

Question 1

Blue Springs is a company that produces bottled water. It has received a huge order to supply water for a five-day convention that is taking place in the city. There are about half a million guests expected to attend each day. The company must operate at its _____ to meet this demand.

- A) supply capacity
- B) optimal capacity
- C) design capacity
- D) effective capacity

Answer: <https://biology-forums.com/index.php?topic=704758>

Question 2

Compare and contrast emotional intelligence and social intelligence.

Answer: <https://biology-forums.com/index.php?topic=704299>

Question 3

The problem with instituting changes too frequently is that _____.

- A) benefits of the changes are not likely to outweigh the costs
- B) they can be difficult to coordinate across multiple levels in the organization
- C) they are not always in sync with the real problems faced by the organization
- D) employees may not get time to completely adjust to any one of them

Answer: <https://biology-forums.com/index.php?topic=705014>

Question 4

_____ is the rapid development of trust in teams with positive and reciprocal communications about the team's task activities.

- A) Improved trust
- B) Reciprocal trust
- C) Improved reliability
- D) Swift trust

Answer: <https://biology-forums.com/index.php?topic=703939>

Question 5

A(n) _____ articulates the fundamental purpose of the organization and often contains several components.

- A) statement of faith
- B) annual report
- C) income statement
- D) mission statement

Answer: <https://biology-forums.com/index.php?topic=703986>

Question 6

In high-velocity environments, decision-making groups must not be afraid to act.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=704634>

Question 7

The basic components of _____ are effort, performance, and outcomes.

- A) expectancy theory
- B) goal-setting theory
- C) equity theory
- D) social cognitive theory

Answer: <https://biology-forums.com/index.php?topic=704367>

Question 8

Which of the following motivational forces relates to both internal and external forces?

- A) needs for security
- B) amount of direct feedback
- C) attitudes toward a job
- D) availability of training

Answer: <https://biology-forums.com/index.php?topic=704331>

Question 9

Which one of the following statements is true about the effects of the Internet on how managers do their jobs?

- A) The importance of knowledge has declined.
- B) It offers new ways of accomplishing tasks.
- C) The Internet has reduced the amount of competition in all markets.
- D) It has decreased the importance of entrepreneurs.

Answer: <https://biology-forums.com/index.php?topic=703703>

Question 10

Which of the following techniques will be the least likely to overcome employee resistance during the moving stage of the change process?

- A) making sure that they have the required knowledge, skills, and abilities
- B) communicating how the change will affect them in a positive way
- C) announcing that the change has been mandated by top management
- D) educating them about the nature of the desired change

Answer: <https://biology-forums.com/index.php?topic=704975>

Question 11

The contents of communications within organizations usually vary according to _____.

- A) the speed of feedback expected of the receiver
- B) the richness of the media being used for communications
- C) the size of the communication's audience
- D) the direction of the communication activity

Answer: <https://biology-forums.com/index.php?topic=704568>

Question 12

Which of the following is an example of lateral communication within an organization?

- A) an employee requesting permission from his boss to go on leave
- B) managers of two marketing teams discussing joint training programs
- C) a manager's message to employees indicating the schedule of the next meeting
- D) a supervisor reporting his division's performance to his manager

Answer: <https://biology-forums.com/index.php?topic=704567>

Question 13

Self-efficacy is the tendency for one to take more credit for success than failure.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=704317>

Question 14

Strategic plans translate tactical plans into specific goals and actions for small units of the organization and focus on the near term.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=704058>

Question 15

To begin motivating an apathetic associate, a manager informally questions her about her satisfaction with her job's ability to provide safety, social interaction, self-respect, and opportunities for growth. What theory of motivation is this manager most likely trying to apply in working with the associate?

- A) Maslow's need hierarchy
- B) Herzberg's two-factor theory
- C) Vroom's expectancy theory
- D) McClelland's acquired needs theory

Answer: <https://biology-forums.com/index.php?topic=704337>

Question 16

Vicarious learning involves gaining knowledge by observing how others successfully perform a task and then modeling one's own behavior in a similar manner.

- A) True

B) False

Answer: <https://biology-forums.com/index.php?topic=704318>

Question 17

According to Maslow's hierarchy of needs, which of the following needs includes the need for the basic essentials of life, such as water, food, and shelter?

- A) safety needs
- B) social needs
- C) physiological needs
- D) psychological needs

Answer: <https://biology-forums.com/index.php?topic=704343>

Question 18

Behaviorally anchored rating scales (BARS) are a performance appraisal system in which information about an employee is gathered from supervisors, co-workers, subordinates, and sometimes suppliers and customers.

- A) True
- B) False

Answer: <https://biology-forums.com/index.php?topic=703671>

Question 19

Employee referrals are least effective as a recruiting strategy when _____.

- A) the firm seeks candidates who are significantly different from current employees
- B) employees are friends with the potential applicants
- C) employees are not as well compensated as the new recruits will be
- D) the firm seeks candidates who can perform the same functions as current employees

Answer: <https://biology-forums.com/index.php?topic=703714>

Question 20

Which of the following, if true, would suggest that the company should concentrate on its opportunities?

- A) Employees have become complacent after a few successful campaigns, are highly demotivated, and lack creativity.
- B) The company has no competitors due to high entry barriers.
- C) Despite innovative technology and the Internet, employees continue to use traditional animation techniques to create ads.
- D) The managers make sure they get the best talent in the market, even if they have to pay a high price for it.

Answer: <https://biology-forums.com/index.php?topic=704021>