MULTIPLE CHOICE. Choose the one alternative that best completes the statement or answers the question.

1) Extrinsic work values include all of the following EXCEPT:
   A) challenging work.
   B) time with family.
   C) high pay.
   D) social contacts.

2) The two types of physical ability are
   A) motor skill and physiological skill.
   B) motor skill and physical skill.
   C) cognitive skill and motor skill.
   D) motor ability and physiological ability.

3) According to McClelland, people who have a special desire to perform challenging tasks well and meet their own personal standards for excellence can be described as having
   A) a high need for achievement.
   B) a high need for authority.
   C) a high need for accomplishment.
   D) a high need for affiliation.

4) The collection of traits that compose how a person generally tends to think, feel, and behave is called
   A) a personality.
   B) a mood.
   C) a behavior.
   D) a gene.

5) Type A behavior is characterized by all of the following EXCEPT
   A) an increased likelihood of high blood pressure.
   B) excellent team players who are easy to get along with.
   C) a tendency to interrupt others.
   D) a strong need to get a lot of work done in a short period of time.

6) The goals of an organization include not only what individuals are trying to accomplish but also what is trying to be accomplished by the
   A) organization as a whole.
   B) stockholders.
   C) government.
   D) economic forces of the marketplace.

7) Personality is likely to play an important role in determining individual job performance when
   A) the employee is more outgoing.
   B) situational pressures are weaker.
   C) situational pressures are stronger.
   D) the supervisor is more outgoing.

8) _______ can change from hour to hour, day to day, and sometimes minute to minute.
   A) Work moods
   B) Values
   C) Job satisfaction
   D) Attitudes

9) Perceived information is processed
   A) by the target.
   B) consistent with objective reality.
   C) consistent with stored schemas.
   D) by schemas selected by the target.
10) How a worker feels about a job represents the _______ component of the worker's attitude toward the job.
   A) cognitive  B) affective  C) temperamental  D) behavioral  

11) _______ is the set of values or beliefs that are approved or sanctioned in that society.
   A) Ethics  B) Legislation  C) Morality  D) National culture  

12) As a supervisor, John Layman believes one of his employees excels due to "pure, dumb luck." John is making
   A) an external attribution.  B) an internal attribution.  C) a biased decision.  D) an attribution error.  

13) Individuals likely to experience negative moods at work, feel stressed, and generally have a negative orientation toward the work situation are said to be
   A) introverted.  B) high on neuroticism.  C) psychologically disturbed.  D) extroverted. 

14) Roger Riley is a new department manager at Kelly & Kin Company. Two of his most important tasks are to encourage his employees to do a good job and to orchestrate different individual and group behaviors to help ensure all of his employees are working toward his department's goals. This set of responsibilities is also referred to as
   A) planning.  B) leading.  C) organizing.  D) controlling.  

15) The managerial function that allows managers to evaluate how well they are performing the other management functions is
   A) planning.  B) leading.  C) organizing.  D) controlling.  

16) Social responsibility refers to an organization's moral responsibility toward
   A) any person or group outside the organization.
   B) people inside and outside the organization.
   C) people or groups outside the organization that are directly affected by its actions.
   D) its own employees and customers.  

17) The three components of perception are
   A) comprehension, interpretation, and explanation.
   B) observer, observation target, and opinion.
   C) sight, hearing, and feel.
   D) situation, perceiver, and target of perception.  

18) Planning is a complex and difficult task because the decisions managers usually need to make
   A) affect many people.  B) are time consuming and irreversible.  C) are very expensive.  D) are surrounded by uncertainty.
19) Verbal ability is
   A) the ability to understand written materials.
   B) the extent to which an individual understands and is able to use written and spoken material.
   C) the extent to which an individual can come up with words and sentences quickly.
   D) the extent of a person's vocabulary.

20) Individuals who exhibit more of the self-monitoring trait than average are more likely to
   A) employ schemas.
   B) develop and use stereotypes.
   C) be neurotic.
   D) conform to situational norms.

21) When Managers give direct command and orders to subordinates, they are filling which managerial role?
   A) Figurehead
   B) Liaison
   C) Leader
   D) Monitor

22) Experience from research on separated identical twins suggests that approximately ________ percent of the variation in people's personalities can be attributed to genetic factors.
   A) 65
   B) 50
   C) 25
   D) 35

23) As defined in the text, organizational behavior is the study of
   A) the many factors that impact how organizations respond to individuals and groups and how organizations respond to their environments.
   B) the many factors that affect how individuals and groups respond to and act in organizations and how organizations manage their environments.
   C) how people react at work and how environments respond to organizational actions.
   D) the many factors that impact how individuals and groups manage organizations and how environments respond to organizations.

24) The FACES Scale
   A) is used to measure positive and negative affectivity.
   B) was developed as part of the Apollo space program to predict employee productivity.
   C) is part of the job descriptive index.
   D) is designed to measure job satisfaction.

25) Workers who feel excited, enthusiastic, active, strong, and elated are experiencing
   A) organizational commitment.
   B) openness to experience.
   C) positive work moods.
   D) job satisfaction.

26) In a(n) ________, an organization takes in resources from its external environment and converts or transforms them into goods and services that are sent back to that environment, where they are bought by customers.
   A) closed system
   B) conversion stage
   C) open system
   D) input stage
27) A set of behaviors or tasks a person is expected to perform because of the position he or she holds in a group or organization is referred to as a(n)  
A) role.  
B) skill.  
C) norm.  
D) attitude.  

28) Managing ability by selection requires that managers identify all of the following EXCEPT  
A) accurate measurement of needed abilities.  
B) the exact placement of workers into jobs.  
C) the tasks they want workers to accomplish.  
D) the abilities needed to accomplish necessary tasks.  

29) A specific component of personality that describes particular tendencies a person has to feel, think, and act in a certain way is  
A) a mood.  
B) a behavior.  
C) a trait.  
D) an ability.  

30) Which of the following is NOT an attributional bias?  
A) schema attribution effect  
B) fundamental attribution error  
C) actor–observer effect  
D) self-serving attributions  

31) People's personal convictions about what end states one should expect from work and how one should behave at work constitute  
A) work values.  
B) work moods.  
C) work behaviors.  
D) work attitudes.  

32) Individuals who are antagonistic, unsympathetic, and rude are said to be  
A) low on extroversion.  
B) high on introversion.  
C) low on agreeableness.  
D) high on neuroticism.  

33) Turnover is a behavior that must be  
A) eliminated.  
B) reduced.  
C) managed.  
D) changed.  

34) The cognitive component of a worker's attitude is the  
A) employee's thoughts about how to behave in his or her job or organization.  
B) employee's beliefs about the job or organization.  
C) employee's feelings about his or her job or organization.  
D) employee's ethical stance.  

35) An important step in preventing stereotyping is  
A) to eliminate the use of schemas.  
B) to think about workers in terms of job performance or similar criteria and not characteristics such as age or race.  
C) to not acknowledge that someone is a different race, age, gender, or nationality.  
D) to treat all workers identically and not consider any individual differences when making decisions.
36) The level of job satisfaction that a person experiences is affected by all of the following EXCEPT  
   A) physical characteristics.  
   B) the work situation.  
   C) personality.  
   D) social influence.  

37) The best-accepted trait model of personality focuses on five general traits at the top of the trait  
   hierarchy, these traits include  
   A) extroversion, neuroticism, and locus of control.  
   B) neuroticism, self-esteem, and locus of control.  
   C) extroversion, self-monitoring, and neuroticism.  
   D) conscientiousness, agreeableness, and openness to experience.  

38) _______ is an advantage for performing jobs that require innovation.  
   A) Positive affectivity  
   B) Agreeableness  
   C) Openness to experience  
   D) External locus of control  

39) When Herzberg asked workers to describe a time when they felt very positive about their jobs and  
   a time when they felt particularly bad about their jobs, he was using the data collection method  
   known as  
   A) the critical incidents technique.  
   B) extrinsic-intrinsic sampling.  
   C) the motivator-hygiene method.  
   D) the facets model.  

40) The extent to which workers experience different moods at work is determined by  
   A) the situation.  
   B) their personalities.  
   C) the situation and their personalities.  
   D) unknown factors.  

41) The process by which workers with similar personalities are attracted to and hired by  
   organizations and those with dissimilar personalities leave is described by the  
   A) situation-person debate.  
   B) attraction-selection-augmentation process.  
   C) good old boy network.  
   D) attraction-selection-attrition framework.  

42) According to the text, a recent review of several studies concluded that the association between job  
   satisfaction and job performance is  
   A) decreasing due to the increasing number of baby-busters in the workforce.  
   B) higher in unionized settings.  
   C) not meaningful. However I do not buy this because Dr. Betterton told us about a recent study  
   (meta analysis) that does show a moderate association between job satisfaction and job  
   performance!  
   D) stronger for men than for women.  

43) The three levels of analysis that are studied in organizational behavior are  
   A) affective, cognitive, and behavioral.  
   B) individual, organizational, and societal.  
   C) individual, group, and organizational.  
   D) traits, behaviors, and results.
44) ______ involves grouping workers into, groups, teams, or departments according to the kinds of tasks they perform.
   A) Designing  B) Organizing  C) Controlling  D) Leading
   
45) Cognitive and physical ability are determined by
   A) influences other than nature or nurture.  B) nature alone.
   C) nature and nurture.  D) nurture alone.
   
46) Potential benefits of turnover include all of the following EXCEPT
   A) provision of advancement opportunities.
   B) reduction of the size of the organization.
   C) disruption of existing members of an organization.
   D) introduction of new ideas into the organization.
   
47) The need for achievement among top-level executives and managers is
   A) less influential in determining their success than is their need for affiliation.
   B) less influential in determining their success than is their need for power.
   C) more influential in determining their success than is their need for power.
   D) more influential in determining their success than is their need for power and affiliation.
   
48) A schema is dysfunctional if it
   A) causes damage to the subject’s actual competence.
   B) results in inaccurate perceptions.
   C) promotes decision making based on prior experience.
   D) is based on generalizations.
   
49) Which of the following is the ability to understand and manage one's own feelings and emotions and the feelings and emotions of others?
   A) Emotional intelligence  B) Spacing ability
   C) Perceptual ability  D) Deductive ability
   
50) Leading is when managers
   A) encourage workers and coordinate individual and group behaviors so that all organizational members are working toward organizational goals.
   B) monitor and evaluate performance at all levels of analysis to achieve organizational goals.
   C) establish their organization's strategy to allocate resources to achieve organizational goals.
   D) establish an arrangement of relationships that dictates how members work together to achieve organizational goals.
   
51) Type A’s
   A) are more likely to have conflicts with their subordinates and with co-workers than Type B’s.
   B) prefer long-term situations or projects.
   C) are more likely to be effective in situations that require a lot of interaction.
   D) have less of a tendency toward hostility.
Answer Key
Testname: TEST # 1

1) A
2) B
3) A
4) A
5) B
6) A
7) B
8) A
9) C
10) B
11) D
12) A
13) B
14) B
15) D
16) C
17) D
18) D
19) B
20) D
21) C
22) B
23) B
24) D
25) C
26) C
27) A
28) B
29) C
30) A
31) A
32) C
33) C
34) B
35) B
36) A
37) D
38) C
39) A
40) C
41) D
42) C
43) C
44) B
45) C
46) C
47) B
48) B
49) A
50) A
Answer Key
Testname: TEST # 1

51) A