers' readiness
- C) making use of the best path for the goal that is identified
- D) the proper match between the leader's style and the control the situation gives the leader
- E) none of the above

Answer: <https://biology-forums.com/index.php?topic=495424>

### Question 1492

What term is used for the process by which an individual's desire for acceptance by the group and the pressure by the group on individual members to match its standards results in a change in individual attitudes and behaviors?

- A) conformity
- B) commitment
- C) convergence
- D) confluence
- E) coercion

Answer: <https://biology-forums.com/index.php?topic=495089>

### Question 1493

Jill is overwhelmed with the new tasks that she has been assigned since the department merger. Everyday she arrives at work and makes a list of the new tasks, writes a number next to each one according to the urgency of completion, and schedules a time to complete each one. Although she's still stressed, Jill is able to get most of the work done and feels better at the end of the day. Jill is using \_\_\_\_\_ to reduce her stress.

- A) selection and placement
- B) goal setting techniques
- C) relaxation techniques
- D) job redesigning techniques
- E) time-management techniques

Answer: <https://biology-forums.com/index.php?topic=496167>

### Question 1494

What is the major problem with Maslow's hierarchy of needs in organizational behavior?

- A) There is little evidence that needs are structured or operate in the way it describes.
- B) It is difficult to apply to the workplace.
- C) It is vague as to how a workplace can satisfy higher-order needs.
- D) Its terminology tends to alienate those to whom it is applied.
- E) It is almost impossible to assess how well an individual has a particular need filled.

Answer: <https://biology-forums.com/index.php?topic=494837>

### Question 1495

Which statement best describes the relationship of low performance norms such as quality, output, and cooperation, with group cohesiveness?

- A) Because of high group cohesiveness, if norms are high, productivity will still be low.
- B) When productivity norms are high, if cohesiveness is high productivity will be low.
- C) Because of high group cohesiveness, if norms are low, productivity will still be high.
- D) When productivity norms are high, if cohesiveness is low productivity will be low.
- E) Regardless of group cohesiveness, if norms are low, productivity will be low.

Answer: <https://biology-forums.com/index.php?topic=495105>

### Question 1496

Excessive smoking, substance abuse, accident proneness, and appetite disorders are all examples of \_\_\_\_\_ symptoms of stress.

- A) pathological
- B) behavioral
- C) physiological
- D) personal
- E) psychological

Answer: <https://biology-forums.com/index.php?topic=496164>

### Question 1497

The traditional view of conflict is the belief that conflict is \_\_\_\_\_.

- A) harmful
- B) necessary
- C) natural
- D) situationally-dependent
- E) neutral

Answer: <https://biology-forums.com/index.php?topic=495635>

### Question 1498

What are the functions of organizational culture?

Answer: <https://biology-forums.com/index.php?topic=495975>

### Question 1499

You have eliminated horizontal, vertical, and external barriers within your organization. You are operating as a \_\_\_\_\_.

- A) team structure
- B) matrix organization
- C) organizational pyramid
- D) boundaryless organization
- E) virtual organization

Answer: <https://biology-forums.com/index.php?topic=495842>

### Question 1500

The popularity of teams has increased. Today \_\_\_\_\_ percent of employers indicate that teamwork is a more important skill than it was two years ago.

- A) 76
- B) 35
- C) 51
- D) 10
- E) 22

Answer: <https://biology-forums.com/index.php?topic=495168>

### Question 1501

Explain how the grapevine functions and why it exists in organizational communication. Describe the general direction of communication and the form of communication most commonly used in the grapevine. What can a manager do to limit the negative affects of the grapevine?

Answer: <https://biology-forums.com/index.php?topic=495395>

### Question 1502

How have the fields of psychology and sociology contributed to our understanding of organizational behavior?

Answer: <https://biology-forums.com/index.php?topic=494245>

### Question 1503

Who built upon the three-step model to create a more detailed approach for implementing change?

- A) Lawrence Summers
- B) Kurt Lewin
- C) Douglas Surber
- D) David McClelland
- E) John Kotter

Answer: <https://biology-forums.com/index.php?topic=496129>

### Question 1504

HUP corporation discussed the economic downturn with all of the employees and offered them the option to have the entire corporation reduce their hours to a part time status, or force management to reduce the staff by fifteen percent. Management allowed the employees to vote on the best method, and they chose to go part time. HUP is engaging in \_\_\_\_\_, a common element of a spiritual organization.

- A) material symbols
- B) strong sense of purpose
- C) humanistic work practices
- D) trust and respect
- E) toleration of employee expression

Answer: <https://biology-forums.com/index.php?topic=495936>

### Question 1505

The six key dependent variables relevant to OB on the contingency model to help explain the complexities of organizational behavior are \_\_\_\_\_.

- A) biography, personality, emotions, perception, motivation, and ability
- B) decision making, stress, citizenship, conflict, teams, and politics
- C) productivity, absence, turnover, deviant workplace behavior, citizenship, and satisfaction
- D) input, values, emotions, perception, attitude, and decision-making
- E) human resources, turnover, structure, culture, leadership, and trust

Answer: <https://biology-forums.com/index.php?topic=494205>

### Question 1506

Clara is a clerk at a retail outlet. She earns \$35,000 a year. She is allowed to work her schedule around her daughter's school athletic events, and because she has seniority over the other clerks, rarely has to work holidays.

Jeff is a new designer for an engineering firm. He earns \$75,000 a year. He must be at the office Monday through Friday from 8:00 to 5:00. His wife attends all their children's school events. His job is stressful, and if a project is due, he often works weekends and sometimes holidays, although from home.

How would you compare Clara and Jeff's levels of job satisfaction? Describe how you would measure their satisfaction and name at least three major job attitudes that play a part in each of their satisfaction levels.

Answer: <https://biology-forums.com/index.php?topic=494467>

### Question 1507

Explain the concept of the "boundaryless" organization and how boundaryless organizations are useful in breaking down cultural barriers in a global workplace.

Answer: <https://biology-forums.com/index.php?topic=495849>

### Question 1508

The following are methods of measuring employee attitudes:

- I. a one-question global rating
- II. a summation score made up of a number of job facets
- III. a 360° battery

Which of these methods are the best to use in order to measure job satisfaction?

- A) I only
- B) II only
- C) III only
- D) I and II are equally as good
- E) II or III are equally as good

Answer: <https://biology-forums.com/index.php?topic=494397>

### Question 1509

Which of the following may be a disadvantage of introducing this type of pay plan?

- A) Your employer will have less control over what each employee does.
- B) Employees will become more specialized.
- C) Employees will become less motivated.
- D) Employees will tend not to work as hard as before.
- E) Your employer may pay for skills that they aren't using.

Answer: <https://biology-forums.com/index.php?topic=495041>

### Question 1510

Which of the following terms best describes people who show initiative, take action, and persevere until meaningful change occurs?

- A) high conscientiousness
- B) Type A
- C) high self esteem
- D) high Mach
- E) proactive personalities

Answer: <https://biology-forums.com/index.php?topic=494639>

### Question 1511

Nikolas needs to come up with a creative design logo for his new client. What should Nikolas do to increase his creativity.

- A) Get a calming, relaxing massage and clear his mind to think.
- B) Put on some up-beat happy music and run ideas by coworkers.
- C) Get anxious about how important this account is to his firm.
- D) Think about a sad moment, because emotions stimulate creativity.
- E) Play meditation music and spend twenty minutes meditating.

Answer: <https://biology-forums.com/index.php?topic=494787>

### Question 1512

You have decided to use the electronic meeting technique. Which of the following is not true about this type of meeting?

- A) It can be highly effective under certain conditions.
- B) Participants type their responses onto a computer screen.

- C) You can expect participants to be honest.
- D) Participants will be anonymous.
- E) Group cohesiveness will be high.

Answer: <https://biology-forums.com/index.php?topic=495151>

### Question 1513

Culture is most likely to be a liability when \_\_\_\_\_.

- A) it reduces ambiguity
- B) countercultures are integrated into the dominant cultures
- C) it increases the consistency of behavior
- D) the organization's management is ineffectual
- E) the organization's environment is dynamic

Answer: <https://biology-forums.com/index.php?topic=495878>

### Question 1514

The Young Woman's Club is most likely to \_\_\_\_\_.

- A) shift its core values in response to the perceived needs of newcomers
- B) broaden its membership to include women of different classes
- C) remain similar in size, despite the town's population increase
- D) expand its membership significantly, given the town's population increase
- E) experience internal division regarding the future of the organization

Answer: <https://biology-forums.com/index.php?topic=495962>

### Question 1515

Work sample tests are widely used in hiring \_\_\_\_\_.

- A) unskilled labor
- B) managers
- C) professional workers
- D) skilled workers
- E) knowledge workers

Answer: <https://biology-forums.com/index.php?topic=495998>

### Question 1516

What effect does stress typically have on mood?

- A) short term positive but long term negative
- B) small and insignificant
- C) negative
- D) long-term positive
- E) short-term positive

Answer: <https://biology-forums.com/index.php?topic=494523>

### Question 1517

An individual's expectations have little effect on perception.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494793>

### Question 1518

Which of the following disabilities tend to be rated lowest for employability?

- A) missing limbs
- B) blindness
- C) mental illness
- D) deafness
- E) chronic back pain

Answer: <https://biology-forums.com/index.php?topic=494279>

### Question 1519

Which of the following represents a core value of the college?

- A) life-long learning
- B) affordable education



- C) technological innovation
- D) scientific knowledge
- E) remedial reinforcement

Answer: <https://biology-forums.com/index.php?topic=495958>

### Question 1520

The major advantage of the virtual organization is its \_\_\_\_\_.

- A) complexity
- B) predictability
- C) empowerment
- D) control
- E) flexibility

Answer: <https://biology-forums.com/index.php?topic=495790>

### Question 1521

As a result of self-managed teams, supervisory positions may be eliminated.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495247>

### Question 1522

To get his company through some hard economic times, Ben's hours have just been reduced from 40 a week to 33. Ben is upset about the reduction in time and pay, but he shows up to work every morning and is willing to patiently wait until economic times improve, and he can go back to work full time.

Which of the following best describes Ben's response to his dissatisfaction?

- A) active, constructive, loyalty
- B) passive, constructive, loyalty
- C) passive, destructive, neglect
- D) active, constructive, voice
- E) active, destructive, exit

Answer: <https://biology-forums.com/index.php?topic=494412>

### Question 1523

What is the term used for an increased commitment to a previous decision in spite of negative information?

- A) hindsight
- B) satisficing
- C) escalation of commitment
- D) rose-colored-glasses
- E) representative

Answer: <https://biology-forums.com/index.php?topic=494772>

### Question 1524

Which of the following has the highest intrinsic risk-taking propensity?

- A) an accountant performing auditing activities
- B) a marketing representative
- C) a school crossing guard
- D) a stock trader in a brokerage firm
- E) a computer technologist

Answer: <https://biology-forums.com/index.php?topic=494634>

### Question 1525

Which of the following terms describes basic convictions that "a specific mode of conduct or end state of existence is personally or socially preferable to an opposite mode of conduct"?

- A) attitudes
- B) convictions
- C) affectual preferences
- D) values
- E) preferences

Answer: <https://biology-forums.com/index.php?topic=494641>

### Question 1526

What is the term used for the situation where employees are allowed to pick and choose from among a menu of benefit options?

- A) benefit menu options
- B) benefit participation
- C) flexible benefits
- D) flex time
- E) flexible pay

Answer: <https://biology-forums.com/index.php?topic=494995>

### Question 1527

Which of the following statements regarding leadership is true?

- A) Nonsanctioned leadership is as important as or more important than formal influence.
- B) All leaders are managers.
- C) All leaders are hierarchically superior to followers.
- D) Formal rights enable managers to lead effectively.
- E) All managers are leaders.

Answer: <https://biology-forums.com/index.php?topic=495410>

### Question 1528

What sort of goals does Management by Objectives (MBO) emphasize?

- A) hierarchical, attainable, and effective
- B) inspirational, teachable, and creative
- C) tangible, verifiable, and measurable
- D) achievable, controllable, and profitable
- E) challenging, emotional, and constructive

Answer: <https://biology-forums.com/index.php?topic=494864>

### Question 1529

\_\_\_\_\_ power is based on identification with a person who has desirable resources or personal traits.

- A) Associational
- B) Referent
- C) Legitimate
- D) Source
- E) Personal

Answer: <https://biology-forums.com/index.php?topic=495543>

### Question 1530

A receiver who translates a sender's message is engaging in the process of \_\_\_\_\_.

- A) transmission
- B) feedback
- C) encoding
- D) decoding
- E) recoding

Answer: <https://biology-forums.com/index.php?topic=495305>

### Question 1531

\_\_\_\_\_ is a systematic effort to make an organization leaner by selling off business units, closing locations, or reducing staff.

- A) Decentralizing
- B) Removing boundaries
- C) Formalizing
- D) Downsizing
- E) Departmentalizing

Answer: <https://biology-forums.com/index.php?topic=495792>

### Question 1532

Which of the following is a reason why the aging of the workforce is a significant concern for HR managers today?

- A) The turnover rate among older employees is costly for employers.
- B) Older employees do not contribute to diversity in the workforce.
- C) Retiring baby boomers need to take time from work to care for children.

- D) When older employees retire, their knowledge and skills are lost.  
E) Employers pay increased medical costs due to the increasingly younger workforce.  
Answer: <https://biology-forums.com/index.php?topic=494255>

### Question 1533

The more that lower-level personnel provide input or are actually given the discretion to make decisions, the more \_\_\_\_\_ there is within an organization.

- A) decentralization  
B) centralization  
C) disempowerment  
D) departmentalization  
E) work specialization

Answer: <https://biology-forums.com/index.php?topic=495769>

### Question 1534

Lavert hates the annual review process he has to do of the employees in his department. Although he is fully aware of some of his employees' faults he is reluctant to discuss them in person, and is only comfortable writing them in an unsigned report that his supervisor will review. Lavert's behavior demonstrates \_\_\_\_\_.

- A) employee defensiveness about weaknesses  
B) fear of confrontation  
C) employee inflated assessment of performance  
D) provision of due process  
E) managerial sincerity

Answer: <https://biology-forums.com/index.php?topic=496049>

### Question 1535

What is the term used to describe workers who entered the workforce in the 1950s and early 1960s?

- A) Veterans  
B) Nexters  
C) Boomers  
D) Xers  
E) Millennials

Answer: <https://biology-forums.com/index.php?topic=494649>

### Question 1536

Describe the Big Five personality dimension of emotional stability and explain how it can predict behavior at work.

Answer: <https://biology-forums.com/index.php?topic=494690>

### Question 1537

What theory was developed by Robert House?

- A) decision theory  
B) leader-member exchange theory  
C) path-goal theory  
D) cognitive resource model  
E) situational leadership theory

Answer: <https://biology-forums.com/index.php?topic=495437>

### Question 1538

Farid is a third generation Indian American. He has never been to India, but was very saddened by the recent news of hundreds dead in a terrorist attack in India. This is an example of \_\_\_\_\_.

- A) social identity theory  
B) an informal group  
C) ingroup favoritism  
D) a task group  
E) uncertainty reduction

Answer: <https://biology-forums.com/index.php?topic=495063>

### Question 1539

The key underlying concept of all bureaucracies is \_\_\_\_\_.

- A) standardization

- B) centralization
- C) efficiency
- D) specialization
- E) span of control

Answer: <https://biology-forums.com/index.php?topic=495778>

### Question 1540

Which of the following cultural dimensions identified by GLOBE does not have an equivalent in Hofstede?

- A) individualism/collectivism
- B) future orientation
- C) performance orientation
- D) gender differentiation
- E) power distance

Answer: <https://biology-forums.com/index.php?topic=494673>

### Question 1541

Which of the following is not included in the definition of conflict?

- A) something that is cared about
- B) disruption of tasks
- C) perception
- D) incompatibility
- E) negative effects

Answer: <https://biology-forums.com/index.php?topic=495634>

### Question 1542

Glendon has a degree in business and worked for two years at an international firm in Spain. When the firm suffered cutbacks and Glendon returned home, he took a job at a non-profit agency mentoring at-risk Spanish-speaking children. Glendon earns a third of what he earned in the business world, but has decided that his new goal is to acquire a larger case load and continue to use his Spanish to help people. Which theory explains why Glendon is happy with a much smaller external reward for his work?

- A) extrinsic motivation
- B) self-determination
- C) self-imposition of goals
- D) self-concordance
- E) nAch

Answer: <https://biology-forums.com/index.php?topic=494859>

### Question 1543

Which of the following is not a drawback of written messages?

- A) They are unlikely to be well thought-out.
- B) They may be misinterpreted by their receivers.
- C) It is difficult for senders to confirm whether they have been received.
- D) They're time consuming.
- E) They lack built-in feedback mechanisms.

Answer: <https://biology-forums.com/index.php?topic=495314>

### Question 1544

Festinger proposed that the desire to reduce dissonance is determined by three moderating factors including the \_\_\_\_\_.

- A) values of the elements creating the dissonance
- B) degree of positive affect the person has toward the behavior
- C) degree of influence the individual believes he or she has over the elements
- D) fact that values and attitudes will vary over the short term
- E) awareness that dissonance exists

Answer: <https://biology-forums.com/index.php?topic=494384>

### Question 1545

Performance evaluations are used to \_\_\_\_\_.

- A) define departmental structure
- B) decrease conformity within organizations
- C) help management make HR decisions
- D) improve group cohesiveness

E) identify how jobs are completed

Answer: <https://biology-forums.com/index.php?topic=496031>

### Question 1546

The degree to which a person identifies with his or her job, actively participates in it, and considers his or her performance as being important to self-worth is \_\_\_\_\_.

- A) social embeddedness
- B) organizational commitment
- C) job involvement
- D) job satisfaction
- E) job stability

Answer: <https://biology-forums.com/index.php?topic=494389>

### Question 1547

The director believes that because of these innate characteristics, Lawrence will be highly effective at helping the company achieve its production goals. You advise the director against this decision because \_\_\_\_\_.

- A) studies have found that the Big Five traits are difficult to identify in leaders
- B) research has found that conscientiousness is a better predictor of effectiveness than extroversion
- C) research has shown that effective managers are often unlikely to become effective leaders
- D) research has identified emotional stability as the strongest predictor of leadership effectiveness
- E) studies have shown that traits are poor predictors of leadership effectiveness

Answer: <https://biology-forums.com/index.php?topic=495455>

### Question 1548

Evidence indicates that time pressures are the primary problem underlying work/life conflicts.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=496075>

### Question 1549

The question of span of control determines \_\_\_\_\_.

- A) where decisions are made
- B) how employees will be compensated
- C) who reports to whom
- D) the number of levels and managers an organization has
- E) how jobs will be grouped

Answer: <https://biology-forums.com/index.php?topic=495834>

### Question 1550

According to the University of Michigan studies, production-oriented leadership is defined as the extent to which a leader tends to emphasize the technical or task aspects of the job.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495483>

### Question 1551

Ismael spent the morning in the field making sales calls. He called on four prospective clients and they all declined to purchase his company's product. Ismael returned to the office stressed and exhausted. He has an hour and a half lunch before he has to make a large sales presentation to a current client, which Ismael hopes will expand his account. What is the best way for Ismael to spend his lunch hour?

- A) He should rest in the lounge, reading a book or listening to his MP3 player.
- B) He should ask his boss to help him prepare the presentation.
- C) He should practice his sales pitch orally with a co-worker.
- D) He should prepare his sales pitch data and graphics on the computer.
- E) He should go to lunch and vent with co-workers about his morning.

Answer: <https://biology-forums.com/index.php?topic=494536>

### Question 1552

The culture of the Young Woman's Club can be defined as \_\_\_\_\_.

- A) a tolerant culture
- B) an ambiguous culture

- C) a weak culture
- D) a diverse culture
- E) a strong culture

Answer: <https://biology-forums.com/index.php?topic=495959>

### Question 1553

Identify the five stages of the conflict process, and provide an example of how a manager from the resolution-focused school of thought would apply each stage of the conflict process in the workplace.

Answer: <https://biology-forums.com/index.php?topic=495733>

### Question 1554

Rituals perform all of the following functions except that of \_\_\_\_\_.

- A) revealing the company's bottom line in terms of net profit
- B) emphasizing the organization's goals
- C) reinforcing the key values of the organization
- D) revealing the company's view of which people are expendable
- E) reinforcing the company's perspective on which people are important

Answer: <https://biology-forums.com/index.php?topic=495903>

### Question 1555

Teams aren't always the best choice to get a job done. They can often be more costly than individual work. Which of the following is not a cost of teamwork, compared to individual work?

- A) high communication demands
- B) increased time costs
- C) more required resources
- D) decreased meeting obligations
- E) conflict management needs

Answer: <https://biology-forums.com/index.php?topic=495235>

### Question 1556

Janice is spending the summer working as an intern writing copy for a local firm. Today Janice's senior editor sent back some of Janice's work covered in red ink corrections. Up until now, all of Janice's work had been corrected in green or blue ink. Janice is upset and worried that her senior editor doesn't like her.

Which component of an attitude is not represented in the previous scenario?

- A) the affective component
- B) the positive component
- C) the behavior component
- D) the cognitive component
- E) the negative component

Answer: <https://biology-forums.com/index.php?topic=494367>

### Question 1557

Discuss equity theory. Include the concepts of equity tension, referent comparisons, and how employees might reduce perceived inequity.

Answer: <https://biology-forums.com/index.php?topic=494945>

### Question 1558

Jill is valued by her colleagues for her ability to perform effective break-even analysis on upcoming ventures. In this case, her colleagues value her for competencies that fall within which essential management skills categories?

- A) communication
- B) education
- C) conceptual
- D) technical
- E) human

Answer: <https://biology-forums.com/index.php?topic=494154>

### Question 1559

Which one of the following is not implied in the definition of power?

- A) potential
- B) dependency
- C) actualization

- D) influence
- E) capacity

Answer: <https://biology-forums.com/index.php?topic=495523>

### Question 1560

Which of the following is not a step in the negotiation process?

- A) clarification and justification
- B) process evaluation
- C) preparation and planning
- D) definition of ground rules
- E) bargaining and problem solving

Answer: <https://biology-forums.com/index.php?topic=495683>

### Question 1561

Managing resistance to change that is \_\_\_\_\_ is extremely challenging.

- A) passive
- B) deferred
- C) resolute
- D) overt
- E) explicit

Answer: <https://biology-forums.com/index.php?topic=496116>

### Question 1562

Provided that all of the team members are equally qualified, which of the following teams is likely to be the least challenging to manage?

- A) A team comprised primarily of members from Canada, Britain, and Australia, because employees from these countries usually grow up learning how to function in teams.
- B) A team comprised primarily of members from the United States, because employees from countries with individualistic values tend to function well in teams.
- C) A team comprised of members drawn equally from all of the company's offices, because culturally diverse teams tend to operate with minimal conflict.
- D) A team comprised primarily of members from either Japan or another Asian-Pacific country, because employees from countries with collectivist values tend to adjust easily to team structures.
- E) A team comprised of members from both Japan and Mexico, because employees from these countries tend to focus on individual accomplishments.

Answer: <https://biology-forums.com/index.php?topic=495274>

### Question 1563

Volatility refers to the degree of \_\_\_\_\_ within an environment.

- A) flexibility
- B) support
- C) instability
- D) pressures
- E) resources

Answer: <https://biology-forums.com/index.php?topic=495807>

### Question 1564

Identify what type of personality an ESTJ would be according to the Myers-Briggs Type Indicator. Then describe two ways that a person might practice impression management on the MBTI to get a job that requires an ESTJ personality.

Answer: <https://biology-forums.com/index.php?topic=494686>

### Question 1565

Which of the students was effective?

- A) insufficient information to judge
- B) both Gail and Allison
- C) only Allison
- D) neither Gail nor Allison
- E) only Gail

Answer: <https://biology-forums.com/index.php?topic=494237>

### Question 1566

\_\_\_\_\_ is a series of emotional experiences, precipitated by a single event and containing elements of both emotions and mood cycles.

- A) Job satisfaction
- B) A positive affect
- C) An emotional episode
- D) Affectsevents theory
- E) A mood dimension

Answer: <https://biology-forums.com/index.php?topic=494545>

### Question 1567

What term is used for feelings that tend to be less intense than emotions?

- A) cognition
- B) reactions
- C) affect
- D) thoughts
- E) moods

Answer: <https://biology-forums.com/index.php?topic=494497>

### Question 1568

From management's perspective, the greatest appeal of skill-based pay plans is decreased payroll costs.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495028>

### Question 1569

If personality characteristics were completely dictated by \_\_\_\_\_, they would be fixed at birth and no amount of experience could alter them.

- A) situations
- B) heredity
- C) environment
- D) religion
- E) job satisfaction

Answer: <https://biology-forums.com/index.php?topic=494610>

### Question 1570

After completing cooking school with outstanding grades and recommendations, Joe and Gary both looked forward to working in restaurants. Joe found work as a short-order cook in a cramped diner. On many shifts he worked alone, and had to cook a large number of meals on outdated equipment. Gary found work in a modern hotel kitchen. He had a small staff helping him prepare a small number of elaborate meals to order. Gary became a highly regarded chef, while Joe left the restaurant industry. This example illustrates that an individual needs what in order to perform well?

- A) feedback from superiors
- B) adequate compensation
- C) supportive work context
- D) ability and technical skills
- E) motivation to perform

Answer: <https://biology-forums.com/index.php?topic=494971>

### Question 1571

Organizationally supported programs that focus on the employee's total physical and mental condition are called \_\_\_\_\_ programs.

- A) organizational development
- B) employee involvement
- C) relaxation
- D) job redesign
- E) wellness

Answer: <https://biology-forums.com/index.php?topic=496168>

### Question 1572

What are defensive behaviors? Provide three examples of defensive behaviors and explain why an employee would engage in the behavior.

Answer: <https://biology-forums.com/index.php?topic=495621>

### Question 1573

In an organization that has high centralization, \_\_\_\_\_.

- A) top managers make all the decisions and lower level managers merely carry out directions



- B) action can be taken more quickly to solve problems
- C) all top level officials are located within the same geographic area
- D) the corporate headquarters is located centrally to branch offices
- E) new employees have a great deal of legitimate authority

Answer: <https://biology-forums.com/index.php?topic=495768>

### Question 1574

Which bargaining strategy is preferable for use in intraorganizational behavior?

- A) equal bargaining
- B) positive negotiation
- C) integrative bargaining
- D) equity splitting
- E) distributive bargaining

Answer: <https://biology-forums.com/index.php?topic=495682>

### Question 1575

List and briefly describe the stages in the five-stage model of group development.

Answer: <https://biology-forums.com/index.php?topic=495160>

### Question 1576

Sexual harassment is frequently concerned with power dynamics between individuals.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495594>

### Question 1577

Rashid is dissatisfied at work. He feels he is paid too little and asked to do too much. To compensate for his perceived unjust pay, he regularly takes work supplies home for personal use, such as computer ink cartridges, staplers, and reams of paper.

Rashid's behavior is an example of \_\_\_\_\_.

- A) customer satisfaction
- B) absenteeism
- C) turnover
- D) workplace deviance
- E) employee OCB

Answer: <https://biology-forums.com/index.php?topic=494419>

### Question 1578

\_\_\_\_\_ is the degree to which a person's reasons for pursuing a goal is consistent with the person's interests and core values.

- A) The nAch
- B) Self-determination
- C) Self-concordance
- D) Extrinsic motivation
- E) Self-imposition of goals

Answer: <https://biology-forums.com/index.php?topic=494856>

### Question 1579

Which of the following fields has most helped us understand differences in fundamental values, attitudes, and behavior among people in different countries?

- A) political science
- B) psycholinguistics
- C) operations research
- D) anthropology
- E) psychology

Answer: <https://biology-forums.com/index.php?topic=494177>

### Question 1580

Which of the following has only recently been considered a primary dependent variable in organizational behavior?

- A) absenteeism
- B) turnover
- C) productivity

D) organizational citizenship behavior

E) job satisfaction

Answer: <https://biology-forums.com/index.php?topic=494199>

### Question 1581

The extensive use of teams creates the potential for an organization to generate greater outputs with no increase in inputs.

A) True

B) False

Answer: <https://biology-forums.com/index.php?topic=495245>

### Question 1582

Why might a charismatic leader exhibit unethical behaviors, and what have researchers proposed as a way to reduce the likelihood of such ethical problems?

Answer: <https://biology-forums.com/index.php?topic=495521>

### Question 1583

Explain how Fred Luthans differentiates between successful and effective managers.

Answer: <https://biology-forums.com/index.php?topic=494242>

### Question 1584

Co-workers usually \_\_\_\_\_ to wield power and engage in sexual harassment.

A) are less likely

B) withhold information, support and cooperation

C) gain the trust and cooperation of supervisors

D) promise positive rewards and promotions

E) threaten negative consequences of rewards and promotions

Answer: <https://biology-forums.com/index.php?topic=495566>

### Question 1585

Communication serves all of the following functions within a group or organization except \_\_\_\_\_.

A) motivation

B) control

C) planning

D) emotional expression

E) conveying information

Answer: <https://biology-forums.com/index.php?topic=495290>

### Question 1586

Apply the five stages of group development to the formation of the prison guard group in Zimbardo's prison experiment. Discuss how the role perceptions and role expectations would or would not be affected as the group moved from one stage to the next.

Answer: <https://biology-forums.com/index.php?topic=495153>

### Question 1587

You should expect to find that \_\_\_\_\_.

A) there will be increased acceptance of the decision

B) group discussions will be shared equally

C) group decision making will be very costly

D) group decision making will be faster

E) groups will find reaching a decision to be less effortful than individuals

Answer: <https://biology-forums.com/index.php?topic=495147>

### Question 1588

Describe how one of the sciences that contributes to organizational behavior could be used in EBM. Define the science, some of the science's contributions to OB, and describe a workplace example of how it could be used in EBM.

Answer: <https://biology-forums.com/index.php?topic=494243>

### Question 1589

Alberto, an hourly employee, is negotiating his vacation schedule with his boss. When his boss tells him that he might not be able to take two weeks off in April, Alberto gets angry and begins to justify why he should be given the vacation time. Which of the following best explains how Alberto's

emotions will affect the negotiation process?

- A) negative affect / equal status / integrative bargaining
- B) positive affect / subordinate employee / distributive bargaining
- C) negative affect / position of power / distributive bargaining
- D) positive affect / position of power / distributive bargaining
- E) negative affect / subordinate employee / distributive bargaining

Answer: <https://biology-forums.com/index.php?topic=495692>

### Question 1590

The vice president's major base of power seems to be \_\_\_\_\_.

- A) coercive
- B) reward
- C) personal
- D) referent
- E) expert

Answer: <https://biology-forums.com/index.php?topic=495601>

### Question 1591

One advantage of the Fiedler model is that its contingency variables are simple and easy to assess.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495493>

### Question 1592

What is the distinct characteristic common to all participative management programs?

- A) empowerment
- B) productivity enhancement
- C) joint decision making
- D) autonomy
- E) quality awareness

Answer: <https://biology-forums.com/index.php?topic=494973>

### Question 1593

Which of the following is not an ingredient common to all MBO programs?

- A) an explicit time period
- B) participative decision making
- C) consistent monetary rewards
- D) specification of the goal
- E) performance feedback

Answer: <https://biology-forums.com/index.php?topic=494868>

### Question 1594

\_\_\_\_\_ occurs when people within organizations use whatever influence they can to taint the facts to support their goals and interests.

- A) Illegitimate political behavior
- B) Camouflage
- C) Sabotage
- D) Legitimate political behavior
- E) Politicking

Answer: <https://biology-forums.com/index.php?topic=495573>

### Question 1595

When F. Scott Fitzgerald said, "The very rich are different from you and me," and Hemingway replied, "Yes, they have more money," Hemingway refused to engage in what shortcut to judge others?

- A) projection
- B) contrast effect
- C) prototyping
- D) halo effect
- E) stereotyping

Answer: <https://biology-forums.com/index.php?topic=494733>

### Question 1596

What is the first step in the rational decision-making model?

- A) weighing the decision criteria
- B) collecting relevant data
- C) identifying the decision criteria
- D) developing alternatives
- E) defining the problem

Answer: <https://biology-forums.com/index.php?topic=494740>

### Question 1597

Which of the following best describes a work team?

- A) Individual efforts result in a greater performance than the sum of group inputs.
- B) Individual efforts result in a greater performance than the sum of individual inputs.
- C) Individual efforts result in a lower performance than the sum of individual inputs.
- D) Group efforts result in a lower performance than the sum of individual inputs.
- E) Group efforts result in a greater performance than the sum of individual inputs.

Answer: <https://biology-forums.com/index.php?topic=495183>

### Question 1598

Joseph was very excited about moving into his new office with a window, after four years of working in a cubicle. However, after moving in, he found that nothing had really changed. His level of work satisfaction remained the same. Which of the following explains what happened to Joseph?

- A) People tend to overestimate the sadness they will feel when experiencing a future negative event.
- B) People tend to do a good job of predicting how they're going to feel when something happens.
- C) People tend to overestimate the pleasure they will receive from a future positive event.
- D) People experience both positive and negative emotions very differently.
- E) People experience both positive and negative emotions differently.

Answer: <https://biology-forums.com/index.php?topic=494528>

### Question 1599

In observing the departments in his division, Matthew notices that some managers with wide spans of control seem to perform more effectively than other managers with similarly-sized spans of control. Which of the following statements is most likely true regarding the high-performing managers?

- A) The employees within their departments tend to compete to reach productivity goals, which boosts performance.
- B) These managers are paid higher salaries than the low-performing managers.
- C) These managers discourage employee autonomy, which produces more uniform departmental results.
- D) The employees within their departments are highly skilled and very knowledgeable about their jobs.
- E) The employees within their departments have poor communication with each other.

Answer: <https://biology-forums.com/index.php?topic=495835>

### Question 1600

According to Fiedler, task structure is the degree to which the job assignments are procedurized.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495487>

### Question 1601

Exclusion and incivility are difficult forms of discrimination to root out because \_\_\_\_\_.

- A) they are only inflicted by upper management
- B) victims suffer less than victims of other types of discrimination
- C) they are impossible to observe and may occur unintentionally
- D) exclusion and incivility are not forms of unfair discrimination
- E) management often disregards this type of discrimination

Answer: <https://biology-forums.com/index.php?topic=494266>

### Question 1602

Which of the following is a person's ability to be self-aware, detect emotions in others, and manage emotional cues and information?

- A) emotional intelligence
- B) emotional external constraints
- C) cognition
- D) affective emotions

E) affective events theory

Answer: <https://biology-forums.com/index.php?topic=494547>

### Question 1603

Vivian has not been handling one portion of her duties in a satisfactory manner. As a result, her manager threatens to withhold her promotion. Which power tactic is being used?

- A) inspirational appeals
- B) ingratiation
- C) personal appeals
- D) pressure
- E) exchange

Answer: <https://biology-forums.com/index.php?topic=495559>

### Question 1604

Which of the following personality traits is most likely to help achieve career success?

- A) extrovert
- B) proactive
- C) agreeable
- D) Type A
- E) high S.E

Answer: <https://biology-forums.com/index.php?topic=494640>

### Question 1605

What is the name for employees who sit on a company's board of directors and represent the interests of the firm's employees?

- A) board leaders
- B) works councils
- C) quality circles
- D) board representatives
- E) union representatives

Answer: <https://biology-forums.com/index.php?topic=494979>

### Question 1606

Which of the following is not one of the racial categories used by the U.S. Bureau of the Census?

- A) Anglo-Saxon European
- B) Native Hawaiian and Other Pacific Islander
- C) American Indian and Alaska Native
- D) Black or African American
- E) Two or more races

Answer: <https://biology-forums.com/index.php?topic=494276>

### Question 1607

Why are surface-level diversity factors poor indicators of how two employees will work together, and what factors are better indicators for predicting compatibility?

Answer: <https://biology-forums.com/index.php?topic=494348>

### Question 1608

Discuss some of the psychological consequences of stress and describe some of the individual approaches to managing stress.

Answer: <https://biology-forums.com/index.php?topic=496223>

### Question 1609

What is a common contingent selection method?

- A) work sample test
- B) IQ test
- C) drug test
- D) interview
- E) interest inventory

Answer: <https://biology-forums.com/index.php?topic=496006>

### Question 1610

A Chinese manager is more likely to use which of the following techniques of conflict management?

- A) authoritative command
- B) competing tactics
- C) direct confrontation
- D) avoidance
- E) communication

Answer: <https://biology-forums.com/index.php?topic=495698>

### Question 1611

What is the goal of representative participation?

- A) for workers to own the firms where they work
- B) to provide greater motivation and productivity
- C) to empower high-level managers
- D) to help workers' self-esteem
- E) to redistribute power within the organization

Answer: <https://biology-forums.com/index.php?topic=494978>

### Question 1612

Which of the following is a reason that many researchers believe that generational values are invalid?

- A) The media has glorified the Nexters.
- B) The research has been manipulated.
- C) There's no valid research on the topic.
- D) There's too much overlap.
- E) The Veteran generation is no longer part of the workforce.

Answer: <https://biology-forums.com/index.php?topic=494655>

### Question 1613

Robert is considering administering written integrity tests to management candidates that pass the initial screening. These tests will most likely help Robert to predict a candidate's \_\_\_\_\_.

- A) propensity to react calmly under stress
- B) degree of attention to detail
- C) spatial and mechanical abilities
- D) likelihood of posing discipline problems
- E) degree of positive self-concept

Answer: <https://biology-forums.com/index.php?topic=496076>

### Question 1614

Conflict is dysfunctional when it \_\_\_\_\_.

- A) fosters an environment of self-evaluation
- B) leads to change
- C) provides a medium to release tension
- D) provides a means for expressing frustration
- E) reduces group cohesiveness

Answer: <https://biology-forums.com/index.php?topic=495672>

### Question 1615

An employee in a gainsharing plan can receive incentive awards even if the organization isn't profitable.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495030>

### Question 1616

What sort of plan is a company-established benefit plan where employees acquire stock as part of their benefits?

- A) piece-rate
- B) quality circle
- C) job redesign
- D) ESOP
- E) MBO program

Answer: <https://biology-forums.com/index.php?topic=494993>

### Question 1617

Peter is working on a project. He feels that the parameters need to be changed to meet the client specifications. First he must talk to his immediate supervisor, who then discusses the issue with her department director. Peter is most likely part of which type of small-group network?

- A) vertical
- B) all-channel
- C) chain
- D) direct
- E) box

Answer: <https://biology-forums.com/index.php?topic=495320>

### Question 1618

The stage of socialization where an individual confronts the possible dichotomy between her expectations and reality is the encounter stage.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495947>

### Question 1619

Which of the following is an example of externally caused behavior?

- A) An employee was promoted because he was hard working.
- B) An employee died from lung cancer after excessive tobacco use.
- C) An employee is late because of a flat tire.
- D) An employee is late because he was partying late and then overslept.
- E) An employee was fired because he slept on the job.

Answer: <https://biology-forums.com/index.php?topic=494712>

### Question 1620

Contrast the fundamental attribution error and the self-serving bias.

Answer: <https://biology-forums.com/index.php?topic=494822>

### Question 1621

Today, what are offered by almost all U.S. corporations and are becoming the norm in other countries?

- A) employee recognition programs
- B) employee involvement
- C) variable-pay programs
- D) flexible benefits
- E) ESOPs

Answer: <https://biology-forums.com/index.php?topic=495009>

### Question 1622

Both sides agree that they are competing over a fixed amount of resources. Each side feels that what one side wins, the other loses. The two sides are engaged in \_\_\_\_\_.

- A) distributive bargaining
- B) arbitration
- C) BATNA
- D) mediation
- E) integrative bargaining

Answer: <https://biology-forums.com/index.php?topic=495721>

### Question 1623

Ang is very satisfied with his job. On a scale of 1 to 10 he rated his job satisfaction at nearly six. Based on his job satisfaction rating, in which of the following countries is Ang least likely to work?

- A) Sweden
- B) Japan
- C) Germany
- D) Denmark
- E) U.S.A.

Answer: <https://biology-forums.com/index.php?topic=494421>

### Question 1624

How is bounded rationality related to common decision biases?

Answer: <https://biology-forums.com/index.php?topic=494827>

### Question 1625

The CEO of Marie's company overhears an inappropriate remark made by Marie's supervisor. He decides to implement measures to protect the company and its employees from sexual harassment. He should implement all of the following except \_\_\_\_\_.

- A) establish company procedures for how sexual harassment complaints can be made
- B) investigate only those sexual harassment complaints that appear to be most legitimate
- C) ensure employees that they will not be retaliated against if they issue a complaint
- D) establish a clear company policy that defines what constitutes sexual harassment
- E) inform employees that they can be fired for harassing other employees

Answer: <https://biology-forums.com/index.php?topic=495604>

### Question 1626

If you wish to emphasize the importance of making decisions consistent with fundamental liberties and privileges, the focus of your teaching will also be on which of the following?

- A) justice
- B) utilitarianism
- C) rights
- D) service
- E) privilege

Answer: <https://biology-forums.com/index.php?topic=494821>

### Question 1627

Describe Maslow's hierarchy of needs including the types of needs and how they become dominant.

Answer: <https://biology-forums.com/index.php?topic=494939>

### Question 1628

The learning that you experience during the interviewing and hiring process occurs as part of the \_\_\_\_\_ stage of employee socialization.

- A) encounter
- B) metamorphosis
- C) prearrival
- D) selection
- E) none of the above

Answer: <https://biology-forums.com/index.php?topic=495964>

### Question 1629

What is brainstorming?

- A) a process for generating ideas
- B) a technique that tends to restrict independent thinking
- C) the most effective means of generating answers
- D) a process used mainly when group members cannot agree on a solution
- E) a technique used to build group cohesiveness

Answer: <https://biology-forums.com/index.php?topic=495115>

### Question 1630

The selection process helps candidates learn about an organization. If employees perceive a conflict between their values and those of the organization, this gives them a chance to \_\_\_\_\_.

- A) rectify their cognitive dissonance
- B) self-select out of the applicant pool
- C) express their concerns
- D) inform the organization of appropriate changes
- E) work to change the organization

Answer: <https://biology-forums.com/index.php?topic=495885>

### Question 1631

You are a member of a team of eight individuals from the same department who meet for a few hours each week to discuss ways of improving quality,



efficiency, and the work environment. You are most likely a member of a self-managed work team.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495246>

### Question 1632

More than \_\_\_\_\_ percent of employers conduct some type of background check on potential employees during some point in the hiring process, usually either in the initial phase or the contingent phase.

- A) 25
- B) 65
- C) 50
- D) 80
- E) 95

Answer: <https://biology-forums.com/index.php?topic=495991>

### Question 1633

Which of the following terminal values are most common among executives?

- A) wisdom, salvation, world beauty
- B) mature love, inner harmony, freedom
- C) self-respect, family security, freedom
- D) forgiving, equality, happiness
- E) equality, world peace, family security

Answer: <https://biology-forums.com/index.php?topic=494648>

### Question 1634

Compared to people who have a negative core self-evaluation, people who have a positive core self-evaluation \_\_\_\_\_.

- A) see their work as less fulfilling
- B) see their work as less challenging
- C) are less satisfied with their jobs
- D) are less likely to give up when confronting difficulties
- E) are less likely to gravitate toward challenging jobs

Answer: <https://biology-forums.com/index.php?topic=494398>

### Question 1635

Which of the following is true regarding behavioral structured interviews?

- A) They decrease an interviewer's reliance on his or her "gut feelings."
- B) They are most useful when interviewing high-performing workers.
- C) They are useful only for interviewing non-skilled workers.
- D) They are conducted in a similar manner as audition-type interviews.
- E) They increase the effectiveness of the interview technique.

Answer: <https://biology-forums.com/index.php?topic=496003>

### Question 1636

What term is used for those who entered the U.S. work force from the mid-1960s through the mid-1980s?

- A) Boomers
- B) Nexters
- C) Traditionalists
- D) Xers
- E) Veterans

Answer: <https://biology-forums.com/index.php?topic=494651>

### Question 1637

Define and describe the traditional view of conflict.

Answer: <https://biology-forums.com/index.php?topic=495736>

### Question 1638

Elaborate sets of performance simulation tests, specifically designed to evaluate a candidate's managerial potential, are \_\_\_\_\_.

- A) more effective than work sampling
- B) considered drawbacks of some management development programs
- C) administered in assessment centers

- D) similar to personality tests
- E) likely to skew the results of behavioral samples

Answer: <https://biology-forums.com/index.php?topic=495999>

### Question 1639

Has research indicated the existence of gender differences in job productivity? Explain.

Answer: <https://biology-forums.com/index.php?topic=494354>

### Question 1640

"I've got two tickets to the game tonight that I can't use. Take them. Consider it a thank you for taking the time to talk with me." This is an example of which impression management behavior?

- A) conformity
- B) flattery
- C) self-promotion
- D) favors
- E) association

Answer: <https://biology-forums.com/index.php?topic=495584>

### Question 1641

Which of the following is not a common cultural characteristic evident in a spiritual organization?

- A) material symbols
- B) strong sense of purpose
- C) toleration of employee expression
- D) trust and respect
- E) humanistic work practices

Answer: <https://biology-forums.com/index.php?topic=495916>

### Question 1642

Rashid and a group of friends from Pakistan are going out to eat. At the restaurant the hostess tells them a bit distractedly, that there is no seating for the next two hours. Monica, a young Hispanic woman, and her boyfriend, arrive at the same restaurant a few minutes later, and are told the same thing by the same hostess in the same tone. They will probably perceive the situation similarly.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494792>

### Question 1643

Which of the following is not considered to be a power tactic?

- A) ingratiation
- B) consultation
- C) rational persuasion
- D) substitution
- E) enforcing legitimacy

Answer: <https://biology-forums.com/index.php?topic=495554>

### Question 1644

What is organizational structure?

Answer: <https://biology-forums.com/index.php?topic=495843>

### Question 1645

The correct order for the stages of the socialization process is \_\_\_\_\_.

- A) prearrival, ritual, arrival
- B) prearrival, encounter, ritual
- C) prearrival, encounter, metamorphosis
- D) prearrival, ritual, encounter
- E) prearrival, metamorphosis, encounter

Answer: <https://biology-forums.com/index.php?topic=495889>

### Question 1646

It has been well documented that individuals escalate commitment to a failing course of action when they view themselves as responsible for the

failure.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494808>

### Question 1647

Facebook and MySpace are examples of what?

- A) networking software
- B) blogs
- C) instant messaging
- D) text messaging
- E) e-mail

Answer: <https://biology-forums.com/index.php?topic=495341>

### Question 1648

Motivation is best defined as a process that \_\_\_\_\_.

- A) results in a level of effort
- B) accounts for an individual's efforts toward attaining a goal
- C) intensifies an individual's efforts
- D) stabilizes over time
- E) meets an individual's needs

Answer: <https://biology-forums.com/index.php?topic=494833>

### Question 1649

Which of the following is a characteristic of distributive bargaining?

- A) I win, you win
- B) long-term focus
- C) convergent or congruent interests
- D) high information sharing
- E) opposed interests

Answer: <https://biology-forums.com/index.php?topic=495722>

### Question 1650

The behavioral structured interview is built on the assumption that \_\_\_\_\_.

- A) personality is the best predictor of job performance
- B) technical knowledge and mood are highly correlated
- C) technical knowledge and skills are the best predictor of job performance
- D) past behavior is the best predictor of future behavior
- E) personality and mood are highly correlated

Answer: <https://biology-forums.com/index.php?topic=496005>

### Question 1651

Who is most likely to engage in rumination?

- A) a 70-year old woman
- B) a 10-year old girl
- C) a 15-year old boy
- D) a 40-year old woman
- E) a 50-year old man

Answer: <https://biology-forums.com/index.php?topic=494776>

### Question 1652

Which of the following is not a reason an international manager needs to evaluate recruiting practices?

- A) culture-based norms
- B) cultural legal differences
- C) local social values
- D) cultural culinary differences
- E) cultural economic differences

Answer: <https://biology-forums.com/index.php?topic=496053>

### Question 1653

Profit-sharing programs may be direct cash outlays or allocations of stock options.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495029>

### Question 1654

What sort of benefit program would probably be the best choice?

- A) an AESOP
- B) a traditional benefit program
- C) an ESOP
- D) letting them purchase their own benefits
- E) a flexible benefit program

Answer: <https://biology-forums.com/index.php?topic=495042>

### Question 1655

Your physician has advised you to take a series of medications. You comply because of her \_\_\_\_\_ power.

- A) information
- B) formal
- C) expert
- D) personal
- E) referent

Answer: <https://biology-forums.com/index.php?topic=495545>

### Question 1656

their students must have a solid understanding of the fundamentals of their discipline; and 2) internships are an important method of establishing the connections and opportunities for employment.

409) The belief in a liberal arts education is part of the \_\_\_\_\_ of the college.

- A) management culture
- B) subculture of the business department
- C) dominant culture
- D) mission statement
- E) none of the above

Answer: <https://biology-forums.com/index.php?topic=495955>

### Question 1657

An organization pursues a price-minimization strategy by controlling costs, avoiding unnecessary innovation or marketing expenses, and cutting prices in selling basic products.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495823>

### Question 1658

Work groups typically generate more positive synergy than do work teams.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495243>

### Question 1659

Phil is new at JPS Corp, but after a week he already knows that the founder of the corporation started the business in his garage with only \$10,000 and one client. This information was most likely transmitted to Phil by way of \_\_\_\_\_.

- A) stories
- B) reflections
- C) rituals
- D) material symbols
- E) language

Answer: <https://biology-forums.com/index.php?topic=495899>

### Question 1660

Which of the following is an example of being an efficient company?

- A) operating at the lowest possible cost while yielding a higher output

- B) creating the highest customer satisfaction ratings
- C) obtaining the highest market share
- D) maximizing diversity at high cost
- E) meeting the production schedule

Answer: <https://biology-forums.com/index.php?topic=494201>

### Question 1661

With regard to the grapevine, a manager should try to \_\_\_\_\_.

- A) ignore it
- B) use it to your advantage
- C) limit its range and impact
- D) destroy it
- E) all of the above

Answer: <https://biology-forums.com/index.php?topic=495332>

### Question 1662

Which of the following is an independent variable which is likely to be the root cause of the workplace deviant behavior the manager has observed?

- A) The structure of the organization does not involve all workers in the decision making process.
- B) Several of the foremen are close personal friends who have very similar attitudes toward work and safety.
- C) Penalties for ignoring safety standards are not heavy, amounting to the equivalent of only several hours' pay.
- D) Foremen are paid significant bonuses if the workers they supervise complete their tasks quickly.
- E) Absenteeism is found to rise on those days when particularly hazardous work is being performed.

Answer: <https://biology-forums.com/index.php?topic=494236>

### Question 1663

What term is used for the tendency of an individual to attribute his own successes to internal factors while putting the blame for failures on external factors?

- A) stereotyping
- B) consistency
- C) fundamental attribution error
- D) selective perception
- E) self-serving bias

Answer: <https://biology-forums.com/index.php?topic=494722>

### Question 1664

The mistakes committed by the sales staff suggest that sales personnel are probably experiencing which of the following as a result of their intensive training?

- A) information overload
- B) defensiveness
- C) lack of feedback
- D) selective perception
- E) filtering

Answer: <https://biology-forums.com/index.php?topic=495389>

### Question 1665

Which of the following is not a management strategy to prevent workplace sexual harassment?

- A) Discipline offenders of sexual harassment in the workplace.
- B) Support retaliation policies when employees make complaints.
- C) Establish an active policy that defines what constitutes sexual harassment.
- D) Include HR and legal departments in reports of sexual harassment.
- E) Clearly define procedures for filing sexual harassment complaints.

Answer: <https://biology-forums.com/index.php?topic=495568>

### Question 1666

Fiedler labels the degree of confidence, trust, and respect that subordinates have in their leader as \_\_\_\_\_.

- A) relationship orientation
- B) employee-orientation
- C) leader-member relations
- D) positional power
- E) none of the above

Answer: <https://biology-forums.com/index.php?topic=495431>

### Question 1667

What is the term used for an individual's personal evaluation of their ability to perform?

- A) auto-discrimination
- B) task identity
- C) autonomy
- D) self-efficacy
- E) expectancy

Answer: <https://biology-forums.com/index.php?topic=494870>

### Question 1668

Paula is looking for a new HR person for her company. She is reviewing resumes to determine which candidates to call for an interview. She sees one candidate that attended her same university. Paula puts that resume in the "to call" pile. This is an example of \_\_\_\_\_.

- A) a friendship group
- B) an interest group
- C) an informal group
- D) ingroup favoritism
- E) uncertainty reduction

Answer: <https://biology-forums.com/index.php?topic=495064>

### Question 1669

A researcher finds that people who work in a fish processing plant, doing work that most people find extremely unpleasant, still have a positive mood about 60 percent of the time. Such a finding could most likely be explained by which of the following?

- A) self-serving bias
- B) the altered enhancement effect
- C) the fundamental attribution error
- D) self-elation
- E) positivity offset

Answer: <https://biology-forums.com/index.php?topic=494513>

### Question 1670

Organizational behavior is constructed from all of the following disciplines except \_\_\_\_\_.

- A) sociology
- B) physics
- C) anthropology
- D) psychology
- E) social psychology

Answer: <https://biology-forums.com/index.php?topic=494169>

### Question 1671

The three-component model of creativity proposes that individual creativity requires expertise, creative-thinking skills, and intrinsic task motivation.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494812>

### Question 1672

Given the information we have, Mr. Nobles would probably be categorized by Luthans as what type of manager?

- A) successful
- B) efficient
- C) productive
- D) effective
- E) type A

Answer: <https://biology-forums.com/index.php?topic=494230>

### Question 1673

When people perceive an imbalance in their outcome-input ratio relative to others, \_\_\_\_\_.

- A) expectancy theory is violated
- B) they seek to move to another position of authority
- C) equity tension is created

- D) distributive justice is questioned
- E) reinforcement theory is imbalanced

Answer: <https://biology-forums.com/index.php?topic=494883>

### Question 1674

A group is most likely to tolerate deviation from a group's conformity norms by which of the following individuals?

- A) a low status individual who is not well regarded by the rest of the group
- B) a high status individual who is tightly integrated into the group's social structure
- C) a low status individual who strongly wishes to integrate within the group
- D) a high status individual who does not care about the social rewards the group provides
- E) a low status individual who has only recently entered the group

Answer: <https://biology-forums.com/index.php?topic=495095>

### Question 1675

What dependent and independent variables are usually identified for construction of an OB model?

Answer: <https://biology-forums.com/index.php?topic=494250>

### Question 1676

Which of the following statements concerning tenure is not true?

- A) Tenure is a potent variable in explaining turnover.
- B) Tenure does not appear to be a good predictor of employee productivity.
- C) Tenure and satisfaction are positively related.
- D) Recent evidence demonstrates a negative relationship between seniority and absenteeism.
- E) The impact of tenure on job performance is often misconceived.

Answer: <https://biology-forums.com/index.php?topic=494281>

### Question 1677

Which of the following is not considered one of the potential sources of conflict?

- A) group size and specialization
- B) value similarities
- C) too much communication
- D) too little communication
- E) short job tenure

Answer: <https://biology-forums.com/index.php?topic=495652>

### Question 1678

Deavon just graduated from college with a degree in marketing. He wants to go into sales. He believes that if he works hard he can earn a lot of money. He wants to earn money fast to pay off his school loans. He is single with no dependents. Describe the type of variable pay program and flexible benefits package that would be the most desirable for Deavon.

Answer: <https://biology-forums.com/index.php?topic=495048>

### Question 1679

All of the following are characteristics of the organic model except \_\_\_\_\_.

- A) cross-functional teams
- B) cross-hierarchical teams
- C) narrow spans of control
- D) employee discretion
- E) flatness

Answer: <https://biology-forums.com/index.php?topic=495797>

### Question 1680

\_\_\_\_\_ cultures rely heavily on nonverbal and subtle situational cues when communicating with others.

- A) Neutral context
- B) Low-content
- C) High-content
- D) High-context
- E) Low-context

Answer: <https://biology-forums.com/index.php?topic=495363>

### Question 1681

Norms that dictate with whom group members eat lunch, friendships on and off the job, and social games are \_\_\_\_\_ norms.

- A) appearance
- B) confluence
- C) leisure
- D) performance
- E) social arrangement

Answer: <https://biology-forums.com/index.php?topic=495086>

### Question 1682

Job involvement refers to an individual's general attitude toward his or her job.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494442>

### Question 1683

Communication that takes place among members of work groups at the same level is known as \_\_\_\_\_ communication.

- A) lateral
- B) job
- C) cross-functional
- D) downward
- E) tangential

Answer: <https://biology-forums.com/index.php?topic=495310>

### Question 1684

Imagine that you have the role of controller in a cross-functional team working on the design of a new cleaning product. Describe the cross-functional team. Explain what your role as controller involves and what difficulties might arise in the early stages of being controller of a cross-functional team.

Answer: <https://biology-forums.com/index.php?topic=495281>

### Question 1685

You should expect a weakness of group decision making to be \_\_\_\_\_.

- A) the decision will probably be a lower quality decision
- B) more time will be used to make the decision
- C) less complete knowledge
- D) decreased risky shift
- E) employees will be less accepting of the group decision

Answer: <https://biology-forums.com/index.php?topic=495148>

### Question 1686

Contrast goal-setting theory and its implications for managers with reinforcement theory.

Answer: <https://biology-forums.com/index.php?topic=494944>

### Question 1687

Which of the following is not a message conveyed by material symbols?

- A) who is going to be hired or fired
- B) top management's egalitarianism
- C) who is important
- D) appropriate authoritarian behavior
- E) appropriate risk-taking behavior

Answer: <https://biology-forums.com/index.php?topic=495906>

### Question 1688

Filtering, selective perception, defensiveness, and silence are all barriers to effective communication.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495378>

### Question 1689



List and explain the three questions that can help determine if a political action is ethical.

Answer: <https://biology-forums.com/index.php?topic=495623>

### Question 1690

When employees in organizations convert their power into action, we describe them as being engaged in politics.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495595>

### Question 1691

Modern theorists have condensed Fayol's five management functions down to four: planning, organizing, commanding, and controlling.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494208>

### Question 1692

Formal guidelines and authority hierarchies are examples of which function of communication?

- A) information
- B) organization
- C) control
- D) agreement
- E) all of the above

Answer: <https://biology-forums.com/index.php?topic=495291>

### Question 1693

Senior executives establish norms that filter down through the organization as to whether risk taking is desirable.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495945>

### Question 1694

For process conflict to be productive, it must be \_\_\_\_\_.

- A) kept at moderate levels
- B) subject to managerial control
- C) kept low
- D) kept high
- E) kept at low-to-moderate levels

Answer: <https://biology-forums.com/index.php?topic=495646>

### Question 1695

A person who is not a team player lacks various team skills that can be improved through training. Which of the following is not a typical team skill that would need improving?

- A) conflict-management
- B) communication
- C) negotiation
- D) responsibility
- E) coaching

Answer: <https://biology-forums.com/index.php?topic=495231>

### Question 1696

Jackson continues to put money into car repair even though he knows the car is a "lemon." This is an example of the availability bias.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494807>

### Question 1697

What inferences can be made from the data that workers in the U.S. show the lowest job satisfaction ratings in regard to pay and stress level, and the highest ratings in regard to work environment? What does this mean to an employer?

Answer: <https://biology-forums.com/index.php?topic=494469>

### Question 1698

The dimensions of the JCM that create meaningfulness include task identity, skill variety, and task significance.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495012>

### Question 1699

Why should managers be interested in their employees' attitudes?

- A) They are generally low.
- B) They result from behavior.
- C) They cause problems.
- D) They result in cognitive dissonance.
- E) They give warnings of potential problems.

Answer: <https://biology-forums.com/index.php?topic=494424>

### Question 1700

Instrumental values are preferable modes of behavior, or means of achieving one's terminal values.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494680>

### Question 1701

Felt emotions are an individual's actual emotions.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494584>

### Question 1702

What are the three basic methods of interpersonal communication?

Answer: <https://biology-forums.com/index.php?topic=495399>

### Question 1703

After interviewing all 7 team members, you determine that one of the team members performs routine administrative tasks that are rarely visible to any of the other team members. You suspect that this team member may be loafing off and lagging in his duties. You could most likely improve that team member's output by \_\_\_\_\_.

- A) hiring other team members who perform similar tasks
- B) giving him additional assignments to complete
- C) making his work clearly visible to the other team members
- D) encouraging him to work more independently
- E) providing him with administrative training

Answer: <https://biology-forums.com/index.php?topic=495272>

### Question 1704

Theorize how personality can affect decision making in regard to escalation commitment. Describe how a conscientious person might react to a situation in which he has a great deal of time, money, and emotional energy invested.

Answer: <https://biology-forums.com/index.php?topic=494824>

### Question 1705

Which of the following is an example of a piece-rate plan?

- A) productivity bonus
- B) time and a half for overtime
- C) \$2 for each unit produced
- D) commission
- E) none of the above

Answer: <https://biology-forums.com/index.php?topic=494985>

### Question 1706

When the team he supports wins the World Cup, Detleb feels a surge of joy, which turns into a feeling of satisfaction that lasts for days. What is one of

the reasons that the feeling of satisfaction might be categorized as a mood and not an emotion?

- A) It is expressed on his face.
- B) It is a very strong feeling.
- C) It is brought about by a specific event.
- D) It has a lengthy duration.
- E) It is a positive feeling.

Answer: <https://biology-forums.com/index.php?topic=494501>

### Question 1707

Angelina feels that her cubicle neighbor talks too loudly on the phone, but in other ways she is a great neighbor. Angelina gets annoyed every time her neighbor's phone rings, but she has decided it's simply not worth the trouble to talk to her neighbor. Angelina's conflict intention is called \_\_\_\_\_.

- A) collaborating
- B) accommodating
- C) competing
- D) compromising
- E) avoiding

Answer: <https://biology-forums.com/index.php?topic=495664>

### Question 1708

What are the three most popular sets of criteria for evaluating employee performance?

Answer: <https://biology-forums.com/index.php?topic=496094>

### Question 1709

Which dimension of the Big Five model refers to an individual's propensity to defer to others?

- A) conscientiousness
- B) emotional stability
- C) agreeableness
- D) feeling
- E) extroversion

Answer: <https://biology-forums.com/index.php?topic=494620>

### Question 1710

Hersey and Blanchard developed which of the following?

- A) path-goal theory
- B) cognitive orientation model
- C) managerial grid model
- D) situational leadership theory
- E) cognitive resource theory

Answer: <https://biology-forums.com/index.php?topic=495434>

### Question 1711

Which of the following was the major finding of Zimbardo's simulated prison experiment?

- A) Status differences between groups will always result in conflict between those groups.
- B) When given the opportunity, people will tend to act in an oppressive manner to those around them.
- C) An individual's emotions and the behavioral responses to those emotions are congruent.
- D) Individuals can rapidly assimilate new roles very different from their inherent personalities.
- E) Group cohesiveness is so important that individuals will restrain their natural impulses in order to remain part of the group.

Answer: <https://biology-forums.com/index.php?topic=495081>

### Question 1712

At the individual level, satisfaction generally leads to productivity.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494457>

### Question 1713

Performance evaluations are used as a mechanism for all of the following except \_\_\_\_\_.

- A) pinpointing employees skills
- B) providing feedback to employees
- C) identifying training and development needs

- D) monitoring the success of marketing strategies
- E) determining promotions

Answer: <https://biology-forums.com/index.php?topic=496032>

### Question 1714

\_\_\_\_\_ are persons who act as catalysts and assume the responsibility for managing change activities.

- A) Planned changes
- B) Economic shocks
- C) Accidental changes
- D) Change agents
- E) Social trends

Answer: <https://biology-forums.com/index.php?topic=496114>

### Question 1715

How does group size affect a group's behavior?

Answer: <https://biology-forums.com/index.php?topic=495163>

### Question 1716

The following statements are about the relationship between job satisfaction and customer satisfaction for front line employees who have regular customer contact.

- I. Employee satisfaction is positively correlated to customer satisfaction .
- II. Employee satisfaction has no correlation to customer satisfaction .
- III. Satisfied customers tend to raise employee satisfaction .

Which of these statements are true?

- A) I only
- B) II only
- C) III only
- D) I and III
- E) II and III

Answer: <https://biology-forums.com/index.php?topic=494416>

### Question 1717

What is the chain of command within an organization?

Answer: <https://biology-forums.com/index.php?topic=495852>

### Question 1718

Which of the following is the best method for measuring job satisfaction?

- A) a single global rating system of 1 to 5 (highly satisfied to highly dissatisfied)
- B) the single global rating system and the job facets score are equally accurate
- C) job satisfaction is too broad of a term and there is no good way to measure it
- D) the summation of satisfaction of various job facets to reveal an overall score
- E) the length of time an employee stays on the job and is engaged

Answer: <https://biology-forums.com/index.php?topic=494395>

### Question 1719

In general, women and men desire the same work schedules.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494332>

### Question 1720

What trait does a decision maker need to have if they are to fully appraise a problem and even see problems that others are not aware of?

- A) creativity
- B) conceptual style
- C) rationality
- D) intuition
- E) individuality

Answer: <https://biology-forums.com/index.php?topic=494782>

### Question 1721

Although managers must be technically competent, technical knowledge is often not enough for success.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494206>

### Question 1722

During an interview with one team member, you learn that several members of the team have had conflicts regarding the content of a task to which the team was recently assigned. Are these conflicts likely to be reducing the group's productivity?

- A) Yes, because interpersonal conflicts always hurt a team's performance.
- B) Yes, because disagreements about tasks usually lessen groupthink.
- C) No, because conflicts based on personal animosity rarely affect team operations.
- D) No, because task-related conflicts usually benefit the performance of a team.
- E) Yes, because task-related conflicts lead to poor team decisions.

Answer: <https://biology-forums.com/index.php?topic=495273>

### Question 1723

Which of the following is not true?

- A) The more growth stability a company demonstrates, the more likely its employees are to engage in politicking.
- B) The more pressure that employees feel to perform well, the more likely they are to engage in politicking.
- C) The more an organization's culture emphasizes zero-sum reward allocations, the more employees will be motivated to engage in politicking.
- D) The greater the opportunity for promotion or advancement within a company, the more employees will compete to positively influence outcomes.
- E) The greater the role ambiguity within a company, the more its employees can engage in political activity with little chance of it being visible.

Answer: <https://biology-forums.com/index.php?topic=495577>

### Question 1724

Thomas also attempts to project an image of competence and thoroughness by rigorously documenting all of his activity. This defensive behavior is termed \_\_\_\_\_.

- A) justifying
- B) misrepresenting
- C) scapegoating
- D) buffing
- E) playing safe

Answer: <https://biology-forums.com/index.php?topic=495612>

### Question 1725

Assessment centers are used specifically to evaluate what level of job candidate?

- A) knowledge workers
- B) professional workers
- C) skilled workers
- D) unskilled laborers
- E) supervisors

Answer: <https://biology-forums.com/index.php?topic=496000>

### Question 1726

Which of the following defines the overall factor of intelligence, as suggested by the positive correlations among specific intellectual ability dimensions?

- A) perceptual speed
- B) ability
- C) cultural intelligence
- D) general mental ability
- E) intelligence quotient tests

Answer: <https://biology-forums.com/index.php?topic=494292>

### Question 1727

James and Neung are negotiating a purchase from Neung's Tai corporation. James notices that Neung is very quiet. Rather than assume that Neung is upset at how the negotiations are going, James continues to discuss the details of how the purchase will ensue. Finally James closes the deal and later learns that Neung's quiet moments were respectful moments to allow James to reveal his deal. Which strategy did James use to succeed?

- A) Emphasize description rather than interpretation.
- B) Assume differences until similarity is proven.

- C) Practice empathy.
- D) Treat interpretations as a working hypothesis.
- E) Suppose certain universal similarities.

Answer: <https://biology-forums.com/index.php?topic=495365>

### Question 1728

Individual decisions are more time consuming than group decisions.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495137>

### Question 1729

It is easiest for management to deal with resistance when it is \_\_\_\_\_.

- A) overt
- B) deferred
- C) implicit
- D) covert
- E) passive

Answer: <https://biology-forums.com/index.php?topic=496115>

### Question 1730

Charles makes \$24,000 a year. Ana makes \$40,000 a year. Ellis makes \$75,000 a year. Adam makes \$75,000 a year. Shonali makes \$30,000 a year. Which of the following is not a true statement about the usual correlation between pay and job satisfaction?

- A) Charles is less likely to be satisfied with his job than Shonali.
- B) Ana is as likely to be satisfied with her job as Ellis.
- C) Charles is less likely to be satisfied with his job than Adam.
- D) Ellis and Adam are more likely to be satisfied with their jobs than Shonali.
- E) Shonali is as likely to be satisfied with her job as Charles.

Answer: <https://biology-forums.com/index.php?topic=494400>

### Question 1731

A decentralized organization is more likely to result in a feeling of alienation by employees than a centralized organization.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495815>

### Question 1732

Tom knows that the title insurance company made a mistake on his property title. Because of their mistake, his neighbor now has access to an easement road through his back 25 acres. He can't use the acreage for pasture, because his neighbor insists that the gates remain open. The title company has offered a \$40,000 settlement. Tom has decided to take the settlement rather than possibly lose in court if he were to sue the title company for more money. Tom's decision is based on \_\_\_\_\_.

- A) escalation of commitment
- B) risk aversion
- C) availability bias
- D) randomness error
- E) hindsight bias

Answer: <https://biology-forums.com/index.php?topic=494775>

### Question 1733

A leader high in initiating structure would do which of the following?

- A) assign group members to particular tasks
- B) maximize leader-member relations
- C) exhibit laissez-faire type of leadership
- D) empower employees to make their own decisions
- E) seek consensus

Answer: <https://biology-forums.com/index.php?topic=495419>

### Question 1734

Decision makers construct simplified models that extract the essential features from problems without capturing all their complexity. That is, they operate within the confines of \_\_\_\_\_.

- A) intuitive decision making
- B) common sense
- C) bounded rationality
- D) rationality
- E) optimal decision making

Answer: <https://biology-forums.com/index.php?topic=494744>

### Question 1735

Jill is an excellent technical writer. She has never missed a deadline and the projects that she leads are superior. She is extremely upset with her annual performance review, though. She had asked to telecommute two days a week, to be able to spend more time with her family. She feels like she has proven her reliability. However, her boss said that such a policy is simply not possible right now and gave her a substantial raise instead. Jill's disappointment demonstrates a breakdown in the \_\_\_\_\_ relationship.

- A) performance-reward
- B) performance-achievement
- C) rewards-personal goals
- D) effort-performance
- E) effort-satisfaction

Answer: <https://biology-forums.com/index.php?topic=494902>

### Question 1736

Research efforts at isolating leadership traits achieved a breakthrough, of sorts, when researchers began organizing traits around the Big Five personality framework.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495474>

### Question 1737

You have decided to use the nominal group technique. Which is true about this method?

- A) This method requires a great deal of face-to-face interaction.
- B) This method is good for processing ideas rapidly.
- C) This method is an inexpensive means for generating a large number of ideas.
- D) This method is good for encouraging independent thinking.
- E) This method is good for building group cohesiveness.

Answer: <https://biology-forums.com/index.php?topic=495150>

### Question 1738

The five personality factors identified in the Big Five Model appear in almost all cross-cultural studies.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494684>

### Question 1739

McClelland's theory of needs concentrates on which three needs?

- A) control, status, and relationships
- B) achievement, realization, and acceptance
- C) affiliation, control, and realization
- D) power, acceptance, and confirmation
- E) achievement, power, and affiliation

Answer: <https://biology-forums.com/index.php?topic=494844>

### Question 1740

Which term defines the degree to which members of a work unit share a common demographic attribute and the impact of this attribute on turnover?

- A) group demography
- B) department demography
- C) work demography
- D) organizational demography
- E) turnover rate

Answer: <https://biology-forums.com/index.php?topic=495216>

### Question 1741

What does consensus refer to in attribution theory?

- A) Different people perceive a situation similarly.
- B) Different people respond the same way in the same situation.
- C) There is general agreement about a perception.
- D) All people behave precisely the same way in certain situations.
- E) There is general agreement about how people desire to respond to the same situation.

Answer: <https://biology-forums.com/index.php?topic=494714>

### Question 1742

What do you call the practice of modifying one's true inner feelings based on display rules?

- A) repressed affection
- B) surface acting
- C) deep acting
- D) emotional subterfuge
- E) affective camouflage

Answer: <https://biology-forums.com/index.php?topic=494539>

### Question 1743

Apply the steps in the communication process model to the emotional expression function of communication and to the information function. Specify where in the process model the communication would differ and what channel, formal or informal, is most likely to be used with each function.

Answer: <https://biology-forums.com/index.php?topic=495393>

### Question 1744

What term is used for a set of expected behavior patterns associated with a particular position in a social unit?

- A) role identity
- B) role expectation
- C) identity
- D) role
- E) role perception

Answer: <https://biology-forums.com/index.php?topic=495075>

### Question 1745

In what way do deep-level diversity factors affect advancement in a work place with an individualistic culture?

- A) Employees with similarities in personality to their supervisors are more likely to be promoted.
- B) Deep-level diversity factors do not affect advancement in the work place.
- C) Employees with similarities in personality to their peers are more likely to be promoted.
- D) Employees with differences in personality to their peers are more likely to be promoted.
- E) Employees with differences in personality to their supervisors are more likely to be promoted.

Answer: <https://biology-forums.com/index.php?topic=494310>

### Question 1746

Forty percent of the U.S. labor force is female.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494217>

### Question 1747

Which of the following statements about low self-monitors is true?

- A) They have a low behavioral consistency between who they are and what they do.
- B) They usually receive high performance ratings.
- C) They tend to thrive in areas that require them to take risks.
- D) They tend to pay less attention to the behavior of others than high self-monitors.
- E) They tend to rate their performance much more highly than do outside observers.

Answer: <https://biology-forums.com/index.php?topic=494633>

### Question 1748

The contrast effect suggests a candidate will be more highly evaluated if the previous interviews were also highly evaluated.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494798>



### Question 1749

You have observed that the group tends to come to consensus very quickly and there appears to be an illusion of unanimity. You conclude that they may be suffering from \_\_\_\_\_.

- A) disintegrating norms
- B) groupshift
- C) risky shift
- D) inefficiency syndrome
- E) groupthink

Answer: <https://biology-forums.com/index.php?topic=495149>

### Question 1750

The trend in recent years has been toward \_\_\_\_\_.

- A) eliminating spans of control in favor of team structures
- B) wider spans of control
- C) a span of control of four
- D) an ideal span of control of six to eight
- E) narrower spans of control

Answer: <https://biology-forums.com/index.php?topic=495764>

### Question 1751

What is the term used to describe those members of the population whose lives have been shaped by globalization, MTV, AIDS, and computers and who value flexibility, life options, and the achievement of job satisfaction?

- A) Boomers
- B) Nexters
- C) Hexers
- D) Veterans
- E) Xers

Answer: <https://biology-forums.com/index.php?topic=494652>

### Question 1752

Which one of the following is not one of the primary ways to group jobs?

- A) function
- B) skill
- C) service
- D) customer
- E) product

Answer: <https://biology-forums.com/index.php?topic=495751>

### Question 1753

Self-determination theory proposes that not only do people seek autonomy, but also \_\_\_\_\_.

- A) dependence
- B) power
- C) high rewards
- D) connections to others
- E) social recognition

Answer: <https://biology-forums.com/index.php?topic=494848>

### Question 1754

Retention forces are those that hinder movement from the existing equilibrium.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=496175>

### Question 1755

Which of the following is the major challenge to managers in a fully networked organization?

- A) managing contract and temporary workers
- B) maintaining a "virtual office" through the use of computers, interoffice networks and the Internet
- C) eliminating the need for paper communication by relying entirely on e-mail, file transfers and the like
- D) retaining team members who can easily move to another employer when demand for their services changes

E) managing people who work together but are geographically separated

Answer: <https://biology-forums.com/index.php?topic=494193>

### Question 1756

Discuss the three general categories of conditions which may be the sources of conflict.

Answer: <https://biology-forums.com/index.php?topic=495738>

### Question 1757

A benefit of e-mail as a communication tool is that it helps keep employee misunderstandings at a minimum due to its written nature.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495375>

### Question 1758

All of the following are sources of organizational resistance to change except \_\_\_\_\_.

- A) group inertia
- B) security
- C) threat to established power relationships
- D) structural inertia
- E) limited focus of change

Answer: <https://biology-forums.com/index.php?topic=496119>

### Question 1759

\_\_\_\_\_ is an emotion that falls into the category of high positive affect.

- A) Tense
- B) Serene
- C) Fatigued
- D) Elated
- E) Thoughtful

Answer: <https://biology-forums.com/index.php?topic=494511>

### Question 1760

Participative management implies joint decision making and equal decision-making roles.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495020>

### Question 1761

Your supervisor is trying to assess the degree to which those working for her are satisfied with their jobs. You are trying to gather information from your peers that might help her in her aim to improve job satisfaction.

You should advise her that a single global rating question such as "Are you satisfied with your job?" will be as good an indicator as a more sophisticated questionnaire.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494449>

### Question 1762

All of the following are examples of rituals except \_\_\_\_\_.

- A) the placement of offices within corporate headquarters
- B) fraternity initiations
- C) anniversary parties honoring long-time employees
- D) singing company songs
- E) annual award meetings

Answer: <https://biology-forums.com/index.php?topic=495904>

### Question 1763

Which of the following types of conflict identified by the interactionist view is the least functional and the most damaging to productivity?

- A) relationship
- B) organizational

- C) task
- D) process
- E) institutional

Answer: <https://biology-forums.com/index.php?topic=495642>

### Question 1764

Alberto's team is evaluating and developing the data base for the water pollution data of three cities. He wants his team to have total efficacy. Which of the following actions can Alberto take to increase team efficacy before the project starts?

- A) plan an interpersonal retreat for members in which they must work together to achieve a goal
- B) make sure that his team is not comprised of more than nine people
- C) establish a rewards system based on individual achievement as well as group incentives
- D) spend considerable time evaluating team members and allocating proper roles for each
- E) provide training for the client's software and database training for the weakest team members

Answer: <https://biology-forums.com/index.php?topic=495220>

### Question 1765

Which of the following is not a typical option in a flexible benefit program?

- A) mortgage relief
- B) expanded health coverage.
- C) flexible spending accounts
- D) additional life insurance
- E) disability insurance

Answer: <https://biology-forums.com/index.php?topic=494998>

### Question 1766

Ethical standards are less ambiguous in Asia than in the United States.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494813>

### Question 1767

Gloria, a sales representative, was told that when working in the field with customers she was required to wear skirts, preferable knee-length or shorter, or she would lose certain accounts. This is an example of a discriminatory policy.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494320>

### Question 1768

There's an increasing blurring between the work and nonwork time.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494219>

### Question 1769

Intelligence dimensions are \_\_\_\_\_ related, meaning if a person scores high on verbal comprehension, he or she is likely to score high on inductive reasoning.

- A) positively
- B) evenly
- C) spatially
- D) not
- E) negatively

Answer: <https://biology-forums.com/index.php?topic=494291>

### Question 1770

Collecting biographical data is typically a very difficult task in organizations.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494322>

### Question 1771

Emma is the labor union negotiator. Today she is meeting with management to discuss the new five year contract, including wages and benefits. This example of labor-management negotiations over wages exemplifies which type of bargaining?

- A) reflective
- B) restrictive
- C) distributive
- D) integrative
- E) affective

Answer: <https://biology-forums.com/index.php?topic=495678>

### Question 1772

Research shows that in equity theory men prefer same-sex comparisons but women do not.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494916>

### Question 1773

What are the five stages of group development?

- A) generation, implementation, construction, production, termination
- B) initiation, evolution, maturation, degeneration, termination
- C) forming, storming, norming, performing, adjourning
- D) introduction, development, production, deterioration, adjournment
- E) acting, reacting, enacting, impacting, acting

Answer: <https://biology-forums.com/index.php?topic=495065>

### Question 1774

Which of the following terms is part of the definition of a strong culture?

- A) intensely held values
- B) low behavioral controls
- C) little influence over members' behavior
- D) weakly held values
- E) narrowly shared values

Answer: <https://biology-forums.com/index.php?topic=495868>

### Question 1775

Holland's theory of personality-job fit argues that job satisfaction is highest and turnover lowest where \_\_\_\_\_.

- A) an individual is highly motivated
- B) salary is high
- C) compensation is high
- D) felt emotions are displayed
- E) personality and occupation are in agreement

Answer: <https://biology-forums.com/index.php?topic=494659>

### Question 1776

What is positivity offset?

- A) experiencing self-elation
- B) exhibiting a self-serving bias when there is negative input
- C) experiencing a mildly positive mood at zero input
- D) having misperceptions of one's environment
- E) experiencing the fundamental attribution error

Answer: <https://biology-forums.com/index.php?topic=494512>

### Question 1777

Myriam is analyzing the gender roles of men and women in management in the United States compared to those of management in Japan. She is surveying fifty men and fifty women managers in each country to compare their daily behavior. Myriam's study exemplifies how \_\_\_\_\_ contributes to OB.

- A) corporate strategy
- B) political science
- C) anthropology

- D) psychology
- E) social psychology

Answer: <https://biology-forums.com/index.php?topic=494178>

### Question 1778

- A high Mach would be most suited for which of the following positions?
- A) an ombudsman who investigates consumer complaints and mediates their outcome
  - B) an auditor who checks that all company accounts are kept properly
  - C) a human resources manager who ensures staff firings do not place the company in legal jeopardy
  - D) a manager who leads a team of geographically distant consultants
  - E) a real estate broker negotiating in the lease of large amounts of office space

Answer: <https://biology-forums.com/index.php?topic=494629>

### Question 1779

Mental ability tests used for selection, promotion, training, and similar personnel decisions may have a negative impact on racial and ethnic groups.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494335>

### Question 1780

What is a cross-functional team?

Answer: <https://biology-forums.com/index.php?topic=495279>

### Question 1781

If one is interested in changing employee attitudes or in improving organizational performance, representative participation would be a good choice.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495022>

### Question 1782

The two parties eventually agree to ask Sam Jones, an attorney and trusted friend, to help them informally to solve their problem. Sam's role is that of a(n) \_\_\_\_\_.

- A) arbitrator
- B) mediator
- C) officiant
- D) consultant
- E) conciliator

Answer: <https://biology-forums.com/index.php?topic=495729>

### Question 1783

Much of the compensation of traders at Synalco, a metals trading company, is in the form of stock options. The amount of options distributed is based on the company's net profits. What sort of compensation plan is this?

- A) employee ownership
- B) profit sharing
- C) gainsharing
- D) merit based
- E) ESOP

Answer: <https://biology-forums.com/index.php?topic=494989>

### Question 1784

To succeed in achieving their goals, teams must \_\_\_\_\_.

- A) have autonomy
- B) receive support from management
- C) have strong leadership
- D) all of the above
- E) none of the above

Answer: <https://biology-forums.com/index.php?topic=495201>

### Question 1785

According to self-determination theory, if rewards and deadlines are to motivate a person, the person must \_\_\_\_\_.

- A) believe that the goals are achievable
- B) determine the goals and deadlines
- C) believe they control their behavior
- D) believe that the goals are for the greater good
- E) be unaware of the goals and deadlines

Answer: <https://biology-forums.com/index.php?topic=494853>

### Question 1786

Management must determine the physical abilities needed for a job in order to ascertain \_\_\_\_\_.

- A) low employee performance
- B) the nature of the work
- C) employees with trunk strength
- D) high stamina levels
- E) high employee performance

Answer: <https://biology-forums.com/index.php?topic=494299>

### Question 1787

\_\_\_\_\_ help(s) employees understand the history and past actions of an organization, and make the current organizational culture more legitimate.

- A) Stories
- B) Language
- C) Rituals
- D) Material symbols
- E) Reflections

Answer: <https://biology-forums.com/index.php?topic=495900>

### Question 1788

Which of the following is least likely to create dependency?

- A) nonsubstitutability
- B) importance
- C) supply and demand
- D) scarcity
- E) power legitimacy

Answer: <https://biology-forums.com/index.php?topic=495551>

### Question 1789

The results of which of the following tend to have a disproportionate amount of influence on employee selection decisions?

- A) personality tests
- B) interviews
- C) work sampling methods
- D) written tests
- E) performance simulation tests

Answer: <https://biology-forums.com/index.php?topic=496001>

### Question 1790

The most effective training is conducted through the use of standardized teaching techniques.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=496063>

### Question 1791

How are flexible benefits linked with expectancy theory?

Answer: <https://biology-forums.com/index.php?topic=495050>

### Question 1792

Kim and Eileen have both asked for an extended winter holiday in December. Since they are the only two members of the same department, they can not both be gone at the same time. They have both been with the company for five years and have the same skill level. However, the department director is Eileen's brother-in-law and he chose to give the vacation to Eileen. Kim is furious. This is an example of \_\_\_\_\_.

- A) conformity
- B) an appearance norm

- C) status characteristics
- D) status inequity
- E) status tolerance

Answer: <https://biology-forums.com/index.php?topic=495094>

### Question 1793

Which of the following is the best definition of personality?

- A) Personality is , for the most part, comprised of traits that cannot be measured or defined.
- B) Personality is an aggregate set of traits that are mostly determined at birth.
- C) Personality is a an aggregate set of traits that are determined over a person's lifetime.
- D) Personality is all the ways in which an individual reacts to and interacts with others.
- E) Personality is the static organization of how a person reacts to different environments.

Answer: <https://biology-forums.com/index.php?topic=494607>

### Question 1794

The variability in interview results across an applicant pool is reduced by using a standardized \_\_\_\_\_.

- A) time frame for scheduling interviews
- B) approach for recruiting applicants
- C) pool of applicants
- D) set of interview questions
- E) none of the above

Answer: <https://biology-forums.com/index.php?topic=496002>

### Question 1795

Managers who have spent their entire careers with an organization and are high in the hierarchy are \_\_\_\_\_.

- A) usually focused on radical change
- B) good change agents
- C) generally the impetus for change
- D) often impediments to change
- E) none of the above

Answer: <https://biology-forums.com/index.php?topic=496126>

### Question 1796

Zach is devout and very active in his church. He is also a very dedicated employee. His manager offers him a promotion but the new role will require him to work Sundays. Zach would like the promotion, but realizes that it would force him to miss some church activities. It is likely that Zach is experiencing which of the following?

- A) cognitive reactance
- B) role perception
- C) role conflict
- D) role expectation
- E) psychological conflict

Answer: <https://biology-forums.com/index.php?topic=495080>

### Question 1797

Briefly explain three of the four types of written tests that are typically used in the employee selection process?

Answer: <https://biology-forums.com/index.php?topic=496098>

### Question 1798

Which tactic for overcoming resistance to change basically assumes that the source of resistance lies in misinformation?

- A) education and communication
- B) cooptation and manipulation
- C) teaching and advancement
- D) facilitation and support
- E) training and development

Answer: <https://biology-forums.com/index.php?topic=496121>

### Question 1799

Describe the organizational factors that create stress and discuss how they compare to the factors of resistance to change. How are they similar and different? Are the methods for managing change useful for managing stress caused by organizational factors?

Answer: <https://biology-forums.com/index.php?topic=496215>

### Question 1800

What are the three key elements of motivation?

- A) intensity, direction, and persistence
- B) stimulation, progress, and achievement
- C) interest, activity, and reward
- D) reactance, congruence, and circumstance
- E) awareness, effort, and outcome

Answer: <https://biology-forums.com/index.php?topic=494834>

### Question 1801

How would a Theory X manager view employees?

- A) viewing work as a normal daily activity
- B) needing to be coerced to achieve goals
- C) seeking responsibility
- D) exercising self control
- E) not motivated by rewards

Answer: <https://biology-forums.com/index.php?topic=494838>

### Question 1802

What segment of the three-component model of creativity encompasses personality characteristics that are associated with imagination?

- A) realization
- B) expertise
- C) creative thinking skills
- D) intuition
- E) intrinsic task motivation

Answer: <https://biology-forums.com/index.php?topic=494786>

### Question 1803

Customers shop longer when a positive employee laughs or smiles at them, making them feel happy. This passing of emotions to customers is called \_\_\_\_\_.

- A) emotional contagion
- B) job attitudes
- C) leadership
- D) negotiation
- E) creativity

Answer: <https://biology-forums.com/index.php?topic=494558>

### Question 1804

What sort of plan would provide pre-designed packages of benefits, put together to meet the needs of a specific group of employees?

- A) flexible spending
- B) modular
- C) customized
- D) cafeteria
- E) core-plus

Answer: <https://biology-forums.com/index.php?topic=495043>

### Question 1805

Richard is a transactional leader who has just assigned a series of tasks to a project team. Which of the following is most likely to be true about the team's performance under Richard's guidance?

- A) They will be highly motivated by what they view as Richard's heroic or extraordinary qualities.
- B) They will tend to be unclear about the roles assigned to each team member.
- C) They will set new standards of productivity for the department, exceeding Richard's expectations.
- D) They will tend to put their individual self-interest above the interests of the company.
- E) They will meet the goals set for them but are unlikely to go beyond those goals.

Answer: <https://biology-forums.com/index.php?topic=495447>

### Question 1806

Which model represents the theory that effective group performance depends on the proper match between a leader's style and the degree to which the situation gives control to the leader?



- A) Hersey and Blanchard's Situational Leadership Model
- B) Leader-Member Exchange Model
- C) Vroom and Yetton's Leader-Participation Model
- D) Fiedler's Contingency Model
- E) none of the above

Answer: <https://biology-forums.com/index.php?topic=495426>

### Question 1807

Which of the following is not a weakness of the 360-degree evaluation system?

- A) insufficient training for performance evaluators
- B) difficulties in reconciling differing evaluations
- C) discrepancies between evaluating groups
- D) artificially inflated feedback from peers
- E) provides a wide performance perspective

Answer: <https://biology-forums.com/index.php?topic=496036>

### Question 1808

Brenda should advise new employees to do which of the following when dealing with others from different cultures?

- A) Act decisively and quickly to demonstrate your power.
- B) Do your best to avoid conflict.
- C) Avoid interpreting another's actions until you know the full story.
- D) Minimize opportunities for feedback.
- E) Remember that individuals are similar in many ways.

Answer: <https://biology-forums.com/index.php?topic=495391>

### Question 1809

There are \_\_\_\_\_ simple and universal principles that explain organizational behavior.

- A) few if any
- B) fourteen
- C) absolutely no
- D) an infinity of
- E) a confusing array of

Answer: <https://biology-forums.com/index.php?topic=494180>

### Question 1810

Alejandro is annoyed that the new recruit, Ben, is working faster than anyone else in the group, making the rest of the group look bad. In the company cafeteria Alejandro teases Ben and calls him the 'super recruit' and imitates his style of working so rapidly. Alejandro wants to intimidate Ben so that he will work slower. Which function of communication is Alejandro using by making fun of Ben?

- A) information
- B) formal
- C) expression
- D) motivation
- E) control

Answer: <https://biology-forums.com/index.php?topic=495292>

### Question 1811

Jan is a security officer. Jan believes that it is important to know exactly who is in the office at any given time. She notices that some employees do not sign out of the office when they take lunch, which makes it impossible to keep track of who is actually in the office. Jan becomes frustrated with those employees. She makes note of them and reports them to their supervisors. In the above scenario, what is the behavioral component of Jan's attitude to the employees who did not sign out of the office?

- A) Jan finds it impossible to keep track of who is actually in the office.
- B) Jan becomes frustrated with those employees who do not sign out of the office.
- C) Jan does not like that some employees do not sign out of the office when they take lunch.
- D) Jan notes which employees leave the office without signing out, and reports them to their supervisors.
- E) Jan believes that it is important that she know exactly who is in the office at any given time.

Answer: <https://biology-forums.com/index.php?topic=494371>

### Question 1812

Which of the following desires would most likely be common to a worker in China, Australia, Kenya, Canada, and Kuwait?

- A) interesting work

- B) more flexibility
- C) advancement
- D) higher pay
- E) telecommuting options

Answer: <https://biology-forums.com/index.php?topic=494906>

### Question 1813

Ramiro has been a forklift driver for the local grocery store for six years. He earns \$32,000 a year. He works with a nice crew. He plays softball with his coworkers on the weekends. They also volunteer together at the local food bank during the holidays, and socialize with their families at summer picnics. Ramiro is highly satisfied with his job.

Which of the following is the most probable cause of Ramiro's high job satisfaction?

- A) high stress
- B) work itself
- C) pay
- D) social context
- E) promotion

Answer: <https://biology-forums.com/index.php?topic=494401>

### Question 1814

What is work specialization? In which of the three common organizational designs is work specialization most common? explain your answer.

Answer: <https://biology-forums.com/index.php?topic=495844>

### Question 1815

\_\_\_\_\_ focuses on the study of people in relation to their social environment.

- A) Political science
- B) Corporate strategy
- C) Operations management
- D) Psychology
- E) Sociology

Answer: <https://biology-forums.com/index.php?topic=494175>

### Question 1816

Loyalty is a passive and constructive response to dissatisfaction.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494454>

### Question 1817

Compare and contrast Hersey and Blanchard's situational leadership theory with House's path-goal theory.

Answer: <https://biology-forums.com/index.php?topic=495517>

### Question 1818

Discuss the difference between strong and weak organizational cultures and discuss the effect that a strong culture can have on an acquisition or merger.

Answer: <https://biology-forums.com/index.php?topic=495979>

### Question 1819

By definition, all political behavior is considered an illegitimate activity.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495596>

### Question 1820

Describe the reality of politics in organizations. Include its impact on resource allocation.

Answer: <https://biology-forums.com/index.php?topic=495631>

### Question 1821

The Ohio State Studies involved research on only two dimensions - initiating structure and consideration.

- A) True

B) False

Answer: <https://biology-forums.com/index.php?topic=495481>

### Question 1822

Anthropology has helped us understand differences in values and attitudes between people in different countries.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494214>

### Question 1823

Which of Hofstede's dimensions is the degree to which people in a country prefer structured to unstructured situations?

- A) power distance
- B) idiocentricity
- C) long-term orientation
- D) uncertainty avoidance
- E) collectivism

Answer: <https://biology-forums.com/index.php?topic=494669>

### Question 1824

Which of the following is not part of an organization's environment?

- A) personnel
- B) competitors
- C) customers
- D) public pressure groups
- E) the media

Answer: <https://biology-forums.com/index.php?topic=495804>

### Question 1825

Women and minorities have greater interest in employers that \_\_\_\_\_.

- A) hire employees with the same biographic characteristics
- B) display advertisements that fail to depict a diverse workforce
- C) foster a neutral diversity climate in the organization
- D) capitalize on their diverse workforce to make more money
- E) display a commitment to diversity in their recruiting materials

Answer: <https://biology-forums.com/index.php?topic=494308>

### Question 1826

Which of the following is not a method managers use to foster a learning organization?

- A) Reshape the organization's culture.
- B) Redesign the organization's structure.
- C) Encourage functional conflict.
- D) Increase departmental boundaries.
- E) Establish a strategy.

Answer: <https://biology-forums.com/index.php?topic=496152>

### Question 1827

In a(n) \_\_\_\_\_ communication network, any group member can actively communicate with any other member.

- A) all-channel
- B) circle
- C) interpersonal
- D) wheel
- E) free

Answer: <https://biology-forums.com/index.php?topic=495323>

### Question 1828

The ability to move the trunk and back muscles as far as possible describes which physical ability?

- A) trunk strength
- B) extent flexibility
- C) dynamic strength
- D) explosive strength

E) dynamic flexibility

Answer: <https://biology-forums.com/index.php?topic=494302>

### Question 1829

Brenda has been told that her students have been selected for her class because they are the most intelligent in their grade. She finds that they consistently perform above average work. This may be an example of a self-fulfilling prophecy.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494802>

### Question 1830

Which of the following methods of third-party negotiation always results in a settlement?

- A) mediation
- B) consultancy
- C) execution
- D) arbitration
- E) conciliation

Answer: <https://biology-forums.com/index.php?topic=495695>

### Question 1831

You know that the vice president has the authority to accept or reject your report. This is part of his \_\_\_\_\_ power.

- A) coercive
- B) personal
- C) legitimate
- D) reward
- E) expert

Answer: <https://biology-forums.com/index.php?topic=495603>

### Question 1832

What can management do to create a more ethical culture within an organization?

Answer: <https://biology-forums.com/index.php?topic=495981>

### Question 1833

Compare and contrast the individual factors that make a person more likely to engage in political behavior with those of a person likely to practice IM.

Answer: <https://biology-forums.com/index.php?topic=495617>

### Question 1834

Which of the following is the most common method of initial selection?

- A) work-sample test
- B) written tests
- C) performance test
- D) application form
- E) background check

Answer: <https://biology-forums.com/index.php?topic=495988>

### Question 1835

When Ms. McKay compares projected sales to actual sales in her department, she is performing the \_\_\_\_\_ function of management.

- A) reacting
- B) organizing
- C) planning
- D) leading
- E) controlling

Answer: <https://biology-forums.com/index.php?topic=494228>

### Question 1836

What inferences can be made from analyzing two employees who share many deep-level diversity factors?

Answer: <https://biology-forums.com/index.php?topic=494349>

### Question 1837

Clifford has to work to support his family. He would like to go home before nine, but his boss says that he must stay and complete an assignment. Clifford is \_\_\_\_\_ his boss, who controls his job.

- A) grateful to
- B) more powerful than
- C) similar to
- D) dependent on
- E) a leader to

Answer: <https://biology-forums.com/index.php?topic=495526>

### Question 1838

The right inherent in a managerial position to give orders and expect orders to be obeyed is termed \_\_\_\_\_.

- A) power
- B) leadership
- C) chain of command
- D) authority
- E) unity of command

Answer: <https://biology-forums.com/index.php?topic=495757>

### Question 1839

The home buyer wants to bring in a third party who will have the authority to dictate an agreement. This person is a(n) \_\_\_\_\_.

- A) mediator
- B) conciliator
- C) officiant
- D) arbitrator
- E) consultant

Answer: <https://biology-forums.com/index.php?topic=495728>

### Question 1840

One of your managers is a firm supporter of e-training programs for employees in your company's international offices. He touts the benefits of e-programs by stressing that \_\_\_\_\_.

- A) because of their self-paced nature, e-programs are inexpensive to design and implement
- B) e-training is highly flexible and employees can complete the training at their convenience
- C) many employees find solitary learning to be highly motivating
- D) e-programs are easily accessible by employees who work outside of standard U.S. hours
- E) e-training approaches have been proven to result in higher levels of knowledge assimilation

Answer: <https://biology-forums.com/index.php?topic=496084>

### Question 1841

Cameron loves her job as a data programmer, but her co-worker Blake, is very challenging. Blake often loses his temper over aspects of shared projects that neither of them can control. When discussing projects in Cameron's work station, Blake plays with her office supplies, rearranges her desk, and leaves snack and food crumbs. Worst of all, Blake always takes the portion of a project that is the easiest, leaving Cameron to work harder and longer hours.

Which of the following is not an effective method for handling Cameron's problems with Blake?

- A) Cameron should invite Blake to lunch and directly confront him with her feelings.
- B) Cameron should make a point of going to Blake's work station and leaving a mess.
- C) Cameron should simply ignore Blake and his behavior.
- D) Cameron should invite Blake to coffee to clarify if there are any misunderstandings.
- E) Cameron should ask a manager to help divide the work load for the next project.

Answer: <https://biology-forums.com/index.php?topic=494385>

### Question 1842

Identify and explain the two dimensions of leadership described in the Ohio State studies.

Answer: <https://biology-forums.com/index.php?topic=495511>

### Question 1843

Which of the following is a behavior that would most likely be exhibited by a Theory X manager?

- A) She trusts her employees to use discretion in most matters.
- B) She strictly controls the details of any project she is managing.
- C) She lets her employees choose their own goals.
- D) She honestly informs her employees of the likelihood that they will lose their jobs.

E) She delegates authority extensively to junior managers.

Answer: <https://biology-forums.com/index.php?topic=494840>

### Question 1844

Worker's productivity tends to decline with age.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494330>

### Question 1845

Research demonstrates that subcultures act to undermine the dominant culture.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495942>

### Question 1846

Which of the following is not a reason typically cited by managers regarding their reluctance to give performance feedback?

- A) Many employees become defensive when their weaknesses are pointed out.
- B) Employees have an inflated assessment of their own performance.
- C) Managers often fear confrontation with employees.
- D) The human resources department is not supportive of the feedback process.
- E) All of the above are typically cited reasons.

Answer: <https://biology-forums.com/index.php?topic=496048>

### Question 1847

Explain how organizations can create team players.

Answer: <https://biology-forums.com/index.php?topic=495287>

### Question 1848

Describe informal training. Provide a workplace example of an informal training for technical skills and another for problem solving skills.

Answer: <https://biology-forums.com/index.php?topic=496089>

### Question 1849

What is employee involvement and why is it important. Give two examples.

Answer: <https://biology-forums.com/index.php?topic=495053>

### Question 1850

Which of the following is not a characteristic of nonverbal communication?

- A) meaningful information.
- B) universal meaning
- C) physical distance
- D) facial expression
- E) intonation

Answer: <https://biology-forums.com/index.php?topic=495317>

### Question 1851

If a leader's main concern is accomplishing his/her group's tasks, the University of Michigan studies label this leader \_\_\_\_\_.

- A) managerial
- B) consideration-oriented
- C) production-oriented
- D) ineffective
- E) high achieving

Answer: <https://biology-forums.com/index.php?topic=495423>

### Question 1852

What do you call the practice of hiding inner feelings by modifying facial expressions?

- A) repressed affection
- B) deep acting
- C) emotional subterfuge

- D) surface acting
- E) affective camouflage

Answer: <https://biology-forums.com/index.php?topic=494538>

### Question 1853

Cross-functional teams are very effective for coordinating highly complex projects.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494521>

### Question 1854

Janet keeps emotional distance from her coworkers and believes that the ends can justify the means. Janet would rate high in Machiavellianism.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494677>

### Question 1855

An increase in absenteeism is an example of dissatisfaction expressed through neglect.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494456>

### Question 1856

Chantel received an invitation to a web meeting that will take place at 3:00 p.m. She accepted the invitation. This is an example of \_\_\_\_\_.

- A) emotional expression
- B) informal channels of communication
- C) spontaneous communication
- D) feedback as a function of communication
- E) formal channels of communication

Answer: <https://biology-forums.com/index.php?topic=495303>

### Question 1857

Janice is late for work each day by about ten minutes. How would attribution theory describe this behavior?

- A) It shows reliability.
- B) It shows consensus.
- C) It shows consistency.
- D) It shows similarity.
- E) It shows distinctiveness.

Answer: <https://biology-forums.com/index.php?topic=494717>

### Question 1858

Most current motivation theories have a strong emphasis on individualism and quality of life. Why is this?

- A) These are the two traits that are most distinct in most people worldwide.
- B) They were developed in the United States by Americans.
- C) Motivation theory relies on the study of personality traits to understand what drives people.
- D) Researchers tend to concentrate on those traits that are easiest to quantify.
- E) These are the traits needed to successfully motivate people.

Answer: <https://biology-forums.com/index.php?topic=494904>

### Question 1859

Neglect is an active and destructive response to dissatisfaction.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494455>

### Question 1860

Which of the following is most likely to be a belief held by a successful manager?

- A) Technical skills are necessary, but insufficient alone for success.
- B) Technical skills do not influence efficiency.

- C) Technical knowledge is all that is needed for success.  
D) Effectiveness is not impacted by human behavior.  
E) It is not essential to have sound interpersonal skills.

Answer: <https://biology-forums.com/index.php?topic=494144>

### Question 1861

One disadvantage of the simple structure is its high risk.

- A) True  
B) False

Answer: <https://biology-forums.com/index.php?topic=495817>

### Question 1862

A Theory Y manager would assume that employees would \_\_\_\_\_.

- A) dislike work  
B) attempt to avoid work  
C) exercise self direction  
D) need to be controlled  
E) avoid responsibility

Answer: <https://biology-forums.com/index.php?topic=494839>

### Question 1863

Which of the students was more productive?

- A) Allison  
B) Gail  
C) They were equally productive.  
D) It is impossible to tell from the information given.  
E) Neither Gail nor Allison were productive.

Answer: <https://biology-forums.com/index.php?topic=494239>

### Question 1864

Technical training has become increasingly important because of changes in organizational design.

- A) True  
B) False

Answer: <https://biology-forums.com/index.php?topic=496061>

### Question 1865

The conflict-handling intention of collaborating is \_\_\_\_\_.

- A) affective and reflective  
B) unassertive and uncooperative  
C) unassertive and cooperative  
D) assertive and uncooperative  
E) assertive and cooperative

Answer: <https://biology-forums.com/index.php?topic=495660>

### Question 1866

Attitude surveys alert employees to potential problems.

- A) True  
B) False

Answer: <https://biology-forums.com/index.php?topic=494460>

### Question 1867

Describe the Big Five personality dimension of conscientiousness and explain how it can predict behavior at work.

Answer: <https://biology-forums.com/index.php?topic=494689>

### Question 1868

Fiedler's contingency model is considered to be the first comprehensive contingency model for leadership.

- A) True  
B) False

Answer: <https://biology-forums.com/index.php?topic=495485>



### Question 1869

Negotiation can be defined as a process in which two or more parties exchange goods or services and attempt to agree upon \_\_\_\_\_.

- A) the monetary value of the exchanged items
- B) a model of the negotiation process for resolving differences
- C) effective arbitrators for disputes
- D) acceptable bargaining strategies for obtaining the goods and services
- E) the exchange rate for those goods and services

Answer: <https://biology-forums.com/index.php?topic=495674>

### Question 1870

Research demonstrates that any effort to resist change is dysfunctional in terms of organizational effectiveness.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=496171>

### Question 1871

Basing managerial decisions on the best available scientific evidence is called \_\_\_\_\_.

- A) intuition
- B) conceptual management
- C) systematic study
- D) organizational behavior
- E) evidence-based management

Answer: <https://biology-forums.com/index.php?topic=494166>

### Question 1872

Most formal training revolves around employees simply helping each other out.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=496062>

### Question 1873

Your new organization is looking for maximum flexibility. The most appropriate structure is probably the \_\_\_\_\_.

- A) team structure
- B) matrix organization
- C) virtual organization
- D) network structure
- E) organizational pyramid

Answer: <https://biology-forums.com/index.php?topic=495841>

### Question 1874

Approximately \_\_\_\_\_ % of the U.S. labor force is employed in service industries.

- A) 25
- B) 80
- C) 40
- D) 10
- E) 60

Answer: <https://biology-forums.com/index.php?topic=494189>

### Question 1875

You explain that research efforts at isolating leadership traits have \_\_\_\_\_.

- A) been more focused on developing contingency theories and replacing trait theories
- B) identified six leadership traits that predict leadership
- C) been supportive of the Big Five leadership traits predicting leadership
- D) shown that conscientiousness does not help much in predicting leadership
- E) identified emotional stability as the most strongly related trait to leader emergence

Answer: <https://biology-forums.com/index.php?topic=495468>

### Question 1876

Which of the following is not a conflict-resolution technique?

- A) avoiding the conflict
- B) generating additional resources
- C) creating superordinate goals
- D) appointing a devil's advocate
- E) exercising authoritative command

Answer: <https://biology-forums.com/index.php?topic=495668>

### Question 1877

Opal, a valuable employee in the accounting department, has just been diagnosed with a degenerative optical disease. Within a few years she will be legally blind. Prepare a list of steps that her employer can take to adapt the work environment to accommodate her disability.

Answer: <https://biology-forums.com/index.php?topic=494356>

### Question 1878

What are modular benefit plans?

- A) a scheme designed for employees with families
- B) pre-designed packages of benefits
- C) essential benefits and a menu-like selection of other benefits
- D) they allow employees to set aside funds up to the dollar amount offered in the plan to pay for services
- E) a scheme designed for single employees with no dependents

Answer: <https://biology-forums.com/index.php?topic=494999>

### Question 1879

Patrice has just been passed up for a promotion and is still earning less than \$40,000 a year. He is experiencing a very low level of job satisfaction. Describe two active responses that Patrice might take due to his dissatisfaction. Design a plan that Patrice's immediate supervisor can use to diffuse the situation and keep Patrice on board with the company.

Answer: <https://biology-forums.com/index.php?topic=494488>

### Question 1880

Which of the following is true regarding the relationship between satisfaction and absenteeism?

- A) No relationship can be established between the two.
- B) When fairness is controlled for, there is a direct relationship between the two.
- C) There is a consistent positive relationship between the two.
- D) There is a curvilinear relationship between the two.
- E) There is a consistent negative relationship between the two.

Answer: <https://biology-forums.com/index.php?topic=494417>

### Question 1881

Compare and contrast the fields of psychology, social psychology, and sociology.

Answer: <https://biology-forums.com/index.php?topic=494246>

### Question 1882

Which of the following statements is not a finding from independent studies conducted among workers in the U.S. and other developed countries over the past 30 years?

- A) Employees tend to be most satisfied by the work itself.
- B) Employees tend to be least satisfied with pay and promotion opportunities.
- C) Rate of pay is strongly correlated with job satisfaction for almost all workers.
- D) Most workers are satisfied with their jobs overall.
- E) U.S. trends are generally applicable to other developed countries.

Answer: <https://biology-forums.com/index.php?topic=494402>

### Question 1883

Jennifer has already presented two excellent reports. The report she has just presented is clearly not as good as the first two reports, yet she is given the same high grade as before. What shortcut has the teacher used in this case?

- A) assertion
- B) the halo effect
- C) the contrast effect
- D) stereotyping
- E) projection

Answer: <https://biology-forums.com/index.php?topic=494814>

### Question 1884

Which theory differentiates leaders from nonleaders by focusing on personal qualities and characteristics?

- A) trait theory
- B) LPC
- C) characteristic theory
- D) Fiedler's perspective
- E) contingency theory

Answer: <https://biology-forums.com/index.php?topic=495411>

### Question 1885

It is probable that the culture of the Young Woman's Club of Williams will \_\_\_\_\_.

- A) be strengthened by the presence of the newcomers in the community
- B) enable the organization to meet the needs of diverse women in the community
- C) be embraced by all of the newcomers to the community
- D) prevent the organization from changing as the population of the community changes
- E) none of the above

Answer: <https://biology-forums.com/index.php?topic=495961>

### Question 1886

Which of the following has not contributed to blurring the lines between employees' work life and personal life?

- A) creation of flexible teams
- B) organizations asking employees to put in longer hours
- C) communications technology allowing employees to work any time and from any place
- D) the creation of global organizations
- E) the increase in dual career households

Answer: <https://biology-forums.com/index.php?topic=494195>

### Question 1887

One explanation for why many employees may not be motivated is that the performance evaluation process is often more political than objective.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=496065>

### Question 1888

Idea champions display characteristics associated with transformational leadership.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=496184>

### Question 1889

The predominantly white, male managerial workforce has given way to a \_\_\_\_\_.

- A) predominantly younger, male workforce
- B) female-dominated managerial workforce
- C) young, technologically savvy workforce
- D) gender-balanced, multiethnic workforce
- E) intellectually inferior workforce

Answer: <https://biology-forums.com/index.php?topic=494254>

### Question 1890

Two people see the same thing at the same time yet interpret it differently. Where do the factors that operate to shape their dissimilar perceptions reside?

- A) the timing
- B) the perceivers
- C) the target
- D) the context
- E) the situation

Answer: <https://biology-forums.com/index.php?topic=494703>

### Question 1891

Which of the following is not a reason for the recent popularity of teams?

- A) quick assembly and disassembly
- B) increased employee motivation
- C) organizational democratization
- D) efficient use of employee talent
- E) slower deployment and refocusing

Answer: <https://biology-forums.com/index.php?topic=495169>

### Question 1892

Which type of skill training has become increasingly important in organizations?

- A) interpersonal
- B) technical
- C) financial
- D) social
- E) problem solving

Answer: <https://biology-forums.com/index.php?topic=496012>

### Question 1893

Explain the principles of Hersey and Blanchard's situational leadership theory.

Answer: <https://biology-forums.com/index.php?topic=495514>

### Question 1894

All of the following are steps in the process of action research except \_\_\_\_\_.

- A) evaluation
- B) diagnosis
- C) forming
- D) feedback
- E) action

Answer: <https://biology-forums.com/index.php?topic=496131>

### Question 1895

Which of the following is not a step in the appreciative inquiry process?

- A) discovery
- B) destiny
- C) dreaming
- D) design
- E) devising

Answer: <https://biology-forums.com/index.php?topic=496140>

### Question 1896

Which of the following is not one of the nine potential team roles identified for successful teams?

- A) controller
- B) organizer
- C) allocator
- D) promoter
- E) maintainer

Answer: <https://biology-forums.com/index.php?topic=495212>

### Question 1897

Cognitive dissonance explains the linkage between attitudes and behavior.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494432>

### Question 1898

Businesses structured according to the mechanistic model usually have high employee participation in decision making.

- A) True

B) False

Answer: <https://biology-forums.com/index.php?topic=495822>

### Question 1899

Team A is preparing for a large project that will involve aggressive competition against other teams in the company. Several members argue that the team should have a male leader since the project will require aggressive competition. Which of the following pieces of evidence, if true, would best support the team members' conclusion?

- A) Female leaders perform more strongly than do male leaders when the competition involves improving positive relationships within the team.
- B) Male leaders tend to exhibit stronger performances than women in situations that involve competing teams.
- C) Many women leaders in the company are comfortable with competitive situations.
- D) Women leaders in the company have often served as team leaders.
- E) Female leaders outperform male leaders when competition occurs within a team.

Answer: <https://biology-forums.com/index.php?topic=495452>

### Question 1900

Ayesha is leading a group to develop a prototype for a new product. She has chosen three people to work with her. Ben and Tom are good friends and socialize on the weekend. They are both very creative. Julian is older than Ben and Tom, but they have worked together before and been quite productive. Julian is organized. Ayesha has never worked with any of the men, but knows the product well. She brings the highest level of expertise. Which of the following statements best describes Ayesha's group?

- A) high norms, high cohesiveness, high productivity
- B) high norms, low cohesiveness, high productivity
- C) high norms, high cohesiveness, high productivity
- D) low norms, low cohesiveness, low productivity
- E) low norms, low cohesiveness, low productivity

Answer: <https://biology-forums.com/index.php?topic=495106>

### Question 1901

Describe two contingency variables that a manager could use in evaluating job satisfaction in her organization.

Answer: <https://biology-forums.com/index.php?topic=494251>

### Question 1902

Which of the following is an effect of aging on the workforce?

- A) Older workers are tired, resulting in low job satisfaction.
- B) Older workers are more stable, resulting in less turnover.
- C) Older workers have a higher rate of unavoidable absenteeism.
- D) Older workers have a higher rate of avoidable absenteeism.
- E) Older workers are frail, resulting in less productivity.

Answer: <https://biology-forums.com/index.php?topic=494268>

### Question 1903

What is the overall goal of conflict management?

- A) stimulating conflict
- B) resolving conflict
- C) achieving the desired conflict level
- D) identifying conflict
- E) assessing the source of conflict

Answer: <https://biology-forums.com/index.php?topic=495670>

### Question 1904

Which of the following is not a primary force for change in organizations?

- A) decreasing skill sets
- B) technology
- C) economic shocks
- D) the nature of the workforce
- E) social trends

Answer: <https://biology-forums.com/index.php?topic=496109>

### Question 1905

Which of the following behaviors is Thomas engaged in?

- A) stalling

- B) playing dumb
- C) stretching
- D) overconforming
- E) buck passing

Answer: <https://biology-forums.com/index.php?topic=495610>

### Question 1906

You decide to do more research on the view that conflict should be encouraged as a means to achieve change and innovation. This view is termed \_\_\_\_\_.

- A) the acceptance view
- B) the interactionist view
- C) the promotional view
- D) the traditional view
- E) the human relations view

Answer: <https://biology-forums.com/index.php?topic=495714>

### Question 1907

\_\_\_\_\_ is when a person is faced with a challenge that is related to what that person wants to have or do, and he or she isn't sure exactly what the end result will be, but regardless of the outcome, it is perceived as important.

- A) Change
- B) Stimulation
- C) Creativity
- D) Stress
- E) Innovation

Answer: <https://biology-forums.com/index.php?topic=496153>

### Question 1908

What is another name for a self-fulfilling prophecy?

- A) self-selecting bias
- B) projection
- C) halo effect
- D) prototyping
- E) Pygmalion effect

Answer: <https://biology-forums.com/index.php?topic=494736>

### Question 1909

Eva works for a video game developer. She writes and edits the dialogues that are embedded in the games. Which of the following intellectual abilities is she likely to use the most?

- A) inductive reasoning
- B) spatial visualization
- C) perceptual speed
- D) verbal comprehension
- E) number aptitude

Answer: <https://biology-forums.com/index.php?topic=494294>

### Question 1910

In the U.S., employees in what age group value wealth and strive to become rich?

- A) 20s
- B) 60s
- C) 30s
- D) 40s
- E) 50s

Answer: <https://biology-forums.com/index.php?topic=494653>

### Question 1911

\_\_\_\_\_ is discretionary behavior that is not part of an employee's formal job requirement, but that promotes the effective functioning of the organization.

- A) Organizational citizenship
- B) Organizational behavior
- C) Motivation

- D) Productivity
- E) Corporate strategy

Answer: <https://biology-forums.com/index.php?topic=494203>

### Question 1912

What do we call it when we judge someone on the basis of our perception of the group to which he/she belongs?

- A) stereotyping
- B) grouping
- C) prototyping
- D) assimilating
- E) categorizing

Answer: <https://biology-forums.com/index.php?topic=494732>

### Question 1913

Groups that a person is aware of or would like to be a member of, and feels members are important are called \_\_\_\_\_ groups.

- A) conformity
- B) appearance
- C) power
- D) reference
- E) status

Answer: <https://biology-forums.com/index.php?topic=495090>

### Question 1914

How can functional conflict be created?

Answer: <https://biology-forums.com/index.php?topic=495741>

### Question 1915

Distinguish between legitimate political behavior and illegitimate political behavior.

Answer: <https://biology-forums.com/index.php?topic=495627>

### Question 1916

Which of the following values is most important to low-context cultures?

- A) directness
- B) titles
- C) trust
- D) space
- E) status

Answer: <https://biology-forums.com/index.php?topic=495366>

### Question 1917

Which of the following would best serve as evidence to support the conclusion that an individual is an authentic leader?

- A) The leader inspires a great deal of trust in his or her followers.
- B) The leader is cautious about information sharing and tends to provide updates only to top management.
- C) The leader acts in the company's best interest as long as those interests don't conflict with his personal ambitions.
- D) In business exchanges, the leader puts the company's bottom line before his or her ideals.
- E) The leader continually questions his or her values.

Answer: <https://biology-forums.com/index.php?topic=495450>

### Question 1918

Organizational commitment is a measure of the personal compatibility of a person and their position.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494445>

### Question 1919

A test that measures factors such as dependability, carefulness, responsibility, and honesty is referred to as a performance factor test.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=496057>

### Question 1920

Group behavior, power, and conflict are central areas of study for \_\_\_\_\_.

- A) anthropologists
- B) sociologists
- C) archaeologists
- D) social psychologists
- E) operations analysts

Answer: <https://biology-forums.com/index.php?topic=494174>

### Question 1921

Steve is unhappy with his job. He takes every possible vacation and sick day and sometimes shows up for work late. He is expressing his dissatisfaction through \_\_\_\_\_.

- A) loyalty
- B) neglect
- C) social voice
- D) exit
- E) voice

Answer: <https://biology-forums.com/index.php?topic=494409>

### Question 1922

Evidence confirms there is no real difference between men and women when it comes to emotional reactions.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494578>

### Question 1923

To reduce the work-life conflicts faced by their employees, Goodvibes should spend less effort helping employees with \_\_\_\_\_.

- A) improving time management skills
- B) segmenting their work and home lives
- C) improving their job productivity
- D) adjusting to a wide range of scheduling options
- E) integrating their work and home lives

Answer: <https://biology-forums.com/index.php?topic=496087>

### Question 1924

RVS values are fairly stable and consistent among groups.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494681>

### Question 1925

"Social loafing" is most likely to occur within a team whenever one team member's contributions are invisible to the rest of the team.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495257>

### Question 1926

In her work in the publishing industry, Vera seeks out new authors who she considers promising. In the past two years she has found a number of new writers whose work she thought was exceptional, and immersed herself in the task of helping them shape their manuscripts for submission to her managers for publishing. Although she was extremely proud of the results, none of the authors she worked with were chosen for publication. Vera believes that the decision not to publish these authors was based on personal rivalries within management, rather than the quality of her writers' work. She is extremely frustrated, dreads coming into work each morning, and is seriously thinking of resigning.

How can Vera's job attitudes best be described?

- A) high job satisfaction and high job involvement
- B) low organizational commitment
- C) low job satisfaction and low job involvement
- D) high job satisfaction and low job involvement
- E) low job satisfaction and high job involvement

Answer: <https://biology-forums.com/index.php?topic=494390>



### Question 1927

A team that has a good plan, but is also willing to adjust their master plan and adapt when conditions call for it demonstrates high \_\_\_\_\_, an important variable in successful team processes.

- A) goal specificity
- B) reflexivity
- C) goal congruency
- D) diversity
- E) social loafing

Answer: <https://biology-forums.com/index.php?topic=495219>

### Question 1928

Brady scored very low on his college entrance exams and decided to look for a job rather than go to college. He has been offered a full-time job on the night shift at a local dog boarding facility. What is the most likely outcome of Brady's success on the job given the results of his college entrance exams as a basis for his intellectual ability?

Answer: <https://biology-forums.com/index.php?topic=494359>

### Question 1929

Research shows that which of the following is likely to decrease as a worker grows older?

- A) likelihood of quitting
- B) vacation days taken
- C) work ethic
- D) productivity
- E) absenteeism

Answer: <https://biology-forums.com/index.php?topic=494269>

### Question 1930

Susan has composed a list of concerns along with her suggestions for improving conditions. Susan is dealing with her dissatisfaction through \_\_\_\_\_.

- A) neglect
- B) voice
- C) exit
- D) acceptance
- E) loyalty

Answer: <https://biology-forums.com/index.php?topic=494406>

### Question 1931

Discuss the advantages and disadvantages of diversity on teams. Discuss diversity in a global context. How does cultural diversity affect team-building?

Answer: <https://biology-forums.com/index.php?topic=495285>

### Question 1932

Discuss strategies an organization might use to turn individuals into team players and how this might affect two typical team processes while the team is organizing.

Answer: <https://biology-forums.com/index.php?topic=495282>

### Question 1933

One assumption of the trait view of leadership is that leaders cannot be trained.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495475>

### Question 1934

Coasting on the group effort is termed \_\_\_\_\_.

- A) incompetence
- B) inconsistency
- C) social loafing
- D) half-focus bias
- E) dysfunction

Answer: <https://biology-forums.com/index.php?topic=495227>

### Question 1935

Asking employees how they feel about key elements in a job, then adding the results to create an overall job satisfaction score is the single global rating approach to job satisfaction.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494451>

### Question 1936

List and discuss the bases of formal power.

Answer: <https://biology-forums.com/index.php?topic=495624>

### Question 1937

What is not a dependent variable that the manager wishes to resolve in this case?

- A) job satisfaction
- B) productivity
- C) absenteeism
- D) turnover
- E) the skill level of his workers

Answer: <https://biology-forums.com/index.php?topic=494234>

### Question 1938

Thomas' rigorous documentation allows him to accomplish which of the following?

- A) avoiding responsibility
- B) avoiding blame
- C) avoiding change
- D) avoiding action
- E) avoiding power

Answer: <https://biology-forums.com/index.php?topic=495613>

### Question 1939

According to expectancy theory, the degree to which organizational rewards satisfy an individual's personal goals or needs and the attractiveness of those potential rewards for the individual is known as what sort of relationship?

- A) effort-performance
- B) effort-satisfaction
- C) performance-achievement
- D) rewards-personal goals
- E) performance-reward

Answer: <https://biology-forums.com/index.php?topic=494901>

### Question 1940

\_\_\_\_\_ bargaining is negotiation that seeks to divide a "fixed pie."

- A) Affective
- B) Reflective
- C) Distributive
- D) Conjunctive
- E) Integrative

Answer: <https://biology-forums.com/index.php?topic=495677>

### Question 1941

Which professor out of this group would you expect to address issues of communication?

- A) the social psychologist
- B) the industrial engineer
- C) the anthropologist
- D) the political scientist
- E) the psychologist

Answer: <https://biology-forums.com/index.php?topic=494232>

### Question 1942

Which stage in group development is most characterized by uncertainty?

- A) forming
- B) storming
- C) introduction
- D) norming
- E) evolution

Answer: <https://biology-forums.com/index.php?topic=495066>

### Question 1943

The unity-of-command principle states which of the following?

- A) Managers should provide direction to their employees in a unified fashion.
- B) Managers should limit their oversight to a maximum of 12 employees.
- C) An individual should be directly responsible to only one supervisor.
- D) Managers should oversee 1-4 employees on average.
- E) Employees should report directly to two supervisors to maintain task balance.

Answer: <https://biology-forums.com/index.php?topic=495759>

### Question 1944

What is the Myers-Briggs Type Indicator (MBTI) and how might it be used by managers?

Answer: <https://biology-forums.com/index.php?topic=494696>

### Question 1945

Which of the following is not a reason why organic structures promote innovation?

- A) high formalization
- B) cross-fertilization
- C) low vertical differentiation
- D) low centralization
- E) high flexibility

Answer: <https://biology-forums.com/index.php?topic=496142>

### Question 1946

Evaluate the variable-pay programs in terms of their impact on motivation and productivity.

Answer: <https://biology-forums.com/index.php?topic=495051>

### Question 1947

Imagine that you are a manager of a multifaceted manufacturing operation with a new crew of twenty arriving for training. The crew is comprised of different types of learners. Describe a training program comprised of three different sessions that would cater to four different individual learning styles. State whether each of the training sessions would be on-the-job or off-the-job training, and whether it is formal or informal.

Answer: <https://biology-forums.com/index.php?topic=496090>

### Question 1948

The matrix structure facilitates the allocation of specialists.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495819>

### Question 1949

\_\_\_\_\_ teams are an effective way to allow people from diverse areas within an organization to exchange information, develop new ideas and solve problems, and coordinate complex projects.

- A) Self-managed
- B) Multifaceted
- C) Problem-solving
- D) Cross-functional
- E) Star matrix

Answer: <https://biology-forums.com/index.php?topic=495191>

### Question 1950

Which type of decision-making group is most committed to the group solution?

- A) brainstorming
- B) social
- C) electronic
- D) interacting
- E) nominal

Answer: <https://biology-forums.com/index.php?topic=495121>

### Question 1951

Organizational behavior models generally assume job satisfaction to be an independent variable.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494220>

### Question 1952

Eric is very prone to experiencing emotions in a much stronger manner than most other people. Things that wouldn't provoke any significant emotional response in the average person often send him into fits of happiness, anger, or depression. Eric has a high level of affect intensity.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494572>

### Question 1953

A high score in which dimension of the Big Five model predicts good job performance for all occupational groups?

- A) emotional stability
- B) extroversion
- C) agreeableness
- D) openness to experience
- E) conscientiousness

Answer: <https://biology-forums.com/index.php?topic=494623>

### Question 1954

Explain the difference between groupthink and groupshift.

Answer: <https://biology-forums.com/index.php?topic=495159>

### Question 1955

Aberdome Company has redesigned the jobs of the workers in accounts receivables. Instead of simply billing customers, they are now responsible for what used to be management tasks, such as for following up on non-payment, determining when bills will be sent to a collection agency, and what accounts receivables can be written off as non-collectable. What term would best be used to describe how the company is enriching the job dimensions?

- A) vertical job expansion
- B) task combination
- C) establishing client relationships
- D) opening feedback channels
- E) formation of natural work units

Answer: <https://biology-forums.com/index.php?topic=494957>

### Question 1956

Research conducted by Luthans supports the belief that promotions are based on performance.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494211>

### Question 1957

Management can create more ethical cultures through the following means: acting as visible role models, communicating ethical expectations, providing ethical training, visibly rewarding ethical acts and punishing unethical ones, and providing protective mechanisms.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=495952>

### Question 1958

Rumors would most likely flourish in situations where there is \_\_\_\_\_.

- A) well-communicated change
- B) a trivial issue at hand
- C) assurance by management
- D) ambiguity
- E) a chain communication style

Answer: <https://biology-forums.com/index.php?topic=495329>

### Question 1959

Workforce diversity is a topic dealing with how organizations are becoming more homogeneous in terms of gender, race, and ethnicity.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=494216>

### Question 1960

Given the climate of "temporariness" in modern organizations, employees must \_\_\_\_\_.

- A) make closer connections to their peers
- B) limit their mobility if they hope to compete
- C) continually update their knowledge and skills
- D) be prepared to stay in the same position for longer periods of time
- E) foster friendship within the work environment

Answer: <https://biology-forums.com/index.php?topic=494192>

### Question 1961

\_\_\_\_\_ conflict supports the goals of the group and improves its performance.

- A) Formal
- B) Reactive
- C) Dysfunctional
- D) Informal
- E) Functional

Answer: <https://biology-forums.com/index.php?topic=495643>